

SELF SERVICE

A GUIDE ON HOW TO

Banking made simpler. Join today!
HCCREDIT UNION
www.hc-creditunion.com

SELF SERVICE

Supporting Documents | UNIT 1.53.

Fig 1.1.

We offer a **SELF SERVICE Black Owned Banking Platform**. We expect that you learn, comprehend, and understand how to utilize the **Community Banking Platform** according to the Service Terms and Conditions, abide by its policies and use it accordingly, for the purpose of boosting your Credit and managing your **Savings & Investments**.

HCCU TOOLS & RESOURCES here:

All of the information that you need to operate your Current Account are enclosed in this directory of **Supporting Work sheets**. We've given you all of the Financial Tools and Resources that you need to do your Personal Banking and thrive too. This was sent via **Email** and by **Post**.

(If you are based outside of the UK, then you will be sent the electronic version). Please ensure that you read them.

We are not a **Wholesale Bank** or Retailer Bank and so there are a few ways that you will need to manage your Account that are different, and you will need to know what to do, as some aspects are not necessarily automated like Wholesale Banking Services that you would find on a High Street.

We don't provide Consumer Banking Services, but Membership based Services only.

This is Services related to our Social Mission, and Declaration statement.

FIG. 1.2.

READ THE HOW TO GUIDES:

Step-by-Step Guide.

Facts & Figures

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HCCU Official Product Guide

MY ACCOUNT IS CONFIGURED WHAT NEXT:

You can call **01708540141** Customer Care for any further assistance and they will route you to the correct department.

Please Call Customer Care for any of your Personal Banking Enquiries. We don't do any Personal Banking, publish any records or Client Data via What's App or third parties. This is the Terms and Conditions of the Service.

WHAT YOU SHOULD NOT DO

You Should not call HCCU Courtesy Mobile Numbers, of where you did the Account opening, as you will not get through without an appointment. We don't recommend calling HCCU Mobile numbers as they are not Customer Care Rep's, but Specialist Rep's.

SPEAK TO A SPECIALIST ABOUT YOUR ACCOUNT.

RESERVE AN APPOINTMENT.

Reserve an Appointment with a specialist via Customer Care, 01708540141 first. You will not get through to a Specialist Rep without an appointment. We are not liable if you call a Rep, and your call is missed and doesn't make the Missed Call register for Call Backs. It is your responsibility to Phone the right department for your enquiry.

LASTLY,

Of Course, Enjoy Banking Black.