

Member First CREDIT UNION

Artane | Northside | Swords

Spring 2015

Volume 1 | Issue 1



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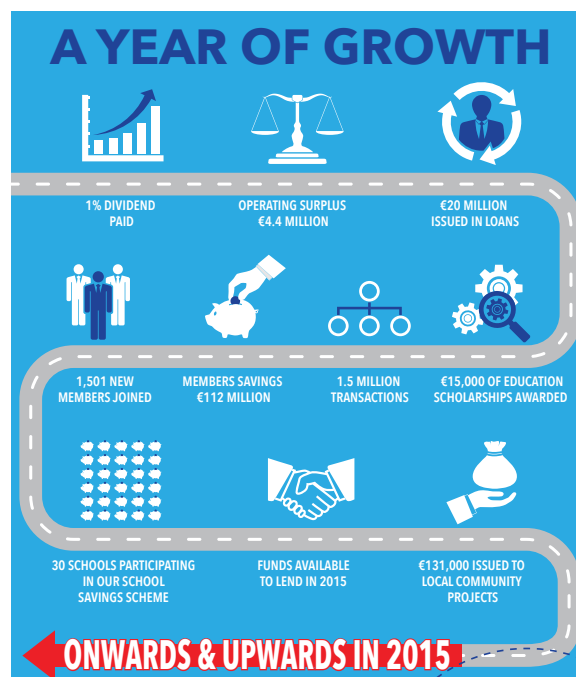
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Welcome to the first edition of our newsletter "Member Talk"

We have a great story to tell - yours!



As a member owner of Member First Credit Union, your story is our story. Together in 2014 we had our most challenging and yet the most rewarding year in our long and proud history.

We started as two separate credit unions and finished it off in style as the newly formed Member First Credit Union. Our story is a story of community involvement, powerful partnerships and a focus on the future.

Have a look at some of our achievements in 2014.

We look forward to bringing you this quarterly newsletter to keep you informed of everything that is happening within your Credit Union.

Meet your Management Team

Your dedicated management team are motivated to perform as a cohesive unit, in their quest to deliver total member satisfaction and ensuring our 3 P's are delivered: - Positive Experience - Personal Touch - Professional Service



**New
Members
Welcome**

3 Million People in
Ireland are members of a
credit union.

1,501 Members joined
Member First in 2014

(From L-R) John Phillips, Artane Branch Manager. Patricia Bulman, Swords Branch Manager. Carol Boon, Northside Branch Manager. Fiona Cunningham, CEO. Sinead Murphy, Financial Controller. Darren O'Reilly, Business Development Manager.

Meet your new Chief Executive Officer - Fiona Cunningham

Fiona brings a wealth of business and credit union experience to this challenging role. With over 20 years experience at senior management level in several leading multi-national companies. Fiona is a former voluntary chairperson of Coolock Artane Credit Union and more recently as manager of Swords and District Credit Union. Fiona is uniquely well positioned to understand the needs of our members and our community. Fiona and her team will continue to serve our members to the high standards that we have all become accustomed to.

Everything you'd expect

1. Straight-forward Savings Accounts
2. Affordable Lending
3. Online Services—accessible from your phone
.....and more
1. Flexible opening hours
2. Electronic Funds Transfer
3. Great deals on Insurance
4. Foreign Exchange
5. ATM Service
6. Bill Pay Service
7. Free Loan Protection & Life Savings Insurance*
8. Death Benefit Insurance

*Terms and conditions apply.

A better banking future? It's already here...

- ✓ Owned by members
- ✓ Supporting the local economy and community
- ✓ Not for profit
- ✓ Community Board of Directors
- ✓ Guided by ethical principles
- ✓ Accountable
- ✓ Sustainable

We are Lending

Doing a spot of home improvement, getting married, or buying a car? Whatever the reason you can make it happen with a Member First Credit Union loan.

We have a dedicated loans team waiting to take your application. There are plenty of funds available to lend so don't delay and apply today.

We are very much open for business - In 2014, we issued **€20 million** in loans to our members.

Why borrow from us?

- Competitive interest rates
- Free loan protection insurance on eligible loans
- Interest is only charged on member's daily outstanding loan balance(s)
- No hidden charges
- Flexible loan repayment arrangements
- No penalty for lump sum repayments or early loan redemption
- Members are encouraged to save while they borrow and your savings build up in an affordable way

Apply
Today

**Secured Loan
of 5.99% (6.16% APR)
- a cost effective
way to access funds
while leaving your
savings untouched and
available for future
needs.**

Member First
CREDIT UNION

Loans Approved

€20 Million
in Loans
Issued in 2014



We are lending - Apply today!



www.mfcu.ie

Apply Online at www.mfcu.ie, Drop into a branch – 3 Branch Locations or over the phone using our dedicated loans number **1890 28 56 26**. We are committed to reviewing all loan applications within one business day of applying.* It's only through advancing loans to our members that we are in the position to run all our community initiatives, so please consider us the next time you require a loan. Check out some of the great work your business allows us to do at the end of this newsletter.

