



Sheffield  
**Credit Union**



Savings and Loans across South Yorkshire

# Safe borrowing and saving, Turning borrowers into Savers



## Annual Report

Year Ended 30th September  
2022

## Introduction

Sheffield Credit Union offers affordable loans and ethical savings throughout South Yorkshire and North East Derbyshire, otherwise known as the Sheffield City Region. It has one outlying information point in Stocksbridge, and many partners in the local community, including employers, who recommend and facilitate our services. It also offers SCUBA (budgeting accounts) to assist members with keeping on top of their bills. It relocated to a welcoming new office on Townhead Street in August 2021.

Sheffield Credit Union works in partnership with a range of organisations to provide the best credit union services to the people of Sheffield, and is committed to providing services through a variety of channels to aid accessibility for all of our members. With around 5100 members, we provide valuable repeat and long-term services to a wide range of local people with varied needs and situations. Extending our membership through those who have grown to trust us remains a top priority, as well as working with partners, including employers, to raise awareness and bring our services to those who can benefit.

We are not another loans company—we are proven to turn borrowers into savers, with over 70% of our borrowers having built up savings over £100. We are not another bank—we have a variety of different savings products which we can flex to suit member needs—a 30 day notice account if you want to put savings somewhere where it's not too easy to access them so you keep them safe from temptation; a Christmas savings account to build up savings for the expensive winter holiday season which is fully protected unlike many Christmas Hamper products; Junior savings accounts so younger members can get into good savings habits early and more.

Credit Unions are providing vital loans and savings to people worldwide, yet are independent of each other and therefore able to respond to the needs of the community they serve. We are always happy to hear the ideas of our members and our wider community. We thank those who took the time to answer our recent membership survey, and will share the findings at our AGM.

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## **Report from the Chair of the Board**

***Maxine Stavrianakos***

Welcome to our fourth online Annual General Meeting (AGM) and our 2022 Annual Report covering our activities and achievement through the financial year October 2021-September 2022 as well as some of our future plans. Whilst we hoped to be able to hold an in-person meeting again this year, securing availability of suitable premises within our timescale was unfortunately not possible. We intend to hold a face-to-face meeting in 2024.

As chair of the Board of the Sheffield Credit Union I am delighted to tell you that we have been able to grow the business and make a surplus during the financial year. This has been through careful work to expand our services and provide loans to more members.

The cost of living crisis has put pressure on most people, and the Covid crisis has lingered to some degree. The press are calling this “permacrisis” – a telling description for the times we live in. Our services have been all the more in demand and all the more necessary through these times, and continue to be so.

We now have closer links with services to support those members who we have been unable to help with loans, and who have not been able to build savings either. Links with Sheffield City Council’s Household Support Fund, Citizen’s Advice Sheffield, Gamcare and the Homelessness Service have ensured that we strive for a result for as many people as possible. The referrals take time, and we will be seeking funding to develop this work.

We continue to work closely with our payroll employer partners, providing easy access to loans and savings through payroll deduction – the largest of these being Sheffield Teaching Hospitals, Rotherham Metropolitan Borough Council and Sheffield City Council. A full list is available on our website, and we are always pleased to work with new employers, who should contact our CEO or general enquiry line.

Whilst we have been delayed in some of our plans – including introducing an App and a brand new website – we have been working hard behind the scenes to ensure this technology is as up to date and effective as possible, so that when these are introduced, our members are benefiting from the best service available to us. The website is in the latter stages of completion, and we hope to release it in the Spring. The App may be a little longer as we review our technology in this fast-paced environment.

I once again thank our Non-Executive Directors who voluntarily offer their knowledge, expertise and enthusiasm, overseeing the business and ensuring that the interests of our members are at the forefront of all decisions so that Sheffield Credit Union is sustainable for the benefit of future generations. I also thank the hard-working and dedicated team of staff and managers who keep the business prospering on a daily basis.

