Ballyconnell Credit Union Limited - Terms of Business

About Us

Our legal name is Ballyconnell Credit Union Limited. The Credit Union's registered office is at Cullyleenan, Ballyconnell, Co. Cavan, H14 D729. This is also our Head Office.
Ballyconnell Credit Union is regulated by the Central Bank of Ireland. If you wish to contact us, please write to the above address or email info@ballyconnellcu.ie or visit our website at www.ballyconnellcu.ie and select *Contact Us*.

We operate from the following four locations:

- Ballyconnell – Cullyleenan, Ballyconnell, Co. Cavan, H14,D729
- Ballinamore – Main Street, Ballinamore, Co. Leitrim, N41 X957.
- Carrigallen - Main Street, Carrigallen, Co. Leitrim, H12, F449.
- Swanlinbar - Main Street, Swanlinbar, Co. Cavan, H14, D950

Membership of the Credit Union

To avail of the products and services of Ballyconnell Credit Union, you must be a member of the credit union. To be eligible for membership, you must live or work within our Common Bond (see the Membership section of our Website for details). You then apply for membership and when approved you must lodge a minimum of €7.62. An entrance fee of €1.27 is required and you must maintain a minimum share value of €6.35 in your Share Account. Membership entitles you to avail of all of Ballyconnell Credit Union's products, services and benefits and to vote (16 or over) at the Credit Union's Annual General Meeting

Regulated Activities

The Credit Union's principal business is the provision of financial services. The Credit Union accepts savings, makes loans (including mortgages), offers current accounts and provides a range of other financial services and products such as foreign exchange (through Fexco) and insurances by referral to an external provider. These activities are regulated by the Central Bank of Ireland.

Central Bank Codes

Ballyconnell Credit Union is subject to Central Bank's Minimum Competency Code, Code of Conduct on Mortgage Arrears and the Code of Conduct on the Switching of Current Accounts with Credit Institutions. Credit Unions are not currently subject to Central Bank's Consumer Protection Code but seeks to adhere to the spirit of the code in all of its activities. These codes

offer protection to consumers and can be found on the Central Bank of Ireland's website www.centralbank.ie.

Fees and Charges
The Credit Union charges its members fees and charges in connection to its Current Account. Current Account fees and charges can be found in the Services section of our website. Please note that fees and charges for products and services may be amended from time to time by the Credit Union.

Your Personal Data
We gather and process your personal data in compliance with (a) data protection law and (b) any Data Protection Notices we show you or consents which we ask you to agree to.

Conflicts of Interest
It is the policy of Ballyconnell Credit Union to avoid any conflict of interest in connection with any product or service it supplies to its members. Where an unavoidable conflict arises, we will advise you in writing of this before providing the relevant service. If you have not been advised of any such conflict you are entitled to assume that none arises.

Where you Default
Where you default in your obligations to Ballyconnell Credit Union, the Credit Union may notify you of such default and may ask you to take action to remedy it to the satisfaction of the Credit Union. At any time after such default the Credit Union may seek to enforce your obligations to it through legal proceedings or through the enforcement of any guarantee or security given in respect of your obligations to the Credit Union. Where it does so the Credit Union will observe the terms and conditions relevant to the product or service and any applicable Central Bank code or consumer credit law.

Complaints
If you have any complaint in relation to the product or service being provided by the credit union you should outline the nature of your complaint to us at our Ballyconnell office in writing at the address shown on page 1. The complaint will be fully investigated by the credit union and a full response will be provided to you. While our investigation of any complaint is ongoing we will provide you with a regular written update. In the event you are dissatisfied with the outcome or if the complaint is not resolved within 40 business days you are entitled to refer your complaint to Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2.

Compensation Scheme
The Deposit Guarantee Scheme (DGS) is administered by the Central Bank of Ireland and is funded by the credit institutions (including Ballyconnell Credit Union) covered by the scheme. The DGS protects eligible deposits up to a limit of €100,000 per depositor per credit institution covered by the Scheme. For additional information on the Deposit Guarantee Scheme please refer to www.depositguarantee.ie.

Changes to Terms of Business
Where there are any material changes to these Terms of Business, we will notify affected members as soon as possible and the notice may take the form of an advertisement in one or more newspapers circulated nationally in Ireland or in a local newspaper where relevant. The information contained in these Terms of Business is correct as of 6th October 2026.