



Regulatory Compliance

Credit unions in the UK are dual regulated by the Financial Conduct Authority and the Prudential Regulation Authority (PRA). In February 2016, the PRA introduced a new prudential source book (the Credit Union Rule Book) and this requires each credit union's governing body report to the members at the annual general meeting in respect of compliance as follows:

Depositor Protection

Caledonian Credit Union is part of, and its members are protected by, the Financial Services Compensation Scheme. Membership of the scheme requires us to comply with various regulatory requirements in respect of the deposits we hold. In accordance with the Credit Union Rule Book Part 10.1 we confirm that we are compliant with the requirements of Depositor Protection 11 and 49 to 51.

Policy of Insurance

The Credit Union Rule Book Part 2.10 requires us to maintain insurance to protect us against loss suffered or liability incurred by reason of fraud or other dishonesty of any of its officers or employees. In accordance with the Credit Union Rule Book Part 10.1, we can confirm that we have complied with those requirements.

Consumer Duty

The FCA's Consumer Duty is a new regulatory framework that sets higher standards of consumer protection across financial services. The new rules have been put in place to raise standards and trust in financial services, and to improve outcomes for consumers. The idea is that financial services providers, including credit unions, must always act in good faith to members and avoid any foreseeable harm caused by using our services. The aim is to support people in pursuing their financial objectives.

Caledonian Credit Union is committed to providing an appropriate level of service and access to products that deliver good outcomes for members.