

# Key Worker Loan



## Frequently Asked Questions

### Who can apply for a Key Worker Loan?

You must: a) be aged over 18, b) be registered on the voters roll, c) have your own current account, d) be currently in employment as a key worker listed on the [Government website](#), and e) apply to join HEY Credit Union if you aren't already a member.

### What will you need as a proof of my income?

Last three payslips and a recent bank statement showing at least one months' worth of income.

### Can I use my Loan for debt consolidation?

Unfortunately, this product is not available for debt consolidation.

### Do you do a credit check?

Yes. Each Loan application is assessed on an individual basis and takes into consideration a variety of factors including the affordability of the Loan, previous savings and borrowing patterns with the Credit Union, credit history and so on. Information on how we use Credit Reference and Fraud Prevention Agencies to check your credit history is supplied separately on request and on our website.

### How long does it take to make a decision?

Once your application is complete with all supporting documents, we aim to make a decision within 2 working days. It may take a little longer at busy times such as Christmas and holiday seasons.

### How much can I borrow?

You can apply for a Key Worker Loan for up to £4,500. If you require a larger amount, we have other [Loan products](#) available (although these do not offer the same preferential Key Worker rate).

### How do I repay my Loan?

All Loans are to be repaid either through your own bank account by bank standing order or direct debit, or by payroll deduction.

### How often must I make repayments?

At the same frequency as you receive your income. Repayments should be made regularly (weekly, fortnightly, 4-weekly or monthly).

### **How do I collect my Loan money?**

We will transfer the money to your bank account.

### **What interest do I pay?**

Key Worker Loan rates offer a preferential rate of 1% per month (12.7% APR).

### **How is interest applied?**

It is applied to your Loan daily and calculated on the outstanding balance. This means that if you settle your Loan early you will pay less interest.

### **What term do I pay my Loan over?**

Up to three years.

### **Are there any penalties or hidden charges for clearing my Loan off early?**

No.

### **How often will I get a statement?**

Statements are provided upon request, or you can check your balance by registering with us on our website.

### **What if I cannot afford my repayments?**

Get in touch with our Credit Control department without delay to discuss a reduced payment plan.

Failure to keep up repayments could have a serious effect on your credit report and ability to obtain future credit.

### **What about insurance?**

We don't offer insurance as such, but your Loan may be covered by our free [Members' Death Benefit Scheme](#).

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All loans provided by HEYCU are subject to status and our lending policy. Applicants must be aged over 18. The Credit Union reserves the right to decline any application or offer a loan that differs from those advertised. To find out more about how we use your data to help us make decisions on loans please read our [Privacy Policy](#).

## Terms & Conditions

**When taking up a Key Worker Loan with HEY Credit Union, the Borrower will sign a Loan Agreement which sets out the following terms and conditions:**

- 1) The Borrower will repay the Loan that the Lender has advanced them, plus interest.
- 2) The Borrower will continue to make repayments until the Loan and any interest on the Loan due to the Lender have been repaid in full.
- 3) The Borrower has the right to settle the Loan early at any time by paying in full the balance of the Loan and any unpaid interest outstanding. The Lender will, on request, provide the Borrower with a written statement of the sums which have been paid and which remain outstanding under the Agreement.
- 4) The Borrower agrees to inform the Lender immediately of any change to their financial circumstances which may affect their ability to repay the Loan or of any change in their address.
- 5) If the Borrower fails to pay any amount due to the Lender under the Loan Agreement, or breaches any of its terms, the Lender has the right to demand early repayment of all of the balance of the Loan outstanding, together with any unpaid interest.
- 6) The Borrower agrees to be liable for all costs, charges or expenses of whatever nature of recovering any sums due under the Loan Agreement.
- 7) The Borrower agrees that if they default on their repayments, information about their Loan may be passed on to the Department for Work and Pensions for their consideration of deductions from the benefits that they are or will become entitled to.
- 8) The Borrower assigns to the Lender all paid shares held now or in the future in the Credit Union, as security for payment of the Loan and for interest or expenses which may be due and authorises the Lender to apply any or all such shares towards payment of the Loan, interest or expenses which are owed.
- 9) We, as the Lender, may use credit reference and fraud prevention agencies to help us make decisions. If you would like to read the full details of how your data may be used please see our [Privacy Policy](#).

## Glossary

Borrower - The member named on the Loan Agreement

Lender - HEY Credit Union

Loan - the sum that the Lender has advanced to the Borrower, plus interest

Shares - The amount in your savings account(s) with HEY Credit Union.