

EUROPEAN COMMUNITIES (PAYMENT SERVICES) REGULATIONS 2018 (the “Regulations)

REGULATION 76 INFORMATION (this is your ‘framework contract’ (In Plain English) with us in relation to the account for the purposes of the Regulations).

SHEEPHAVEN Credit Union Limited is regulated by the Central Bank of Ireland

Contact details for the Central Bank:

Address: PO Box 559
Dublin 1
Telephone: +376 1 224 6000
Fax: +376 1 224 5550
Public Helpline: Lo-Call 0818681681 Monday - Friday
+353 1 224 5800
enquiries@centralbank.ie
Website: www.centralbank.ie

CONTACT DETAILS FOR SHEEPHAVEN CREDIT UNION LIMITED

Address: **Carrigart, Letterkenny, Co. Donegal**

Telephone: **074 91 55866 (Carrigart Office) or 074 91 38765 (Creeslough Office)**
Email: **info@sheephavencu.ie**
Website: **www.sheephavencu.ie**
Register Number: **454CU**

Insert sub office details where appropriate: **Creeslough, Massinass, Co. Donegal**

Our Business Days are as follows:

Our Carrigart office Hours
Monday 10.30am – 4.30pm
Tuesday – Friday 9.30am – 4.30pm
Saturday 9.30am – 3pm

We don't close for Lunch in our Carrigart Office

Our Creeslough office Hours
Monday 10.30am – 4.30pm
Tuesday – Friday 10.00am – 4.30pm
Saturday 10.00am – 3pm
Closed for lunch from 1-1.30pm

Please Note: that no Loans or New Membership applications can be taken after 3pm Monday – Friday or after 2pm on Saturdays

YOUR ACCOUNT

The following is a description of the main characteristics of the account and payment services on the account:

- Lodging & Withdrawing funds
- Share, Deposit and Loan accounts
- Transferring funds internally to other accounts
- Acceptance of funds transferred into a member's account by standing order.
- Acceptance of funds transferred into a member's account by direct debit.
- Acceptance of funds transferred into a member's account by Electronic Fund Transfer
- Acceptance of funds transferred into a member's account by debit card.
- One off electronic funds transfer of funds from a members account
- Transferring funds out of a members account on foot of a standing order
- Transferring funds out of a members account on foot of a Direct Debit
- Transferring funds out of a members account on foot of an Electronic Fund Transfer
- One off electronic transfer of funds in and out of a member's account
- Account information services
- Transaction business online
- Account information services.

- **Giving an order for payment from your account:** When you give us an order to make a payment from your account, we will need you to provide us with the details of the beneficiary of the payment (i.e., their account number and sort code, together with any relevant identification details for the payment service provider ('PSP') with which they hold their account). Depending on how you place your order with us (i.e., online, in our offices, by telephone etc) we may also need to you verify that order by signature, by use of a password, or by use of a PIN, depending on the type of account that you hold. All of this information, taken together, is known as the '**unique identifier**' that you must give us. In giving us that unique identifier, you will be consenting to our execution of that order for you. You cannot withdraw that consent after you have given it to us. However, if the order is for a direct debit to be taken from your account, you can revoke that order and your consent by notice to the beneficiary of that direct debit up to close of business on the business day before the funds are to be debited from your account. If the order is for a standing order to be taken from your account, you can revoke that order and your consent by written instruction or in person up to close of business on the Business Day before the funds are to be debited from your account. In exceptional cases, we may allow you to withdraw your consent after the times specified above, but our specific agreement will be required, and we will not be obliged to do this.

Cut-off times: Where payments are requested on, or scheduled for a Saturday, Sunday or Bank Holiday, these payments will be processed on the next working day and will be subject to the limit for that working day. If you give us a payment instruction to pay money from your Account, we treat the payment instruction as given on that working day ("D") on which we actually get it, so long as it is received by us before the cut off time, which is 3pm. If we receive it after the cut-off time it will be treated as received by us on the next working day. We will ensure the payee's bank is paid within one banking day of D.

