

**1st Class Credit Union Personal Loan
Fairbanking Mark Research**

The Fairbanking Foundation awards marks to products which can demonstrate that they act in customers' best interests, and improve customers' financial wellbeing.

In order to qualify for this award, 1st Class Credit Union must be able to demonstrate that customers have experienced a tangible positive impact on their financial wellbeing from using their personal loan features. To demonstrate this, a survey was conducted to gauge feedback from customers holding the product.

A broad sample of customers were interviewed over the phone and were asked to complete a set of pre-defined questions.

The personal loan key features that were tested were

- The application process
- Making payments
- Experiencing a change in circumstances
- Connecting Loans and Savings

This document summarises the outputs from the research.

Technical note

- 201 completed interviews – all online interviews (between 23rd March – 8th April)
- The survey was approximately 15 minutes in length
- All respondents were holders of a 1st Class Credit Union loan.

SCREENER AND INTRODUCTION

S1. Please can you tell us, do you have a loan with 1st Class Credit Union?

Single response question asked to everyone.

Yes	201	100%
No	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=201	100%

S1a. And which of the following best describes the loan you have with 1st Class Credit Union?

Single response question asked to everyone.

I am currently paying back a loan	201	100%
I don't have a loan with them at present but I had a loan in the past which is now paid off	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=201	100%

S2. Please can you tell us, approximately when will you finish paying off the loan. If you're unsure, please give your best guess.

Single response question asked to everyone currently paying back the loan.

In the next month	9	5%
In 1 to 3 months' time	18	10%
4 to 6 months' time	32	17%
7 to 12 months' time	49	26%
More than 12 months' time	74	40%
I have already paid off my loan	-	-
Don't know	4	2%
Prefer not to say	0	-
Total	N=186	100%

ABOUT THE LOAN AND THE APPLICATION PROCESS

Q1. Which of the following applies to your loan with 1st Class Credit Union?

Multiple response question asked to everyone.

This is my first personal loan with them	34	17%
I had a loan before which has been completely paid off	116	58%
I have had a top-up to my existing loan	67	33%
I have two loans including a budget loan	0	-
None of the above	2	1%
Don't know	1	*
Prefer not to say	-	-
Total		N=201

Q1a. Please can you tell us, what was the purpose for taking the loan? If you have had more than one loan with 1st Class Credit Union, please think about your most recent loan.

Multiple response question asked to everyone.

To make home improvements	46	23%
To pay for a holiday	60	30%
To pay for a special occasion (e.g. Wedding/ Christmas/Birthday, etc.)	24	12%
Purchasing household electrics (e.g. TV, Fridge, Freezer, etc.)	15	7%
Purchase a car/bike	39	19%
To pay for everyday living expenses (make up for a shortfall in my income)	4	2%
To pay for household repairs	15	7%
To help pay for a funeral	2	1%
To cover unexpected outgoings	7	3%
To consolidate my debts – so they are all in one place	19	9%
For my own education / further education	-	-
To fund a career break	-	-
For my children's education	2	1%
To help my adult children	2	1%
For emergencies or backup in case I need more money	4	2%
To help tide me over whilst I was ill	-	-
To help pay for a funeral	2	1%
To pay a house/landlord deposit	3	1%
Something else (specify)	10	5%
Don't know	-	-
Prefer not to say	3	1%
Total		N=201

Q2. And do you have any other products with 1st Class Credit Union?

Multiple response question asked to everyone.

I have a savings account	124	62%
I have another loan	12	6%
Other (please specify)	4	2%
No, I don't have other products with 1 st Class Credit Union	68	34%
Don't know	1	-
Prefer not to say	3	1%
Total		N=201

Q4. And please can you tell us which of the following applies to how you made the loan application?

Multiple response question asked to everyone.

I applied online	98	49%
I applied on the telephone	16	8%
I posted the application	85	42%
I downloaded the application form	20	10%
Other (please specify)	7	3%
Can't remember	4	2%
Prefer not to say	-	-
Total		N=201

Q5. Thinking about the interest rate which applies to your loan, please can you tell us how does the rate you were offered compare to the rate you expected to be given when you decided to apply for the loan?

Single response question asked to everyone.

It was much higher than I thought it would be	3	1%
It was slightly higher than I thought it would be	10	5%
It was the same as I thought it would be	98	49%
It was slightly lower than I thought it would be	30	15%
It was much lower than I thought it would be	40	20%
Don't know	18	9%
Prefer not to say	2	1%
Total	N=201	100%

Q8. During the application, did you undertake an income and expenditure planner which detailed your income and expenses to help you decide how much you could afford to borrow?

