

Frequently Asked Questions

Birmingham Inner Circle Community Credit Union Limited (In Administration)
(formerly also known as Ladywood (Birmingham) Credit Union Limited and
Circuleight Credit Union)

Address: 224 St Vincent Street West, Ladywood, Birmingham, West Midlands, B16
8RP

1. Birmingham Inner Circle Community Credit Union Limited – what has happened to it and is my money safe?

You do not need to worry as your money is safe.

On 26 September 2022 Birmingham Inner Circle Community Credit Union Limited was placed into Administration and has now stopped trading. Dina Devalia and James Varney of Quantuma Advisory Limited (“Quantuma”) are the appointed Joint Administrators.

The Joint Administrators will contact you by post with documents about the Administration for your information only, you do not need to do anything.

The Financial Services Compensation Scheme (“FSCS”) declared Birmingham Inner Circle Community Credit Union Limited in default on 26 September 2022 which means it can step in and return money to members.

2. What is the Financial Services Compensation Scheme?

FSCS is a free service that protects the customers of authorised financial services firms, such as Birmingham Inner Circle Community Credit Union Limited. This means FSCS protects any savings you have with this Credit Union up to £85,000 per person.

3. What do I need to do to get my money back?

You do not need to do anything.

FSCS will automatically pay you back your savings using the account information it receives from Birmingham Inner Circle Community Credit Union Limited.

FSCS will contact you by post.

4. How soon will I get my money back?

In most cases, FSCS aims to make payment within seven days from 26 September 2022, the date Birmingham Inner Circle Community Credit Union Limited was declared

in default. For more complex cases, which may need further investigation, FSCS will aim to return members' money within ten working days.

5. How will FSCS pay me back my money?

If you have a balance below £500, you will receive a letter from FSCS with instructions on how to retrieve your cash over the counter at the Post Office. To receive payment, you need to take the letter to any Post Office counter, with personal identification, as outlined in the letter.

If you have a balance over £500, you will receive a cheque in the post.

In both events, you will be contacted by post in an unmarked envelope.

6. How will FSCS calculate how much payment I am entitled to?

FSCS will receive information from Birmingham Inner Circle Community Credit Union Limited that will detail your individual balance. The amount you receive will be the balance on your account on 23 September 2022.

7. I have an account with Birmingham Inner Circle Community Credit Union Limited but I have not received a payment from FSCS – what should I do?

Please contact the Administrator's team directly on: 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com.

8. What should I do if I disagree with the amount FSCS has paid me and I have not banked the cheque or received cash over the counter at the Post Office?

If you disagree with the amount paid by FSCS, please call the Administrator's team first on 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com and they will look into your query. Do not return your payment to FSCS unless you are specifically asked to do so.

9. I do not have another bank account. What should I do with my cheque?

You will need to open a bank account with another provider (e.g. a bank, a credit union or a building society) so that you can bank the cheque as soon as possible.

The following local bank branches may be able to assist with basic accounts for members:

- HSBC in the Jewellery Quarter, 168, Warstone Lane, B18 6NP and 130 New Street, Birmingham B2 4JU;
- The Co-operative Bank, 118-120 Colmore Row, Birmingham B3 3BA.

If you need help opening a basic bank account, your local Citizens Advice Bureau should be able to help you. Alternatively, please visit your local high street bank or building society. Below are the details of a local Citizens Advice Bureau.

Citizens Advice Birmingham

Address: Ground Floor, Gazette Buildings, 168 Corporation Street, Birmingham, B4 6TF

Website: <https://www.bcabs.org.uk/>

Opening Hours: The Citizens Advice Birmingham website explains that it no longer offers a drop in advice service at its city center office in Corporation Street. If you need advice you can still contact Citizens Advice Birmingham by telephone and webchat using the details set out below. You can also contact Citizens Advice Birmingham by email or by visiting the 'Contact Us' section of their website <https://www.bcabs.org.uk/page/contact-us>.

Telephone and Webchat Services:

You can contact Citizens Advice Birmingham by telephone on 03444 77 10 10 Monday to Friday between 9:30am and 4:30pm.

For debt enquiries only the telephone number is 0121 214 8367 Monday to Friday between 9am and 3pm. Or you can email debthelp@bcabs.cabnet.org.uk.

The Webchat service is available via www.adviceguide.org.uk.

