

## Changes to our Services

Our organisation is changing and getting stronger, but we know some of these changes may take a little getting used to:

### **No more cheques cashable at Post Offices**

**Why?** Our bank and the post office no longer offer this service.

**What is good about it?** You now need to register a bank account or apply for an Engage card to receive your funds. It is much safer than carrying a cashable cheque that cannot be cancelled if stolen or lost.

### **Maximum £50 cash withdrawal per week**

**Why?** Holding large amounts of cash and carrying large amounts of cash puts all at higher risk of loss.

**What is good about it?** You now need to register a bank account or apply for an Engage card to receive higher value withdrawals. We can help you to apply for a bank account to do this, and you can temporarily use the account of a friend or relative whilst this is put in place. We can make an appointment for you to open a bank account with a local bank.

### **Help to get a bank account**

**Why?** Credit Unions are not transactional accounts like bank accounts. They are for savings, loans and budgeting support. They are not set up to provide a responsive transactional service, and they are not for profit, so transactional services are too expensive to provide. They can provide a starting account though until a bank account can be opened.

**What is good about it?** We can help you to move on to a basic bank account by giving you information or booking you an appointment to get what you need.



Sheffieldcreditunion: please like & follow us



### Opening Hours:

**The Sheffield office is open Monday, Tuesday and Friday 10am to 3pm, Wednesday 10:30am to 3pm and Saturday 9:30am to 12 midday**

**The Rotherham office is open Tuesday, Wednesday and Friday from 9:30am-3:30pm (closed 12:30-1:00)**

(closed first Wednesday morning each month for training)

### Contact Us:

Please use the telephone numbers on the front page  
(telephone line staffed from 9:30am until 3:30pm)

**You can also email your queries to:**

**admin@sheffieldcreditunion.com**

Visit our website and access our online services area

**www.sheffieldcreditunion.com**



**Sheffield**  
**Credit Union**

Incorporating the Former  
**Rothersave**  
CREDIT UNION LIMITED

Savings and Loans across South Yorkshire

## **Autumn 2017 Newsletter**

*Helping local people to make the most of their money*



**Sheffield Business  
awards**

**Business in the Community Award**

**Winners 2015 & 2016**

**Sheffield Credit Union Limited**

**16 Commercial Street**

**Sheffield**

**S1 2AT**

**0114 276 0787**

**RAIN Building**

**Eastwood Lane**

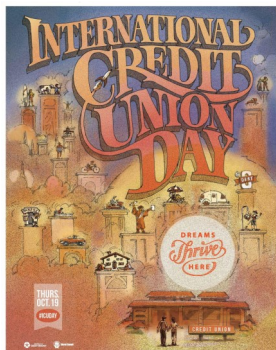
**Rotherham S65 1EQ**

**01709 514263**

## Facebook Campaigns

We have been raising our profile and spreading the word about what we do with our Facebook page “Sheffield Credit Union”. Our likes and follows are growing fast, and the more our members, partners and supporters like, follow and share our posts, the more we can raise awareness and help people to avoid high –cost lenders and unethical services.

Look out for events, good news stories, information on services and special offers, and join in!



International Credit Union Day took place on 19th October. We celebrated with our members a day early in both offices, and offered free sign up for new members all day. Credit Unions worldwide celebrated “Credit Unions —Where Dreams Thrive”.

## Rotherham Services

Our Rotherham office is located on Eastwood Court, next to Rotherham Market, and is a small office which is excellent if you would like to talk to a member of staff in a relaxed atmosphere, request a withdrawal to your bank, discuss your account or sign up for any of our services or apply for a loan.

If you would like to discuss what you can access at our Rotherham office please give us a call on 0114 2760787 or 01709 514263, or email us on [admin@sheffieldcreditunion.com](mailto:admin@sheffieldcreditunion.com)

## Helping Local People to

### Make the Most of their Money

The staff, directors and volunteers at Sheffield Credit Union want to make sure that we live up to our commitment to help local people to make the most of their money.

We have noticed that quite a large number of our members have stopped using their account, or kept only £1 in there to keep it open, but are not making the most of the products and services we offer.

We would like to send our members up to date information on our latest great value loans and savings products, and our high performing budgeting accounts (SCUBA and SCUBA lite), but we need to know that you would like us to send these to you, and by what means.

So, we will be asking you two things:

1. What do you want to get from your account?
2. How would you like to accept our marketing (only our product and service information)?

You can let us know by email, come and see us, give us a call, or complete our survey by following this link:

<https://www.surveymonkey.co.uk/r/SCUhelpingyou>

Look out for our new look waiting room, which we hope you will find more welcoming—coming November 2017

**Sheffield Credit Union** is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is a member of the Financial Services Compensation Scheme, protecting deposits of up to £85,000 per member. Annual Dividend payable on some savings products subject to surplus made – for illustrative purposes 2% (2015) 2% (2016) 1.5% (2017)

## On-line Services

If it is easier for you, you can manage your account through our on-line services. You need to **register first**, then you can:

\*Check your balances \* Request a withdrawal of your savings \* Request a statement of your account \* Contact us with an enquiry \* Update personal details\*

You can apply for loans without registering, and the information you provide is safely encrypted. You can watch a video about how to use online services on

<http://sheffieldcreditunion.com/videos/website-online-services/>

## Ethical Savers & Dormant Accounts

If you have not used your account for some time (a year or more), your account will go dormant, according to our regulations. We will always send a letter to give you a chance to reactivate your account if this happens, but you can avoid the trouble of bringing in new ID if you keep it active instead. Making sure you have at least one transaction during the year will do this for you (not including receipt of a dividend).

You may even find that our new savings and loans products are such good value that you choose to sign up for one or more of them.

Some people keep their £1 in because they wish to support the community, but may be surprised to hear that keeping only £1 in costs the organisation more as we pay a membership fee to our trade body for each member we have. This is why £25 is the minimum we will accept for an ethical saver's account balance.