1.2

Single response question asked to everyone.

Yes	159	79%
No	30	15%
Can't remember	10	5%
Prefer not to say	-	-
Total	N=201	100%

Q9. Did you keep a copy of the income and expenditure planner to refer to later?

1.2

Single response question asked to everyone who said yes at Q8.

Yes	55	35%
No	80	50%
Can't remember	24	15%
Prefer not to say	0	-
Total	N=159	100%

Q10. Please could you tell us in which ways, if any, did using the income and expenditures statement help you decide on what you could afford to borrow?

1.2

Open ended question asked to everyone who said yes at Q8.

"It allowed me to see how affordable my loan would be and what disposable income I have at the end of each week/month."

"It helped me really well. It helped me decide what I could afford, what I could top up, based on my ingoings and outgoings."

"It helped me to decide whether it was affordable and I wouldn't struggle with any important outgoings."

Q11. Was the amount you could afford to borrow more or less than the amount you thought you could afford?

1.2

Single response question asked to everyone who said yes at Q8.

It was much higher than I thought it would be	11	7%
It was slightly higher than I thought it would be	15	9%
It was the same as I thought it would be	97	61%
It was slightly lower than I thought it would be	16	10%

**16% Higher
17% Lower**

It was much lower than I thought it would be	11	7%
Don't know	7	4%
Prefer not to say	2	1%
Total	N=159	100%

Q13. Which, if any, of the following did you do to work out how much your repayments would be, depending on how much you borrow and over what length of time?

1.2

Multi response question asked to everyone.

I had a discussion with a member of staff on the telephone where I was shown examples of different repayments lengths and amounts	52	26%
I used / was told to use the online tool or calculator	126	63%
Other (please specify)	18	9%
Don't know	6	3%
Prefer not to say	6	3%
Total		N=201

Q15. How helpful, if at all, has it been to calculate possible monthly repayments and repayment periods?

1.2

Single response question asked to all coding 1-3 at Q13.

Very helpful	143	76%
Fairly helpful	42	22%
Not very helpful	0	-
Not at all helpful	1	1%
Don't know	2	1%
Prefer not to say	1	1%
Total	N=189	100%

98% Helpful

Q15a. You said that it was [answer from Q15] to calculate possible monthly repayments and repayment periods. Please can you tell us why you say that?

1.1

Open ended question asked to all coding 1-4 at Q15.

Very helpful

"Allows me to make sure I'm making the right decisions with borrowing."

"It helped me in the sense that if you can't afford repayment for the repayment period, you can choose what you can afford to borrow and pay without stretching yourself and damage your credibility of obtaining loan in the near future where you may need funds."

"Lets you set your realistic expectations regarding repayments you can afford."

Fairly helpful

“So I can work out how much I want to pay back weekly.”

“It helped me to budget my wages to make sure I could keep up the payments.”

Q16. During the application process, to what extent, if at all, did you consider all debts, loans, credit cards and other borrowing that you had to pay off?

1.3

Single response question asked to everyone.

I took all of my debts and borrowing into account when I applied	166	83%
I thought I had considered all of my debts and borrowing when I applied but realised during or after the process that there were debt(s) that I’d forgotten to consider	9	4%
I didn’t really consider my debts and borrowing when I applied	12	6%
Don’t know	4	2%
Prefer not to say	10	5%
Total	N=201	100%

Q17. How helpful was it to consider all debts and day-to-day bills and outgoings when making the application?

1.3

Single response question asked to everyone who considered debts (code 1 or 2 at Q16).

Very helpful	129	74%
Fairly helpful	38	22%
Not very helpful	4	2%
Not at all helpful	1	1%
Don’t know	1	1%
Prefer not to say	2	1%
Total	N=175	100%

96% Helpful

Q18. Which of the following, if any, applied to you when you considered all of your borrowing as part of the application?

Multi response question asked to all who considered debts (code 1 or 2 at Q16).

I felt reassured that I could afford repayments on the debts I already had	106	61%
I felt reassured that I could afford the repayments on the loan I was applying for	99	57%
I re-considered whether I could take out the loan at all	3	2%
I decided to try to decrease my borrowing in the future	8	5%
I decided I needed more advice on how to reduce my debts	1	1%
Other	-	-
It made no difference; I already had a full picture of my debts	10	6%
Don't know	-	-
Prefer not to say	1	1%
Total		N= 175

Q18a. In which ways, if at all, did you decide how much you could afford to borrow?