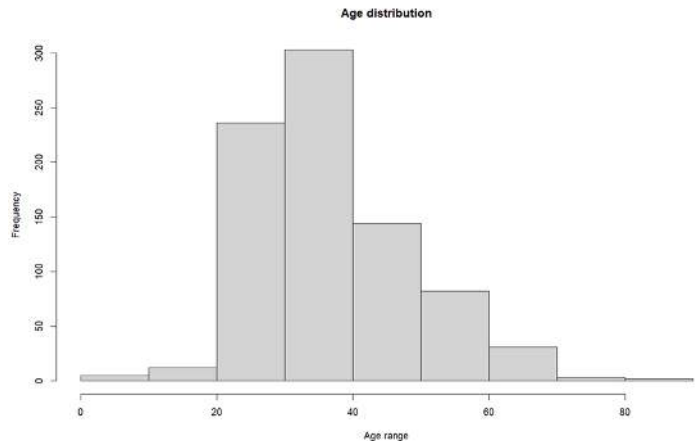
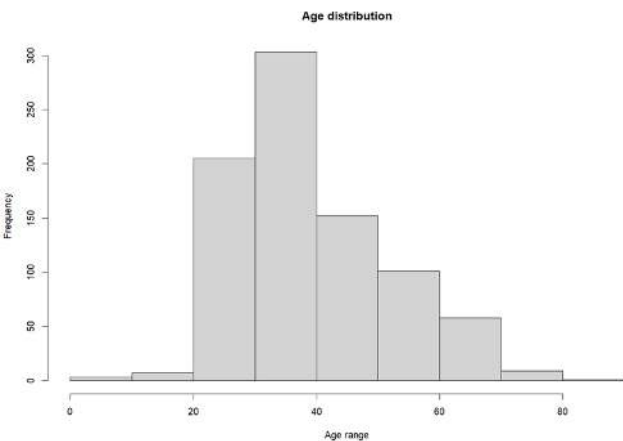
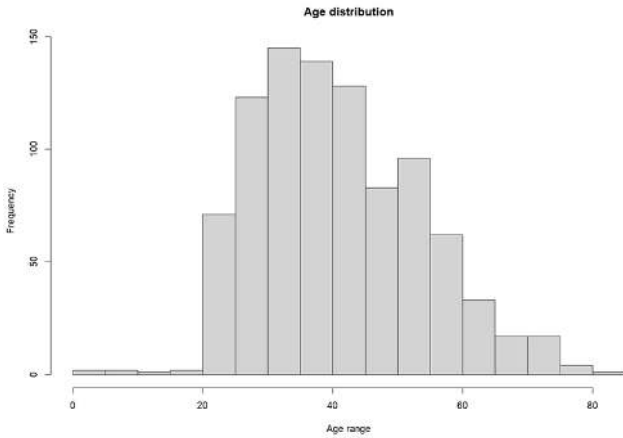
*Maxine Stavrianakos*

Chair, Board of Directors

## Membership Trends

This year we have been fortunate to have a placement student who has a Masters Degree in statistical analysis to examine our main membership trends from 2018-2023. Some of his findings are in the charts below, although we will reserve his high-level analysis for the final report. We hope to publish the full report in due course, and would like to thank Baitao for his hard work on this.

The charts on the left show that the age range of our members appears to be broadening to younger members, which is great news for the future flourishing of the credit union. The 30-40 age group continues to be our most popular membership age group—which indicates that we are still bringing in new younger members whilst remaining relevant to all age groups. The top chart covers those who joined in 2018-19, bottom left those who joined in 2019-20 and bottom right those who joined in 2020-21. The report covers their activity since joining and up to the current time.



### Broad Area Address Trends (over same time period)

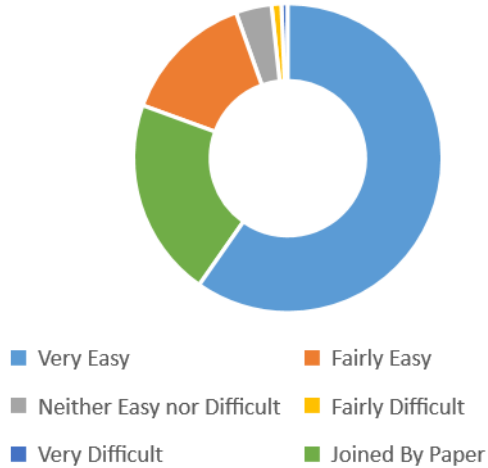
Rotherham	Chesterfield	Worksop	Barnsley	Doncaster	Sheffield	Outside Region
138	2	4	10	14	738	20
Rotherham	Chesterfield	Worksop	Barnsley	Doncaster	Sheffield	Outside Region
107	2	2	8	5	702	13
Rotherham	Chesterfield	Worksop	Barnsley	Doncaster	Sheffield	Outside Region
87	1	3	12	3	698	14

The charts above show a marked decrease of joiners over the course of the three years examined from the Rotherham area. This is something that we are taking note of, and examining ways to engage with our Rotherham members more fully. Joiners fell in all areas during these 3 years, but there was a considerable upsurge, with 1200 joiners in 2021-2022. This is after a drop in new joiners to 818 in 2020-2021. However, we have seen a further fall in new joiners in Rotherham to 81 in 2021-2022, so we still need to work on more ways to encourage membership in this area, particularly since we merged with a Rotherham credit union several years ago. Joiners in Sheffield rose to 1097 in 2021-2022.