Citizens Advice Birmingham can also be contacted by email at enquiries@bcabs.cabnet.org.uk.

Further information on basic bank accounts can be found on the internet, one such example can be found at: <https://www.moneyhelper.org.uk/en/everyday-money/banking/basic-bank-accounts>

10. Why doesn't FSCS pay all members of Birmingham Inner Circle Community Credit Union Limited by cheque?

Some people may need the money and do not have another bank account that they can pay a cheque into. The "cash over the counter" option is very flexible and gives people access to their money much more quickly than a cheque for a small balance.

11. Can FSCS make a payment directly to my account with another bank?

No. FSCS will pay you your compensation by sending you a cheque in an unmarked envelope or by sending you a letter to get cash over the counter.

12. I hold a prepaid money card with Engage, are the funds I have loaded onto this safe?

Yes, your funds are safe and are not affected by the closure of the Credit Union.

If you hold a prepaid money card with Engage, any funds loaded onto it can continue to be used as normal.

For any questions about your prepaid Engage card, please contact them directly. Their contact details can be found on their website as follows:

Website: www.engageaccount.com

Email: info@engageaccount.com

13. My salary and benefits are paid into my Birmingham Inner Circle Community Credit Union Limited savings account. What should I do?

Birmingham Inner Circle Community Credit Union Limited savings accounts will be closed. If your salary or benefits (as per the list below) are paid into your savings account, you will need to open a new bank account as soon as possible. You should contact your employer, pension provider or the Department for Work and Pensions (DWP) to tell them to pay your salary or benefits into your new account.

- Jobseeker's Allowance
- Income Support
- Employment and Support Allowance
- Universal Credit
- Personal Independence Payment
- Disability Living Allowance
- Attendance Allowance
- Carer's Allowance
- Pension Credit
- State Pension
- Child Tax Credits
- Working Tax Credits and
- Child Benefit.

Some useful contact details are as follows:

- You can contact your local Jobcentre Plus, or telephone the DWP on the following Freephone numbers:
 - **Employment Support Allowance (ESA)** – 0800 169 0310
 - **Income Support (IS)** – 0800 169 0310
 - **Jobseeker's Allowance (JSA)** – 0800 169 0310

- **Universal Credit** – you can contact Universal Credit by calling the Universal Credit Helpline on: 0800 328 5644 or through your online account. Further information can be found here: <https://www.gov.uk/universal-credit/contact-universal-credit>
- **Personal Independence Payment (PIP)** – 0800 121 4433
- **Disability Living Allowance (DLA)** – 0800 121 4600

All customers will need to provide details of an alternative bank or building society to enable future DWP payments to be made.

To have your benefit payments paid into an alternative bank, building society or local credit union account you will need to contact the following agencies with your new bank details:

- **Housing Benefit**
Birmingham City Council, Contact Us, PO Box 16616, Birmingham, B2 2HN

Website: www.birmingham.gov.uk

Telephone (Benefit services including Housing Benefit/Council Tax Support): 0121 464 7000

Online Contact Form:

https://www.birmingham.gov.uk/info/50044/contact_us_form here you can select the service you're looking for and complete the form based on the service you require.

Benefit Support Website:

https://www.birmingham.gov.uk/info/20017/benefits_and_support

Birmingham City Council's website says you can visit a Customer Service Centre for advice on benefits, housing and other issues. The Customer Service Centre section can be found here:

A full A – Z list of Birmingham City Council's services can be found here:

https://www.birmingham.gov.uk/a_to_z

- **Working Tax/Child Tax Credits**
This is a HM Revenue & Customs (HMRC) administered benefit. To change your bank account details, you will need to contact HMRC via telephone.

Telephone: 0345 300 3900

- **Child Benefit**
This is also a HMRC administered benefit. You can change your bank account details via one of the following methods:

Online: www.gov.uk

Telephone: 0300 200 3100

Post: HM Revenue & Customs, Child Benefit Office, PO Box 1, Newcastle Upon Tyne, NE88 1AA.

You can approach the following organisations if you need any help contacting these agencies.:

- **The Birmingham Settlement**

Address: 359 – 361 Witton Road, Aston, Birmingham B6 6NS

Telephone: 0121 250 0765

Accessible any weekday but you need to book an appointment.