Open ended question asked to all who did not consider their debts (code 3 at Q16).

1.2

"By checking what I could pay out every month."

"How much I would pay per month to have the loan for the shortest possible time."

MAKING PAYMENTS

Q19. Which of the following methods of payment do you use to make your monthly personal loan repayments? If you use different methods, please tell us about the one you use most.

2.4

Single response question asked to everyone.

Via payroll deduction	163	81%
Via direct debit	37	18%
Other	-	-
Don't know	-	-
Prefer not to say	1	-
Total	N=201	100%

Q20. And how convenient do you find it to make your repayments [answer chosen at Q19]?

2.4

Single response question asked to all who allocated a method of payment at Q19.

Very convenient	193	96%
Fairly convenient	5	2%
Not very convenient	1	-
Not at all convenient	1	-
Don't know	-	-
Prefer not to say	-	-
Total	N=200	100%

98% Convenient

Q20a. Please can you tell us why you choose to make your repayments [answer chosen at Q19]

2.4

Open ended question asked to all [code 1-9 at Q19]

"I don't have to worry about the payments its automatic so I can definitely be sure not to miss a payment."

"Part of the process requirement when applying for a loan also reassurance to know that the payment has been made from my payroll and helps my credit rating status."

Q20b. Do you make your repayments on the day, or very soon after, you receive income?

2.4

Single response question asked to all who allocated a method of payment at Q19.

Yes	183	91%
No	8	4%
Don't know	8	4%
Prefer not to say	2	1
Total	N=201	100%

Q20c. And how helpful was it to be making your repayments soon after you receive your income?

2.3

Single response question asked to all who answered 'yes' at Q20b.

Very helpful	165	90%
Fairly helpful	12	7%
Not very helpful	-	-
Not at all helpful	1	1%
Don't know	5	3%
Prefer not to say	-	-
Total	N=183	100%

97% Helpful

Q20d. You said that making your payments soon after you receive income [answer chosen at Q20c]. Please can you tell us more about why you say that?

2.3

Open ended question asked to all [code 1-4 at Q20c]

"That way what is left is yours and you don't have to worry about repaying your loan."

"Because money for the loan has already been deducted from my wage before I can access it, I know that what I have left is mine and I have got used to that amount of wage and learnt to budget."

"Don't need to worry about not having the money in bank to cover it."

Q20e. Did your lender at any point suggest making repayments soon after receiving income?

2.3

Single response question asked to all

Yes	36	18%
No	112	56%
Don't know	47	23%
Prefer not to say	6	3%
Total	N=201	100%

Q21. Were you aware that you can make additional payments on your loan without charge, over and above your normal repayments?

Single response question asked to all

Yes	145	72%
No	49	24%
Don't know	6	3%
Prefer not to say	1	-
Total	N=201	100%

Q22. Over and above your normal repayments, have you ever made an additional payment on your loan?

Single response question asked to all who answered 'yes' at Q21

Yes	27	19%
No	114	79%
Don't know	2	1%
Prefer not to say	2	1%
Total	N=145	100%

Q23. Which of the following methods did you use to make the additional payment? If you have made more than one additional payment, please tell us about the most recent one that you made.

2.1

Single response question asked to all who have made additional payments.

Via payroll deduction	2	7%
Via online banking	2	7%
Via direct debit	1	4%
Via standing order	-	-
I used savings that I built up	10	37%
Online on a mobile phone	-	-
Online with a debit card	5	19%
In a branch	-	-
On the telephone	5	19%
Other	2	7%
Don't Know	-	-
Refused	-	-
Total		N=27

Q23a. In which ways, if any, did you decide how much you could afford to overpay your loan by?

Open ended question asked to all have made additional payments [code 1 at Q22]

"Because I had done some overtime and I had some extra money."

"Just calculated how much savings I had built up to pay off loan."

"Seen that I had enough savings in my Credit Union savings account to clear the debt."

2.2

Q24. Do you recall your provider reminding you to consider repaying your loan early or overpaying if you could? This could have been in person in branch, in marketing materials, on the telephone, a letter, an email, as part of your application and statement, or via some other method.