- **Execution times:** Once we are deemed to have received an order under 2 above, you agree that we have up to the end of the third Business Day following the date of deemed receipt under 2 above to credit the amount of that order to the beneficiary's PSP.
- **Spending limits and payment instruments:** *If we give you a payment instrument on your account (i.e., a card with a PIN number, or use of online banking with a password etc [include any other types of payment instruments which may be used]), you may separately agree spending limits with us for use of a particular payment instrument. If we give you such a payment instrument for your account, you must, as soon as you receive it, take all reasonable steps to keep its personalised security features safe including the following:*
 - ***Do not write your online PIN down or carry it in your membership book***
 - ***Do not disclose your PIN to anyone.***
 - ***Never disclose your PIN to anyone over the phone.***
 - ***Keep our telephone number to hand for reporting suspicious account activity.***
 - ***If you do not protect your PIN, or you give it to someone else, you may be held liable for unauthorised transactions.***
 - ***If the payment instrument is lost, stolen, misappropriated or used in an unauthorised manner, you should notify us by telephoning 074 915 5866 during normal business hours and outside business hours you should provide notification that your details have been compromised by emailing info@sheephavencu.ie a contact number should be included in this email. We reserve the right to block your use of a payment instrument for any of the following reasons:***

- (A) *the security of the payment instrument.*
- (B) *if we suspect that it is, or has been, used in an unauthorised or fraudulent manner.*
- (C) *(if the payment instrument is connected with the provision by us of credit to you) a significantly increased risk that you may be unable to fulfil your obligations to pay; and*
- (D) *our national or community obligations.*

If we block your use of a payment instrument, we will tell you about it (and the reasons for it) unless giving you that information would compromise our security or would be prohibited by law.

- **Charges:** We only levy a limited number of charges in connection with the accounts we offer. Once off membership fee, Returned unpaid cheque fee. Details of these charges are available on request. These charges are incorporated by reference into this Regulation 76 Information.
- **Interest rates:** If an interest rate applies to your account, you are told this when you open your account, and that interest rate is incorporated by reference into this Regulation 76 information. You can obtain confirmation of that interest rate by contacting us as set out on page 5 above.
- **Exchange rates:** If any payment on your account (including a withdrawal by you from your account) involves a currency conversion being made by us, we will use a reference exchange rate as supplied to us by FEXCO. Daily exchange rates will be displayed at our FEXCO Bureau Screen.
- **Giving you information:** If we need to give you information or notice of any matters relating to this Regulation 76 Information, we will do so by placing a notice in writing in the credit union office and on our website unless we state otherwise herein. Such information or notice will be given to you promptly upon the requirement to do so arising.
- **Copy Regulation 76 Information:** For as long as you hold this account with us, you have the right to receive, at any time and on request by you, a copy of this Regulation 76 information on paper or, if possible, by secure email.
- **Unauthorised transactions:** If you become aware of a transaction on your account that is unauthorised or incorrectly executed, you must tell us without undue delay and, in any event, within thirteen months of that transaction being debited from your account. You will be entitled to rectification from us if that transaction was unauthorised or incorrectly executed. If the transaction was unauthorised, we will refund the amount of it to you and, if necessary, restore your account to the state that it would have been in if the unauthorised transaction had not taken place
PROVIDED THAT:
 - (a) you will bear the loss of an unauthorised transaction on your account, up to a total of €50, if the unauthorised transaction resulted from (a) the use of a lost or stolen payment instrument or (b) your failure to keep the personalised security features of that payment instrument safe.
 - (b) you will bear all losses relating to an unauthorised transaction on your account if you incurred those losses by acting fraudulently or by failing, intentionally or with a gross lack of reasonable care, to keep the payment instrument and its security features safe, to use it in accordance with any terms that we tell you are applicable to it, and to notify us promptly of it being lost, stolen, misappropriated or used in an unauthorised manner;
 - (c) you will not bear any financial consequences resulting from the use of a lost, stolen, or misappropriated payment instrument once you have notified us in accordance with this Regulation 76 Information that it has been lost, stolen or misappropriated.

