

## FAQ's

### **How do Members contact ECOE?**

If you have a question please first go to the members page to see if the information there answers your query. If you then need to contact ECOE, please email our members team on [members@ecoe.org.uk](mailto:members@ecoe.org.uk) and we will respond as soon as possible

### **How do I set up my password?**

Go to the website and towards the RHS of the page under the News/Events sidebar you will see 'lost your password' link. Click on this. You will need to enter your email address (the one you used when you applied for shares). Follow the instructions, a link will be sent to you using your email and when you click on this it will ask you to set your password.

You will need to choose a password that includes multiple letters, numbers and symbols and in both upper and low case. It doesn't like real words and if you use then you'll need about 10 characters. We know setting up passwords have been difficult and we have lowered the strength of the password to medium.

When you are retyping the password, don't get put off by the mismatch message, it will disappear when you have typed all of the password if you have done it correctly.

### **What should I do to change my address, email, bank account etc?**

In the event that you need to update your address, email, bank account or other details you can do this by accessing your online profile.

### **How can I access and update my profile?**

You can login to access your member's profile by going to the website and entering your email and password. This login facility is on the RHS of any page on the website underneath the News/events sidebar.

If your email has changed since you set up your login details, use your old password to login and when you have accessed your profile simply update your email address.

### **What happens to my shares if I die?**

Our members can nominate up to two people but nomination rights only apply to the first £5,000 of a member's property; any amount above this has to be resolved with reference to the deceased person's probate.

You can edit your profile on ECOE's database and provide details of your nominees.

### **Can I be more involved and volunteer?**

ECOE is always looking for volunteers and actively encourages involvement from all within our local community. We run socials and events which you'll find details of both in our newsletters, emails and on the website. You should automatically receive our newsletters but if you are not receiving them please sign up for them on the website.

## **How does the EIS tax relief work and how do I claim it?**

It is designed to help smaller higher risk trading companies to raise finance by offering a range of tax reliefs to investors.

THE TAX RELIEFS INCLUDE:

- 30% upfront Income Tax relief up to a maximum investment of £1million, which can be carried back to the previous tax year
- 100% Inheritance Tax relief (provided the investments have been held for at least 2 years at time of death)
- Capital gains tax deferral for the life of the investment
- Tax relief from investment losses

We sent out EIS certificates to all of our members who had requested one in October 2015. If you did not receive one and would like to claim please contact our finance director Pete Bowers ([petebowers@ecoe.org.uk](mailto:petebowers@ecoe.org.uk)). You can then apply these to your PAYE or self-assessment.

## **Can I invest more money in ECOE?**

There will be opportunities to invest further or reinvest in the future. Watch our newsletter and websites for updates.

## **I have not received my share certificate?**

All Share certificates have been sent out electronically. The ECOE Directors took the decision to do this as we thought it would be more sustainable and convenient in an increasingly digital age. If you have not received your share certificate, please contact [members@ecoe.org.uk](mailto:members@ecoe.org.uk).

## **What happens if I want to withdraw my fund?**

Members will have a choice between applying for some or all of their capital to be returned from year four. In the case of repayment, three months notice is required and cash reserves will be held to allow 6% of shareholders investment to be repaid from year 4 to year 20.

Repayment is at the discretion of the directors and is conditional on there being sufficient capital reserves

## **When can I expect interest on my investment?**

Based on our business plan, the directors intend to offer an average of 5% annually to members over the 20 years of the project. We expect the first interest payment to be following the completion of the first year of generation. The decision regarding this will be made at the AGM in 2017 by directors and members together.

## **I have a grievance – what do I do?**

Please email our Members Team on [members@ecoe.org.uk](mailto:members@ecoe.org.uk) and we will respond asap.

## **How is my data protected and managed?**

ECOE, since we handle personal information about individuals, have an obligation to protect that under the Data Protection Act. We therefore will not share your data with any third parties outside of ECOE. We have registered with the Information Commissioners Office (ICO <<https://ico.org.uk/>>), as we are required to under the Data Protection Act. The website has been set up with security in mind and additional security measures have been installed since the members database went live.