Single response question asked to all

Yes	53	26%
No	103	51%
Don't know	41	20%
Prefer not to say	4	2%
Total	N=201	100%

2.2

Q24aa. Please can you tell us what, if anything, did you do as a result of receiving that reminder from your provider about being able to repay early (and save interest)?

Open ended question asked to all had received encouragement to repay early [code 1 at Q24]

"Paid from my savings to take advantage of reduction in interest. Long term savin" g

"I have paid back earlier loans early"

"Nothing but waas happy with information I was given at time"

2.2

Q24a. Please can you tell us, which of the following best applies to how often you have been able to make additional payments on your loan?

Single response question asked to all who have made additional payments.

I once made an additional payment	10	37%
I have occasionally made an additional payment	13	48%
I regularly make aditional payments	3	11%
I always make additional payments	-	-
Don't know	-	-
Refused	1	4%
Total	N=201	100%

2.2

Q25. For what reasons were you motivated to make an additional payment on your loan?

Open ended question asked to all were motivated to make an additional payment [code 1 at Q22]

"Because I had enough savings to do so."

"To save interest and peace of mind that loan is paid off."

Q26a. Please can you tell us how helpful it is to be able to make additional/early payments on your loan??

Single response question asked to all

Very helpful	23	85%
Fairly helpful	4	15%
Not very helpful	-	-
Not at all helpful	-	-
Don't know		
Prefer not to say	-	-
Total	N=27	100%

Q26b. You said that being able to make additional payments is [insert answer from Q26a]. Please can you tell us what makes you say that?

2.2

Open ended question asked to all who have made additional payments

“Because it's convenient and is positive on my financial outlook in the long term.”

“It's good to know that if you are able to pay off a loan early that you can and you're not going to get any extra charges for it.”

“I like to be in control of my own finances, if I want to make an overpayment it should be easily done”

CHANGE IN CIRCUMSTANCES

Q32. Were you aware that 1st Class Credit Union communicates with you via telephone/email regarding your personal financial circumstances, including ways to help you manage your finances and meet your repayment obligations?

3.3

Single response question asked to everyone.

Yes	161	80%
No	31	15%
Don't know	7	3%
Prefer not to say	2	1%
Total	N=201	100%

Q32a. Please tell us which of the following best applies to what you think about the assistance 1st Class Credit Union offers to customers who wish to manage their finances better.

3.3

Single response question asked to everyone.

I feel better knowing that the help is available should I require it	178	89%
It doesn't matter at all to me whether it's there or not	13	6%
I think the assistance offered has a negative impact on customers	3	1%
Other (specify)	-	-
Don't know	5	2%
Prefer not to say	2	1%
Total	N=201	100%

Q32b. How likely would you be to get in touch with 1st Class Credit Union if you thought you might miss a payment due to a financial problem?

3.3

Single response question asked to everyone.

Very likely	158	79%
Fairly likely	13	6%
Fairly unlikely	5	2%
Very unlikely	18	9%
Don't know	5	2%
Prefer not to say	2	1%
Total	N=201	100%

85% Likely

Q32c. You said that you are [answer from Q27b] to get in touch with 1st Class Credit Union about your personal financial circumstances if you ever think you are going to miss a payment. Please can you tell us what makes you say that?

Open ended question asked to everyone who coded 1-4 at Q32b.

Very likely

“Friendly, professional & helpful staff.”

“1st Class C.U. advises that if a member is experiencing financial difficulties that they should get in touch and if they can help no matter the problem every effort will be made to help the member.”

“I feel they are very helpful any time I've required advice.”

Fairly likely

“You need to make them know that you are having difficulties so that we can make arrangements that are convenient for both of us”

Fairly unlikely

“I’ve not missed a payment but if something unforeseen arose I would contact them”

Very unlikely

“As our payments come from the wages direct we would not miss a payment as it is deducted prior to our receiving wages”

Q33. Please can you tell us, which of the following applies to you?

Single response question asked to everyone.

I have missed a payment on more than one occasion	2	1%
I have missed a payment only once	3	1%
I have always made my payments on time but have come close to missing a payment at least once	10	5%
I have always been able to make my payments on time and have never come close to missing a payment	183	91%
Don't know	1	-
Prefer not to say	2	1%
Total	N=201	100%

Q34a. Please can you tell us what actions, if any, did you take when you nearly missed the payment(s)?

3.1

Open ended question asked to all coming close to missing payments (code 3 at Q33).

“Contacted them to discuss, as my contract changed from weekly to monthly. They were very helpful.”