*Normal lending criteria, terms and conditions apply.

2014 AGM

Our inaugural AGM exceeded all our expectations as over 600 members attended the event in the Crowne Plaza, Northwood in December 2014. It was great to see such a huge turnout and the feedback received has told us that people really enjoyed the new venue. In particular, our new community section was well received, which gave our scholarship winners the opportunity to speak about their academic achievements. Thank you to everyone who attended to support this event.

**Members
Savings total
€112 Million**



Avail of our Will Making Service

In collaboration with Michael Powell Solicitors, Member First Credit Union is delighted to offer all our members a Will Making Service.

DO I NEED A WILL?

The short answer is yes. Writing a valid Will is the only way you can be sure that your wishes are carried out and your loved ones provided for after your death. Also, dying without a Will may cause your family the distress of resolving legal problems on top of losing a loved one.

Have your Will written professionally for only €50, ask a member of staff for more information



**Plenty
of funds
available
to lend in
2015**

CU@Work Scheme

As an employer or employee in the areas of Artane, Northside and Swords you and your colleagues are entitled to membership of Member First Credit Union. Our CU@Work Scheme allows employees to save money or repay a loan in a very convenient way.

Employees can have a desired amount of their wages deducted straight from their bank account using our direct debit facility or alternatively some companies may allow deduction at source.

Benefits to Employees	Benefits to Employers
Access to one of Dublin's most progressive Credit Unions	Expand your employee benefits package
Effective and easy way to save	No costs involved or administration burden
Allows employees to take control of their own finances	Our education loan scheme can help employees fund their own re-training and career development
Regular site visits – allowing employees to conduct certain business at their own convenience	Our Qualified Financial Advisors can assist your employees nearing retirement age
Access to their own personal account manager	Reduce employee stress (Financial Worries)

OUR TEAM IS HERE TO HELP YOUR TEAM

So if you are interested in joining an existing CU@Work Scheme or setting up a new one please contact Darren on darren.oreilly@mfcu.ie for more information.

Bring Your Own Device Scheme



Turn your sitting room into a branch of Member First Credit Union with our online banking.

Credit Union online banking is easy! Want us to show you how?

Bring your own device – laptop, tablet or smartphone to the Credit Union office and we'll show you how to register and use our online services.

Member First
CREDIT UNION

Jack Mc Caffrey
Dublin Senior
GAA Player and
MFCU Member



Forget the fees

MFCU continues to develop its financial services at a minimum cost to our members. To date 7,800 members are now managing their payments with our free online banking, over 400 electronic fund transfers are made every month and all fee free.

Changes to DIRT

New regulations were introduced in January 2014 rendering all credit union accounts liable to pay DIRT. Every share you hold with your credit union for the year is eligible for a dividend when declared. A dividend is a return on your shares and it is paid by Member First Credit Union out of surplus.

The credit union will automatically deduct DIRT at source for all of our members including juvenile accounts. DIRT is deducted at a rate of 41% (Rate as of 1st January 2014) regardless of your marginal tax rate. You will have no further liability to pay tax on this dividend and are not required to make any declaration to the revenue commissioners. Members who are exempt from paying DIRT should complete the relevant revenue form and return it to their credit union. DIRT Exemption Forms are available at www.revenue.ie

Ladies Quiz



€15,000 awarded in Education Bursaries

Philip Daly	Niall Kelly
Claire Greene	Simon Smith
Megan Gallagher	Cathriona Flynn
John Hannon	Conor Power
Nicole Philipson	Liam Tyrrell
Martina Durkin	Emma Hannon
Aoife Ryan	Niall Free



Official Launch of MFCU Member Is King Event



You can make a difference!
Not just to your finances
But also your community



The savings invested in Member First stay in the community and the money loaned out helps advance the welfare of the community.



You spoke... We listened

We recently conducted an in-branch survey and your feedback was very much appreciated

You Spoke	We Listened
We would like more privacy	We have installed new privacy screens and re-configured the layout of our branches to increase privacy for members when conducting business onsite. We have also introduced new information desks into each branch. Next time you call in make sure to drop by and have a look.
A better Loans Process	You can now avail of our interview rooms for every stage of the loan process ensuring you receive full attention and increased privacy. We are also accepting loan applications at our new information desks so be sure to avail of this next time you call in.
Loans process very slow	We are now committed to reviewing your loan application within one business day of applying to ensure you receive a fast and efficient service.*
Telephone Lines are an issue	We are implementing a new phone system to ensure your call receives a fast and efficient service. We are also assigning a member of staff who will be dedicated to our switch board to answer your calls.

*Normal lending criteria, terms and conditions apply.

**€131,000
Issued to
Community
Projects in
2014**

Member First Credit Union thrives because we have a strong commitment to our communities and our branches are deeply rooted where our members live, work and play.