## What do our members think?

We were thrilled to get 295 responses to our members survey which was sent out prior to the statement run in preparation for the AGM and also for the work we are doing around the new Consumer Duty (regulations to ensure organisations consider the needs of their customers).

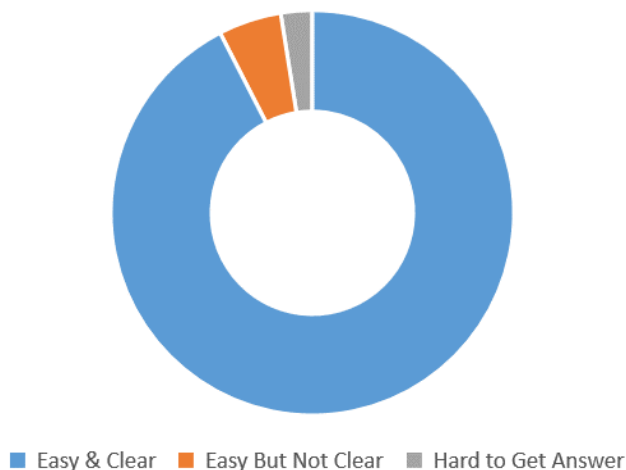
### Ease of Joining



Some of the responses are shown on the left. We will go through the responses in much more detail at the AGM, and explain what we have learned about what else we can do for our members.

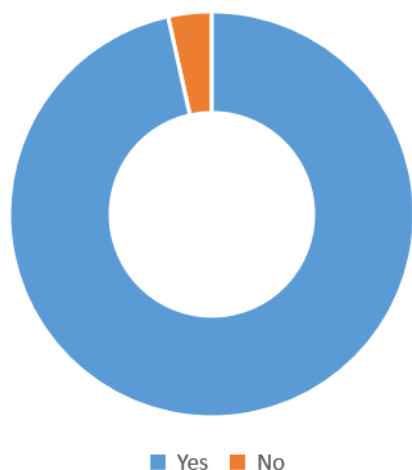
We also asked if any of our members would like to help with focus groups. One group will be around testing how clear our forms and terms and conditions are—we look forward to receiving valuable feedback from this.

### Ease of Getting Clear Answers to Questions



Of course, whilst these responses are very encouraging for us, we recognise the need to focus on the reasons those who were less satisfied gave for their answers. We commit to do this as part of our work on Consumer Duty, and as our commitment to our members and to local people who may benefit from our services.

### Would Recommend to Friends and Family



## **Compliance Report 2022 *by the Compliance Sub-Group***

The Compliance Report seeks to reassure members about the regulatory activities of Sheffield Credit Union, which protect your funds and your interests.

### **Compliance with Single Customer View (SCV)**

The credit union has in place an SCV Report, tested monthly and reported to the board. This enables the Financial Services Compensation Scheme protection to function.

### **Third party monitoring arrangements and actions**

New and repeat contracts with third party suppliers are assessed before renewal, and regular contact with all third parties is reviewed by sub-groups on their regular agendas.

### **Monthly compliance checks and risk**

A schedule of checks to verify that compliance systems are working effectively is reported to the board monthly and following Compliance Sub-Group meetings. Sub-groups monitor checks relating to their area of responsibility. They also review and test the Building Operational Resilience process, which ensures essential services are still operable in the event of most scenarios of business interruption. The board reviews the organisational risk register regularly.

### **General Data Protection Regulation (GDPR) and Data Audit**

SCU complies with the Data Protection Act 2018, having a full data audit, privacy notices, protocols, and forms relating to data retention, data access requests and requests for erasure of data. At the time of producing this report, we had no new requests for erasure of data or Subject Access Requests. Data cleansing of information we no longer need to have on our systems is up-to-date and ongoing.

### **Anti-Money Laundering**

All employees are trained to spot suspected money laundering and fraud, and report internally to a named officer. All employees and directors undertake annual training. The Money Laundering Reporting Officer (MLRO) decides whether to report to the National Crime Agency (NCA), monitor internally or dismiss the suspicions as unfounded. In 2021-2022, 23 suspicious activity reports were submitted to the NCA. None of these have been investigated further by the NCA.

