

Frequently asked Questions – Junior Squirrel Accounts

What is needed to open a Junior Savers Account?	Completed Application I D verification completed by School office (if joining at Credit Union office, Birth Certificate or passport for the child and current I D for the Parent / Guardian)
How does the child pay the money in to their account?	The child would bring the money along with a pay in slip and passbook, to the school on the designated day, each week. You can pay extra in at the office in the Centre or by standing order. Note – anyone can deposit to the account
Who can join the Credit Union	You must live or work within our common bond (West Lothian)
Can the child withdraw their own money?	No – Named guardian must be present and sign form, until the child turns 16.
Can cash be given upon withdrawal?	Only if during the collection opening times in The Centre 10.00am-3.00pm AND if cash is available. If not, monies will be sent to the named bank account on form.
Can I open an account for my Grandchild at another school?	Yes, as long as he/she does not already have an account with us.
Who has access to my child's money?	Only person's names on the account, we take a photo for extra security.
Why do they ask so many questions?	When you are at the office or phoning you will be asked details of the account, this is to prove who you are, You will also need proof of ID when attending the Centre to withdraw
Who do I contact to get information on my child's account?	Your own school collection team will know most information. West Lothian Credit Union Tel: 01506 436666 Email : info@westlothiancreditunioncreditunion.co.uk
When I have gone to The Centre, they have a different balance to what is in my child Pass Book.	The collection team pass the cash sheet to the School office, then it is emailed over to WLCU. Once WLCU receive the email, the collection is then updated to the database. There may be a delay of a couple of working days between collection and updating the account details.
There is a mistake in my child Pass book, what do I do?	Hand the book into the child's school or the Credit Union Office at the Centre for Auditing Purposes.
Why does my child not bring their Pass Book home each week?	Every school work different, some schools keep the Pass Book in schools, as to keep them safe. Your collection team at the School will let you know.
What is the minimal account balance?	£1.00
Can I access my child's account online?	No, only adults can use the online service