- **Refunds of direct debits:** If a direct debit is taken from your account but:
 - (d) your direct debit authorisation did not specify the exact amount of the payment; and
 - (e) the amount of the payment exceeded the amount you could reasonably have expected taking into account your previous spending patterns, this Regulation 76 Information, and other relevant circumstances: and
 - (f) you give us such factual information as we may require; and
 - (g) you did not give us consent in advance to the direct debit being taken from your account; and
 - (h) neither we nor the beneficiary of the direct debit made information available to you about the transaction at least four weeks before the debit date,

then you may request a refund from us of that direct debit for an eight-week period following the debit date. We will then have ten Business Days to refund you or give you reasons for our refusal to refund you.

- **Unique identifier:** If you give us an order to make a payment from your account and we execute it in accordance with the correct unique identifier, we will be taken to have executed it correctly as regards the beneficiary of that order. If you give us an incorrect unique identifier, we will not be liable for the non-execution, or defective execution, of the order. We will, however, make reasonable efforts to recover the funds involved.

- **Our liability if you make a payment out of your account:** If you give us an order to make a payment from your account, we are liable to you for its correct execution unless we can prove to you (and if necessary, to the beneficiary's PSP) that the beneficiary's PSP received the payment. If we are so liable to you for a defective or incorrectly executed order, we will refund the amount of it to you and, if applicable, restore your account to the state that it would have been in if the defective or incorrect transaction had not taken place. Irrespective of whether we are liable to you or not in these circumstances, we will try to trace the transaction and notify you of the outcome.

- **Our liability if you receive a payment into your account:** If the payer's PSP can prove that we received the payment for you, then we will be liable to you. If we are liable to you, we will immediately place the amount of the transaction at your disposal and credit the amount to your account. If you have arranged for a direct debit to be paid into your account, we will be liable to transmit that order to the payer's PSP. We will ensure that the amount of the transaction is at your disposal immediately after it is credited to our account. If we are not liable as set out above, the payer's PSP will be liable to the payer for the transaction. Regardless of whether we are liable or not, we will immediately try to trace the transaction and notify you of the outcome.

- **Duration, changes, and termination:** Your contract with us, as detailed in this Regulation 76 Information, is of indefinite duration. If we want to change any part of the information provided herein which is required by Regulation 76, we will give you at least one month's written notice of the proposed change where required by law to do so. If you do not notify us within that two-month period that you do not accept the proposed change, you will be deemed to have accepted it. If you do not want to accept the proposed change, you must notify us in writing, and you will be allowed to terminate your contract with us in relation to the account to which this Regulation 76 Information relates immediately and without charge before the end of that two-month period. If we change an interest rate or an exchange rate in a way that is more favourable to you, we have the right to apply that change immediately and write to you soon afterwards confirming that change. We can change an exchange rate immediately and without notice if that change is based upon the reference exchange rate agreed in this Regulation 76 Information. You may terminate your contract with us in relation to the account to which this Regulation 76 Information relates on one month's notice in writing. We may terminate our contract with you in relation to the account to which this Regulation 76 Information relates on giving you two month's notice in writing.

- **Governing law and language:** This Regulation 76 Information shall be governed by and construed in accordance with the laws of Ireland, and all communication between us and you during our contractual relationship shall be conducted in English.
- **Redress:** If you have a complaint in relation to the matters governed by the Regulation 76 Information, you may be able to refer your complaint to the Financial Services and Pensions Ombudsman. Contact details are as follows: Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2 D02 VH29, Tel. (01) 567 7000, E-mail: info@fspo.ie