General Information Sheet for Members
Consumer Credit Information (Ireland)
Credit Unions and the Consumer Credit Directive 2 (CCD2)

This document provides general information about borrowing from Savvi Credit Union. It is not a credit agreement and does not constitute an offer of credit.

The information you receive before taking out a loan is designed to help you understand the costs, risks, and responsibilities associated with borrowing and to enable you to compare different credit products. Directive (EU) 2023/2225 (Consumer Credit Directive 2 or CCD2) strengthens consumer protection and information requirements for consumer lending across the European Union from 20 November 2026.

Name: Savvi Credit Union

Address: 56 Sir John Rogerson's Quay, Dublin 2, D02EK20

Telephone: 01 6325100

Website: www.savvi.ie

Regulated by: Central Bank of Ireland

Savvi Credit Union offer a range of personal lending products, including:

- Personal Loans
- Home Improvement Loans
- Green Loans
- Education Loans
- Car Loans
- Holiday Loans

All lending is subject to underwriting, affordability assessment, and the Credit Union's lending policy.

Information you will receive before borrowing

Before entering into a credit agreement, you will receive clear information about:

- The amount you wish to borrow
- The duration of the loan
- The borrowing rate
- The Annual Percentage Rate (APR)
- The total cost of credit
- The total amount repayable
- The number and frequency of repayments.

- Any fees or charges that may apply.
- Your rights under consumer credit legislation.

You will receive standardised pre-contractual information to help make informed borrowing decisions.

Understanding key terms

- **Amount of Credit:** This is the amount of money you borrow
- **Borrowing Rate:** The interest rate applied to your loan
- **Annual Percentage Rate (APR):** The APR represents the total annual cost of borrowing and allows you to compare different credit products
- **Total Amount Payable:** This is the total amount you will repay over the life of the loan, including:
    - Principal borrowed
    - Interest
    - Any applicable charges

Affordability and Credit Assessment

Before approving your application, we will assess whether the loan is affordable based on information you provide and any other information that may be required by law.

You may be asked to provide:

- Proof of income
- Bank statements
- Details of existing borrowing
- Evidence of regular expenditure

Savvi Credit Union is committed to responsible lending and affordability assessments to reduce the risk of over-indebtedness.

Your rights as a borrower

- **Right to receive information:** You are entitled to receive clear and understandable information before entering into a credit agreement.
- **Right to withdraw:** You have the right to withdraw from a consumer credit agreement within the statutory cooling-off period. Specific details will be provided in your loan documentation.
- **Right to early repayment:** You may repay all or part of your loan before the agreed end date. Any conditions relating to early repayment will be outlined in your credit agreement.
- **Right to complain:** If you are dissatisfied with any aspect of the service provided:
    - **Step 1 -** Contact us directly at Complaints@Savvi.ie.

- **Step 2 -** If the matter cannot be resolved, you may refer your complaint to the Financial Services and Pensions Ombudsman (FSPO) (www.fspo.ie). The FSPO provides an independent dispute resolution service for consumers of financial services in Ireland.

Missing repayments

Failure to make repayments may result in:

- Additional interest or charges where applicable
- Your loan falling into arrears
- A negative impact on future borrowing applications
- Collection and recovery actions
- Legal proceedings where necessary

If you experience financial difficulties, contact us as soon as possible. Early engagement often allows suitable repayment solutions to be explored.

Data Protection

Your personal data will be processed in accordance with:

- The General Data Protection Regulation (GDPR)
- The Data Protection Act 2018
- Savvi Credit Union's Privacy Notice

Support if you are in financial difficulty

If you are worried about meeting repayments, please contact us immediately.

You may also obtain free information and support from Money Advice and Budgeting Service (MABS) (www.mabs.ie, Helpline: 0818 07 2000). MABS provides free, confidential and independent money advice to people experiencing financial difficulty.

Important notice

This document provides general information only. It is not a loan agreement and does not contain the specific terms and conditions of any credit product.

Before you decide to borrow, you will receive detailed pre-contractual information and the terms of the proposed credit agreement. Please read all documentation carefully and seek clarification where necessary.

Warning: Borrowing money costs money. Your loan is subject to approval. Terms and conditions apply. If you do not meet the repayments on your loan, your account may go into arrears. This may affect your creditworthiness and your ability to access credit in the future.