“Due to a banking mistake, a payment was missed on the due date. I rang the following day and made a card payment over the phone.”

“I spoke with the credit union to say that I may not have enough in my account to meet the direct debit.”

Q35a. Please can you tell us which, if any, of the following did you experience with 1st Class

3.1

Multi response question asked to all who missed a payment (code 1 or 2 at Q33).

They contacted me by letter	2	40%
They contacted me by telephone	2	40%
Other (please specify)	-	-
I contacted them after the payment was missed but before they contacted me	1	20%
I had no contact with my provider about missing the payment	-	-
I contacted them to alert them before the payment was missed	1	20%
Don't know	-	-
Prefer not to say	-	-
Total		N=5

Q36a. Please can you tell us which of the following best applies to the contact you had with 1st Class credit union after you missed a payment.

3.1

Single response question asked to all who coded 1-3 at Q35a.

My provider contacted me straight away, within a day or two of me missing the payment	1	33%
My provider contacted me fairly soon afterwards, within a week of missing the payment	2	67%
My provider contacted me more than a week after missing the payment	-	-
My provider never contacted me about missing the payment	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=3	100%

Q36b. You said that you had contact with 1st Class Credit Union recently about missing a loan repayment. Please can you tell us what happened as a result of that communication?

3.1

Open ended question asked to all who coded 1-6 at Q35a.

“We arranged to extend loan period”

“They took money out of my savings and I am now paying back into my savings”

“I came to an agreement to pay the payments”

Q37. Please can you tell us which of the following applies to what happened as a result of your contact with 1st Class Credit Union?

3.2

Multi response question asked to all who coded 1-6 at Q35a.

Given a revised repayment plan	2	40%
Given a repayment break	1	20%
Given amended repayment dates so the loan term was extended	-	-
Referred to a third party such as a Debt Advice Charity	-	-
Other	-	-
No solution provided	1	20%
Don't know	-	-
Prefer not to say	1	20%
Total	N= 5	

Q38. And thinking about the outcome of your contact with 1st Class Credit Union, how helpful would you say you found each of the following?

3.2

Single response question asked to all who coded 1-4 at Q37.

	Very helpful	Fairly helpful	Fairly unhelpful	Very unhelpful	Don't know
Given a revised repayment plan	2 100%	-	-	-	-
Given a repayment break	1 100%	-	-	-	-

Q39a. You said that you were [answer from Q37] and that this was [rating from Q38]. Please can you tell us more about what makes you say that?

3.2

Open ended question asked to all who gave a rating at Q38 and repeated for each statement selected at Q37.

Q40. Please can you tell us for how long have you been on your revised repayment plan? If you're unsure, please give your best guess.

3.2

Single response question asked to all who coded 1 at Q37.

Less than 3 months	2	100%
Between 3 and 6 months	-	-
Between 6 and 9 months	-	-
Between 9 and 12 months	-	-
Between 1 and 2 years	-	-
More than 2 years	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=2	100%

Q41. Still thinking about your revised repayment plan, please can you tell us how affordable this was for you at the time it was set up?

3.2

Single response question asked to all who coded 1 at Q37.

Very affordable	2	100%
Fairly affordable	-	-
Fairly unaffordable	-	-
Very unaffordable	-	-
Don't know	-	-
Total	N=2	100%

Q42. Please can you tell us to what extent you have been able to keep up your repayments?

3.2

Single response question asked to all who coded 1 at Q37.

I have always kept up with repayments	1	50%
I have mostly kept up with repayments	1	50%
I have mostly not kept up with repayments	-	-
I have never kept up with repayments	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=2	100%

Q43. Please can you tell us, overall, how effective you feel 1st Class Credit Union has been in helping you to reduce your debt?

3.2

Single response question asked to all who missed or nearly missed a payment (code 1, 2 or 3 at Q33).

Very effective	11	73%
Fairly effective	-	-
Not very effective	1	7%
Not at all effective	2	13%
Don't know	1	7%
Prefer not to say	-	-
Total	N=15	100%

73% Effective

Q43a. You said that 1st Class Credit Union was [answer given at Q43]. Please can you tell us why you say that?

3.2

Open ended question asked to all who coded 1-4 at Q43.

Very effective

“Low interest, reliable service.”

“They listen to your needs and will accommodate when they can”

Not at all effective

“No one has ever spoke to me or asked me about my debt”

CONNECTING LOANS AND SAVINGS

Q44. Was a regular payment into a savings account with your Credit Union set up alongside your loan repayment??