Investing a lot of time, energy and money to enhance the quality of life for everyone has been a hallmark of our organization throughout our more than 50 year history

**IN 2014 WE SUPPORTED A
VARIETY OF COMMUNITY
PROJECTS:**

**No
Account
Fees or
Charges**

Defibrillator Scheme

We continue to sponsor Defibrillators in our community and provide training to those who received a donation. We're fully invested in the communities where we live and work. Member First Credit Union is committed to the philosophy of People Helping People and does its best to help support projects within our community. To apply for a sponsorship or donation from Member First Credit Union, please contact Darren O'Reilly on darren.oreilly@mfcu.ie



Defibrillator Recipients

St David's BNS
St Brigid's GNS
St Brendan's Church, Coolock
St Brendan's BNS
Coolock Development Centre
Parnell's GAA
Scoil Neasain
St Francis Senior/Junior NS
Scoil Fhursa BNS/Ide GNS
Glin Court Senior Citizens
Chanel College
Scoil Chaitriona Senior/Junior GNS
St Brigid's BNS
St. Cronans JNS
Fingallians GAA

School Quiz 2015

1st Place Rolestown NS
2nd Place St. Colmcilles GNS
3rd Place Holy Family SNS
4th Place Scoil Assaim BNS



€1,000 Windfall for Local Schools

Every week we visit the local schools to encourage the children to adopt a regular savings habit and thereby to sow the seeds of good financial management for the future. All schools involved in our School Saving Scheme receive an annual grant of €1,000 for their participation. The following schools in the area operate a saving scheme and any student attending the school can join and save through the school:

St David's Boys National School	St Brendan's Boys National School
St John of God Girls National School, Kilmore	St Brigid's Girls National School, Killester
St Francis Senior and Junior National Schools, Priorswood	Scoil Ide Girls National School, Cromcastle
Scoil Chaitriona SNS & JNS, Artane	St Brigid's Boys National School, Killester
Chanel College, Coolock	Scoil Assaim, Boys National School, Raheny
St Cronans Junior National School, Brackenstown	St Cronans Senior National School, Brackenstown
Mary Queen of Ireland National School, Toberburr	Swords Educate Together, Applewood
Ballyboughal National School	Gaelscoil Bhrian Boraimhe, Sord
Holy Family Senior National School, Rivervalley	Holywell Educate Together
Scoil Neasain, Harmonstown	St Joseph's National School, Coolock
Scoil Fhursa Boys National School, Cromcastle	Our Lady Immaculate SNS & JNS, Darndale
The Old Borough National School, Swords	Oldtown National School



Here is just a few of the Clubs, Organizations and Community Projects who received support from Member First Credit Union.

Near FM	Swords Celtic FC
Parnell's GAA	St. Columbus Church
Woodlawn Sportslink FC	Carolan School of Dance
St. Michaels House	Deanswift Sports Club
Northside Partnership	St. Francis of Assisi Parish
Dublin Five Horticultural Society	Loreto College Swords
St. Brendan's Art Group	Hand on Heart Enterprises
Laura Lynn Children's Hospice	FC Dhulaigh
Swords Bridge Club	Cancer Research Ireland
Pinoy Badminton Association	Riverside Residents Association
Fingallians GAA	Coolock Scouts
Clontarf GAA	Society of St. Vincent De Paul
Megan's Journey	National Breast Cancer Research Institute
Irish Lung Fibrosis Association	Artane Coolock Resource and Development Centre



We are looking for suitable volunteers

The credit union movement across Ireland is built upon the efforts of thousands of volunteers who give freely of their time and skills to their credit unions in the spirit of cooperation. Each credit union has a team of volunteers with the skills and knowledge to lead and manage that credit union.

Member First Credit Union is no different and we always welcome inquiries from new volunteers who would like to help out. There are many personal and professional benefits to volunteering with MFCU, these include:

- ✓ Learn new skills
- ✓ Develop new interests
- ✓ Have a sense of belonging & community
- ✓ Increase self-confidence
- ✓ Have a purpose, sense of achievement
- ✓ Make a difference & help others
- ✓ Meet new people & friends
- ✓ Increase Employability



Email fiona.cunningham@mfcu.ie for more information about volunteering.



Phone In

MFCU Artane
01 851 3400

MFCU Northside
01 851 3450

MFCU Swords
01 840 0002



Drop In - Three Branch Locations

MFCU Artane
Artane Roundabout
Malahide Road
Dublin 5

MFCU Northside
Northside Shopping Centre
Oscar Traynor Road
Dublin 17

MFCU Swords
North Street
Swords
Co. Dublin



Log In - Online or on your Mobile

MFCU Mobile and Online Banking is Simple, Secure and most importantly convenient.

See www.mfcu.ie for more information.

Newsletter Competition

Win €100 One4All Voucher

Where are the three branches of Member First Credit Union located?

.....

.....

Name:

Account Number:

Email address:

Please cut at the dotted line and drop your entry into one of our 3 offices.

Terms & conditions apply: Answer the question and enter your contact details. Closing date: 30th April 2015. The draw is open to members only. One entry per member. Decision of the Board of Directors shall be final as to the winning entry.