Buses – No 7 and No 11

The Settlement will set up appointments at its main premises but also has advisers throughout the city, who can advise on applying for basic bank accounts and help notifying the benefit agencies about changes of bank details.

- **Ladywood Community Project**

Address: Ladywood Community & Health Centre, St Vincent Street West, B16 8RP

Telephone: 0121 740 0033

Call for an appointment or drop in to make an appointment on Monday afternoons or Tuesday, Thursday and Friday between 10am and 2.30pm. A Settlement adviser is available by appointment every Tuesday from 9.30am-2pm.

Requests for appointments can be made at any of these times for help changing bank details for claimants and identifying basic bank accounts for those without accounts.

- **The Children's Centre (For families with children under 5 years only)**

Address: Plough and Harrow Road, Edgbaston, Birmingham, B16 8UR

Telephone: 0121 675 6788.

Open from 9am to 5pm. Advisers from the Settlement are available several days a week from 10am.

- **Karis Neighbours Scheme**

Address: Ladywood Community Centre, St Vincent Street West, Ladywood B16 8RP

Telephone: 0121 454 8994

Telephone between 9am and 4pm to make an appointment. Appointment days are Tuesday, Wednesday and Thursday. Karis advisers and volunteers can assist in identifying basic bank accounts and 'change of bank details' with the benefit agencies.

- **Refugee and Migrant Centre**

Address: 57 Frederick Street, Birmingham. B1 3HS

Telephone: 0121 374 0140.

Drop in to make appointments from 9am each day except Wednesdays. They have benefit and debt advisers with language skills, including Birmingham Settlement workers.

- **SIFA Fireside**

Address: Liverpool Street, Deritend (off Digbeth), Birmingham, B9 4DY

Telephone: 0121 766 1700

Specifically for homeless or isolated and vulnerable people over 25 years.

Opening hours – 9am to 12.45pm every week day, with services that include people without English language skills. It offers advice on debt and benefits and is pro-active in identifying basic banking opportunities and accommodation. The service has formal links with HSBC and can refer and introduce people without bank accounts and conventional ID, to HSBC bank.

- **The Citizens Advice Bureau** (Full details set out below)

Address: Ground Floor, Gazette Buildings, 168 Corporation Street, Birmingham, B4 6TF

Telephone: 0121 214 8367

Website: <https://www.bcabs.org.uk/>

Webchat: www.adviceguide.org.uk

Email: enquiries@bcabs.cabnet.org.uk

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You can contact Citizens Advice Birmingham by telephone Monday to Friday between 9:30am and 4:30pm.

For debt enquiries only the telephone number is 0121 214 8367 Monday to Friday between 9am and 3pm. Or you can email debthelp@bcabs.cabnet.org.uk.

Further information on basic bank accounts can be found on the internet, one such example can be found at: <https://www.moneyhelper.org.uk/en/everyday-money/banking/basic-bank-accounts>

14. My child has a savings account with Birmingham Inner Circle Community Credit Union Limited. What will happen to their savings?

For junior members, FSCS will send a payment in the name of the account holder for the money in their account as at 23 September 2022. If the account is operated by an adult on behalf of the child, the cheque will be sent to the account operator's address, if that has been registered with the Credit Union, but the payment will be in the child's name. A new account in that name will need to be opened with an alternative provider. We cannot pay to parents or guardians.

15. I make regular payments to my account each month by direct debit or standing order. Should I cancel the direct debit or standing order now?

If this payment is just for savings, you should cancel it as no further money will be added to your savings account. You will need to arrange for these payments to be paid into a new or different account and should cancel any existing payments to your Birmingham Inner Circle Community Credit Union Limited savings account.

You can cancel the standing order at any branch of your bank or building society, over the phone or via secure online banking. However, you will need to give your bank/building society a couple of days' notice before the payment is due to come out of your account. If your standing order is also for loan repayments, do not cancel it and please see question 16 below.

16. I had a loan with Birmingham Inner Circle Community Credit Union Limited. Will I have to repay it, and should I cancel the standing order?

Do not cancel any repayments as your loan agreement remains in place and you must make your repayments as originally contracted.

Future loan repayments will be managed by the Joint Administrators who will contact you about this and provide you with the Administration bank account details as soon as they can.

If you made payments covering both loans and savings the Joint Administrators will be able to advise you of the new amount you need to pay each month for your loan so that you do not fall into arrears.