Single response question asked to everyone.

Yes	183	91%
No	14	7%
Don't know	1	-
Prefer not to say	3	1%
Total	N=201	100%

Q46a. How helpful is/was it to be saving at the same time as paying off your loan?

Single response question asked to all who have been saving whilst paying back their loan (code 1 at Q45a).

4.1

Very helpful	164	90%
Fairly helpful	13	7%
Not very helpful	2	1%
Not at all helpful	1	1%
Don't know	2	1%
Prefer not to say	1	1%
Total	N=183	100%

97% Helpful

Q46b. You said that saving alongside making your loan repayments is [answer from Q46a]. Please can you tell us what makes you say that?

Open ended question asked to all who coded 1-4 at Q46a.

4.1

Very helpful

"It means that because they are working in tandem, when the loan is finished I will have a nice amount to do whatever I want with. That is nice to know and I don't miss it from my wages. After my last loan I had saved 500 pounds. It is like a safety net."

"I am building my savings which can easily be used to help make a repayment should the unlikely happen that I couldn't pay for my loan."

"I like having the security of saving at the same time"

Fairly helpful

"It is helpful for having a little savings for unforeseen contingencies and the same time paying your loan"

Q47. Which of the following statements best applies to your savings habits, before you joined the 1st Class Credit Union?

4.1

By saving, we mean putting money into savings products such as a savings account or ISA
Single response question asked to everyone.

4.2

I saved regularly throughout the year	75	37%
I saved whenever I could	56	28%
I sometimes saved a one-off lump sum	11	5%
I was never able to save at all	57	28%
Don't know	-	-
Prefer not to say	2	1%
Total	N=201	100%

Q48a. Which of the following statements best applies to your savings habits, since you finished paying off your loan?

4.2

By saving, we mean putting money into savings products such as a savings account with 1st Class Credit Union

Single response question asked to everyone who paid off their loan.

I save regularly throughout the year	13	87%
I save whenever I can	2	13%
I sometimes save a one-off lump sum	-	-
I am never able to save at all	-	-
Don't know	-	-
Prefer not to say	-	-
Total	N=15	100%

Q49. Please can you tell us which of the following statements best applies to your future savings plans after your loan has been paid off?

4.1

Single response question asked to all customers currently paying their loan (code 1 at S1a).

I will save regularly throughout the year	148	80%
I save whenever I can	26	14%
I will sometimes save a one-off lump sum	2	1%
I will not be able to save at all	6	3%
Don't know	3	2%
Prefer not to say	1	1%
Total	N=186	100%

Q50a. In what ways, if any, has taking out your loan with 1st Class Credit Union, helped you with your savings habits?

4.2

Open ended question asked to everyone.

“It's been a way for me to save regularly. It's deducted at payroll so I don't have to worry about remembering the money is going to be coming off because it's already of..”

“Very helpful as I have never been able to save by myself I think it's a great service.”

“I was always conscious of my disposable income but with the help of the C.U. was encouraged to see the value in saving, I now only take out a secured loan which is against my shares/savings and I get a much lower interest rate.”

Q51a. By building up a savings with 1st Class Credit Union at the same time as paying off your loan, you will pay more interest back as the loan will take longer to pay off than if you were not saving. Do you feel it is worth the extra interest on your loan, to have an amount in savings available when your loan is paid off?

Single response question asked to all coded 1 at Q44.

Yes	149	81%
No	15	8%
Don't know	18	10%
Prefer not to say	1	1%
Total	N=183	100%

Q52a. And please can you tell us why you say that?

Open ended question asked to everyone who coded 1-2 at Q51b.

3.2

“Well, if I didn't have the savings, I would be paying the loan for the full three year, but with the savings available, I will be able to pay off the loan early.

“At the end of the loan I will have savings too which is great feeling knowing that the loan is paid out and you have a little nest egg at the end of it! It's a win win!!.”

“I wouldn't save otherwise so worth it to me in the long run”

Q53. Which of the following applies to your savings account?

Single response question asked to everyone who said yes at Q45a.

You can withdraw all your savings at any time, provided you maintain the regular loan payment	27	15%
You can withdraw any savings that exceed your loan balance at any time	85	46%
You can approach your Credit Union to withdraw all your savings while you have a loan out-standing and they are likely to agree.	8	4%
Don't Know	48	26%
Prefer not to say	15	8%
Total	N=183	100%