

Where and when can I get advice?

Location	Times
Central Library Hub (2nd Floor) The Hayes, Cardiff, CF10 1FL	Mon - Wed: 9am - 6pm Thu: 10am - 7pm Fri: 9am - 6pm Sat: 9am - 5:30pm
Llanrumney Hub Countisbury Avenue, CF3 5NQ	Tue: 9am - 5pm Fri: 10am - 6pm
Grangetown Hub Havelock Place, CF11 6PA	Mon: 9am - 5pm Wed: 10am - 6pm Thu: 9am - 5pm
St Mellons Hub 30 Crickhowell Rd, CF3 0EF	Wed: 10am - 6pm
Ely & Caerau Hub Cowbridge Road West, CF5 5BQ	Fri: 9am - 5pm
Llandaff North & Gabalfa Hub Gabalfa Avenue, CF14 2HU	Mon: 9am - 5pm
STAR Hub Muirton Road, Splott CF24 2SJ	Tue: 9am - 5pm
Llanishen Hub 11 Station Road Llanishen, CF14 5LS	Fri: 9am - 5pm
Llanedeyrn Hub The Powerhouse, CF23 9PN	Thu: 10am - 6pm
Fairwater Hub Doyle Avenue, CF5 3HU	Thu: 10am - 6pm
Butetown Hub Plas Iona, CF10 5HW	Tue: 9am - 5pm

Help to open a Bank Account

Information on different types of accounts and what they offer

Contact Us Phone: 029 2087 1071

Web: www.cardiff.gov.uk/hubs  /centrallibraryhub/

Email: advicehub@cardiff.gov.uk (Or pop into your local Hub)

This document is available in Welsh **Mae'r ddogfen hon ar gael yn Gymraeg**

Cyngor Money
Ariannol Advice



The
Yr hyb



Why do I need a bank account?

- Universal Credit is paid monthly into a single account for you and your household. This will be easier to manage with a transactional bank account.
- Having money paid into an account is safer and you will receive your money quicker.
- If you are looking for work or are in employment, most employers insist on paying wages into an account.
- You can save money by paying your bills through your account.
- You can keep track of how much you are spending through receiving regular statements or you can access online banking using mobile apps.

Will I be able to open a bank account if I have a poor credit history?

Yes. Although they're not always advertised well, most banks are obliged to offer a basic bank account for people who are refused a current account due to poor credit history. This booklet includes a list of Basic Bank Accounts and their features.

How long will it take for a bank account to be set up?

It should not take more than 10 days to have the account up and running, provided there are no problems with your identification and verification documents.

We can help you open a bank account.

Contact:

The Advice Hub,
2ndFloor,
Central Library Hub
The Hayes
Cardiff
CF10 1FL
029 2087 1071

Post Office Card Account



Advantages and disadvantages of this account

✓ Specifically designed for receiving pensions, benefits and tax credits	✗ No other income can be paid into this account, eg your salary
✓ Your bills can be paid by cash, card, cheque, Postal Order or Post Office Budget Card	✗ Only withdraw cash or check your balance at a Post Office branch
✓ If you need to pay bills, add credit to your mobile phone or top up your gas or electricity you can go to your local Post Office branch	✗ Can't set up automated bill payments such as direct debits and standing orders
✓ No credit checks, overdraft facility or charges on the account	

Website: www.postoffice.co.uk/post-office-card-account

Cardiff & Vale Credit Union Savings Account

This is a savings account which operates differently from a current account.

- **Save** by standing order from your bank/building society, using a membership card at any Post Office or PayPoint outlet, by Cheque or cash at office, debit or credit card by telephone/online.
- Savings can be **withdrawn** by contacting the office, by BACS transfer to your bank/building society, cheque payable to yourself/third party or open cash cheque which will be made payable to you (charge applies).
- Members can apply for a **prepaid debit card**, allowing them to load money from their savings account or a loan on to the card for use in shops and cash machines.
- If the Credit Union has made a profit at the end of the year, **dividend** is paid on your savings.
- A Credit Union also gives you access to other schemes designed to help you manage your money.

Credit Unions are designed to help their members save responsibly and access credit at low interest rates.

Interested in a Cardiff & Vale Credit Union account? Please contact: 2nd Floor, Central Library Hub, The Hayes, Cardiff, CF10 1FL

Tel. 029 2087 2373
Email: info@cardiffcu.com
Website: www.cardiffcu.com

Christmas Saver Account

- Christmas Saver accounts allow members to spread the cost of Christmas throughout the year by regularly saving what you can afford.
- Funds become available from 1st November to 31st December each year, just in time for Christmas.

Banking terms explained

Standing order: a way of making regular payments to someone which is arranged with your bank. If there is not enough money in your account to send the standing order, most banks will charge a fee.

Direct debit: a way of paying bills. You arrange this payment with your supplier and give them your account details. If there is not enough money in your account to send the direct debit, most banks will charge a fee.

