

# Naomh Breandain Credit Union Limited - Terms of Business

## About Us

Our legal name is Naomh Breandain Credit Union Limited. The Credit Union's registered office is at Dunkellin Street, Loughrea, Co Galway. This is also our Head Office.

Naomh Breandain Credit Union is regulated by the Central Bank of Ireland. If you wish to contact us please write to us at the above address or email [info@naomhbreandancu.ie](mailto:info@naomhbreandancu.ie) or visit our website [www.naomhbreandancu.ie](http://www.naomhbreandancu.ie) and select Contact.

We operate from the following two locations:

- Dunkellin street, Loughrea, Co. Galway
- Main street, Woodford, Co. Galway

## Membership of the Credit Union

To avail of the products and services of Naomh Breandain 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 (and maintain) a minimum of €8.27 in your Share Account. Membership entitles you to avail of all of Naomh Breandain Credit Union's products, services and benefits and to vote 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) These activities are regulated by the Central Bank of Ireland.

## Central Bank Codes

Naomh Breandain 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 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](http://www.centralbank.ie).

## Fees and Charges

The Credit Union charges its members fees and charges in connection with some of the products and services provided by it. For written details of the current fees and charges concerning any particular product or service please enquire at any of our branches. 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 Naomh Breandain 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 Naomh Breandain 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 your local branch, or to our Head 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 Naomh Breandain 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](http://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 21<sup>st</sup> August 2025.