For further information about your loan, please call the Joint Administrator's team on 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com and they will look into your query.

Birmingham Inner Circle Community Credit Union Limited is no longer accepting loan repayments through a service point (a service point is another point, or location, from where a Credit Union may have offered its services). Please contact the Joint

Administrator's team on 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com to discuss arrangements for the repayment of your loan another way.

17. What should I do about bill payments paid by the Credit Union on my behalf?

You will need to make your own arrangements to settle your bills. Please see the comprehensive list of useful contacts outlined under question 13 who may be able to help you with making these arrangements.

18. Can I open an alternative credit union account?

If you wish to open a new credit union account you can do so with another credit union. The website www.findyourcreditunion.co.uk may help in seeing the options available.

19. A payment was transferred into my credit union account around the time FSCS declared Birmingham Inner Circle Community Credit Union Limited in default. This amount does not appear to have been credited. Will the balance on my account be updated to reflect this payment?

FSCS will receive information from Birmingham Inner Circle Community Credit Union Limited which will show the individual balances of all accounts held by its members as at 23 September 2022.

Any amounts paid into your account on or after the Administration date will not be added to your savings balance and will be dealt with by the Joint Administrators.

20. Do I need to notify FSCS if I have recently changed address?

FSCS will send payment to the address that Birmingham Inner Circle Community Credit Union Limited holds on its database.

If you did not let Birmingham Inner Circle Community Credit Union Limited know of your change of address before it was declared in default, or you notified Birmingham Inner Circle Community Credit Union Limited of this change but did not receive confirmation that its records had been updated before it was declared in default, FSCS will need to see evidence of your change of address before any compensation payment can be made.

Please contact the Joint Administrator's team in the first instance by calling 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com and supply the team with evidence of the change of address. Once confirmed, they will instruct FSCS to cancel the previous cheque and issue a new cheque to the new address.

Documents that can be used as evidence include a council tax bill, a utility bill (not a mobile phone bill) or benefits entitlement letter, so long as they are less than three months old.

Please note that evidence of change of address **must** be provided before a cheque can be reissued to an alternative address.

21. Do I need to notify FSCS if I have recently changed my name?

If you have already received your cash over the counter, or banked the cheque, you do not need to take any further action. If you have **not** received your payment or can't bank the cheque, we will need to see evidence of your name change before we can reissue a new cheque.

Please contact the Joint Administrator's team on 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com with evidence of the change of name and once confirmed they will tell FSCS to make payment in the new name.

Documents that can be used as evidence include an original or certified copy a marriage certificate or a deed poll. Additionally, you will need to provide a council tax bill, or a utility bill (not a mobile phone bill) or benefits entitlement letter with your new name, dated less than three months old.

Please note that evidence of a name change **must** be provided before a cheque can be reissued.

22. I am the executor for someone who has recently died. Do I need to contact FSCS?

If the estate has already received cash over the counter, or banked the cheque, you do not need to take any further action. If the estate has not received the payment, you will need to send FSCS the **original** Death Certificate, Grant of Probate and a copy of the will or letter of administration. These documents are required before FSCS can make a payment.

However, should you wish to contact FSCS regarding any issues that you may have, please call freephone 0800 678 1100 or 020 7741 4100. Lines are open Monday to Friday 9am to 5pm excluding public holidays.

Alternatively, you can send these documents to the Joint Administrators by email to BICCCU@quantuma.com or by post to Quantuma Advisory Limited, High Holborn House, 52-54 High Holborn, London WC1V 6RL. The Joint Administrators will then contact FSCS so that we can pay compensation.

23. How will I be able to find out what is happening?

In the first instance, you should call the Joint Administrators' team on 0121 454 0534 or 0121 369 0930, or alternatively call 074 6927 8739 or e-mail BICCCU@quantuma.com.

If you have a query about compensation from FSCS, further information is on its website at www.fscs.org.uk; or call freephone 0800 678 1100 or 020 7741 4100. Lines are open Monday to Friday 9am to 5pm excluding public holidays.

The Joint Administrators are Data Controllers and a privacy policy statement as required by the General Data Protection Regulation is available at: <http://www.quantuma.com/legal-notices>

Should you wish to be supplied with a hard copy, free of charge, please contact the Administrator's team on 074 6927 8739 or e-mail BICCCU@quantuma.com.