Overdraft: An authorised overdraft is one that has been agreed with your bank. You are allowed to borrow up to a pre-set overdraft limit. Normally you're charged for using the overdraft although how much you pay and the type of fee may vary from bank to bank. Exceeding your authorised overdraft limit, or going into the red when the bank has not agreed an overdraft limit, is known as an unauthorised overdraft and should be avoided at all costs.

Debit card: a plastic payment card which is linked to your account and is used to pay for goods and services. It also allows you to withdraw money from cash machines or get cash back from shops that offer this service.

Prepaid debit card: money can be loaded up in advance and used like any other payment card in shops or online and most work at cash machines too. The card isn't linked to a bank account and you can only spend the money you put on it, so you can't go overdrawn or run up debt. When the money runs out you top up the card, just like a pay-as-you-go mobile phone.



THE DAILY NEWS

FEE-FREE BANK ACCOUNTS LAUNCHED IN THE UK

01/01/2016

What is a Basic Bank Account?

A Basic Bank Account is an account without an overdraft or cheque book facility. Because of this, there is no credit check necessary to apply.

Are there any charges?

From 1st January 2016, 9 banks (See page 6) have agreed to offer their basic accounts completely free of charges.

Before this change, banks could charge an amount for an unpaid direct debit payment. This meant that, if there was no money in your account when a direct debit was due to be paid, there would be a charge for this.

However, it is important to note that, while the bank will not charge for unpaid direct debits, you could still get a charge from the company that has not been paid.

What if I don't have enough ID to open an account?

If you are struggling to provide the correct ID, it is worth contacting the bank first to explain your situation. The list of acceptable ID varies from bank to bank and you may already have sufficient proof of identity without knowing.

If you are currently in receipt of Housing Benefit and/or Council Tax Reduction, we may be able to support your Application.

You can also request a copy of your Council Tax or utility bill, if your name is on the account, to be re-sent to your address. Please note that there may be a charge for this, depending on the provider.

If you have any concerns about proving identity, you can contact us at your local hub or phone 029 2087 1071.



What do I need to open a bank account?

Most banks need you to provide two different documents – one to prove who you are, and one to prove where you live. The most useful documents are:

1. A UK or EEA passport or a photo card driving licence.
 2. A recent bill (gas, electricity, council tax, but no mobile phone) showing your current address.
 3. A recent benefit decision letter.
- Check with the bank to see which documents they require to open an account.
 - If you don't have any of these documents, there are other ways to prove your identity. Each bank has different rules on different documents. If in doubt, ask at the bank.
 - Make sure all the documents you provide have the same spelling of names and same address.
 - Make sure any document, such as a bill, is the most recent available.
 - All banks take a copy of your documents and give the originals back to you.

The Advice Hub can give you a form that you can take to your local bank which will guide you through the process of opening a basic bank account.

Who can open a Basic Bank Account?

With some exceptions, anyone can get a basic account. The only people who cannot have one are people with criminal convictions for fraud or people who fail the ID checks.

If you have been refused a basic account before for any other reason, don't think that all other banks will refuse you as well. As long as you don't have any criminal convictions for fraud, it is worth trying another bank.



Do I need a bank account for Universal Credit?

Universal Credit was originally only allowed to be paid into a transactional bank account. But this has since been revised.

You can now have Universal Credit paid into a Post Office Card Account (See page 11). However, having a bank account makes it easier to manage your money and monitor your financial situation.

Banks who have agreed to the fee-free account:

Bank name	Name of basic account
Barclays	Barclays Basic Current Account
Santander	Basic Current Account
NatWest	Foundation Account
Ulster Bank (Northern Ireland)	Foundation Account
RBS (Scotland)	Foundation Account
RBS (England and Wales)	Basic Account
HSBC	Basic Bank Account
Nationwide	FlexBasic
Co-Operative Bank	Cashminder
Lloyds Banking Group (Including Halifax and Bank of Scotland brands)	Basic Account
TSB	Cash Account
National Australia Bank Group (Including Yorkshire Bank and Clydesdale brands)	Readycash Account

Main features and services of bank accounts

Features *Except if Bank doesn't offer a Debit card with their basic account	Basic Bank Account	Current Account
Pay bills & withdraw money from a cash machine	✓	✓
Direct debits and standing orders can be set up	✓	✓
Receive wages/benefits directly	✓	✓
Debit card given which can be used in shops & cash machines	✓*	✓
Good option if you have poor credit history or no income	✓	✗
Manage account online/mobile banking	✓	✓
Cheque book	✗	✓
Regular bank statements	✓	✓
No money needed to open the account	✓	✗
Allows interest to be earned on the money you have	✗	✓
Overdraft facility	✗	✓
Charge for account but they offer rewards, cash back & good interest rates	✗	✓