### **Compliance Officer**

The Board of Directors, following a robust business case, have recruited a Compliance Officer for 20 hours per week to ensure that the ever-increasing compliance duties are met. This includes the new Consumer Duty, aimed at ensuring members are treated fairly through all service provisions. This post started in January 2023, and the Consumer Duty must be fully in place by the end of July 2023. It also ensures that more time can be devoted to business development.

### **Internal audit**

Sheffield Credit Union continues to employ Tiaa to carry out audits into the robustness of its policies and procedures. The internal auditors report to the board of directors, who represent the membership. This is carried out through the Compliance Sub-Group, who meet with the internal auditors to plan and monitor the internal audit programme, and receive reports on their findings. They then challenge the management team to address any issues via the Chief Executive Officer, and monitor their implementation. The next page of the annual report deals with their findings and audits in 2020-2021.

## Internal Auditors' Report on behalf of David Robinson, Tiaa

### HEAD OF INTERNAL AUDIT'S ANNUAL OPINION

TIAA is satisfied that, for the areas reviewed during the year, Sheffield Credit Union has reasonable and effective risk management, control and governance processes in place. Not having completed all of the planned work due to the global Covid-19 pandemic has not impacted on our overall assessment.

System	Type	Planned Days	Actual Days	Assurance Assessment
Income-Savings Products	Assurance	2	2	Substantial
Anti-Money Laundering	Assurance	1	1	Reasonable
Bad Debts and Arrears Management	Assurance	2	2	Substantial
Business Continuity	Appraisal	2	2	Reasonable
Audit Management (follow up, plan etc)	Management	3	3	Not applicable

### Actual against planned Internal Audit Work 2021-2022

Assurance Assessments	2022	2021	2020
Substantial Assurance	2	1	0
Reasonable Assurance	2	3	3
Limited Assurance	0	0	1
No Assurance	0	0	0
Advisory	0	0	0

The tables show a summary of the internal audit work provided by the internal auditors—TIAA—over the last year. Planned priorities for 2022-2023 are in place to suit the organisation's needs.

In 2021-2022 there were 0 urgent recommendations compared to 0 the year before, with 1 important recommendations compared to 4 the year before, and 2 routine recommendation compared to 1 the year before.

Recommendations were around ensuring all directors are up to date with anti-money laundering training, and that the risk ratings in this area were brought into line with the other risk ratings used by the organisation. They recommended that as many as possible of the unreferenced funds in the suspense account are resolved and that the few areas of business continuity remaining to be tested are now completed. A couple of these remain to be resolved at the time of this report, with those recommendations from previous years now fully resolved.

## Report from the Treasurer

### *Peter Armstrong*

Sheffield credit union ends the year to September 2022 in a good position, thanks to the constant and careful work of our staff.

In a year when the economic climate was changing in several different ways, our lending increased, our income increased, some costs reduced (while others increased) and the arrears rate remained stable.

The basic figures are shown on pages 9-10. They have been extracted from the full accounts to provide the main points of interest. If you would like a copy of the full accounts please ask.

Our auditor has given us a clean bill of health and the figures that interest the regulators are all within the correct limits, except for our rather large capital reserves.

On the income side, lending increased by 17% over the year, largely due to careful marketing to existing members. That produced an increase in interest income. On the expenditure side, after last year's relocation costs, our establishment overheads are lower and that offsets other cost increases. With approximate income of £553,000 and expenditure of £477,000 we have a surplus of £76,000.

It was a year full of economic issues, but we weathered them quite well. The government cost-of-living payment in the summer caused a brief dip in loan applications. The effect of the cost-of-living crisis was not large up to September, but has since led to a drop in demand for loans for Christmas, new members' loan applications that are often too large to afford, and more people putting their loans into debt management processes. Loan growth in the current year will be more challenging as we move our focus towards new members.

We have £2.29M on loan to members, increased from £1.95M, with a low 3.5-4% level of bad debt. Our members shares (savings) amount to £4.8M, which means we have plenty of capacity to lend. I highlight the turnover of deposits and loans as it shows the level of work for our staff. Almost £5.6M was moved in and out of deposit accounts, with new loans amounting to £2.4M and £1.975M repaid.

You will see that our reserves summary has changed. We have stopped showing the Growth Fund Reserve (£532,000) separately as, after 10 years, the name has no meaning. We have moved some to the General Reserve, bringing that up to the statutory 5% of total assets (£327,000). The rest has been moved to the Revenue reserve, where the balance (£1.23M) is larger than we would regard as appropriate. As agreed at the last AGM, we have begun to use some of the reserves to improve our staff capacity to work for growth, and we are planning further developments, including funding new IT facilities for better interaction with members.

I must finish this report by thanking our staff for their careful work over the year. It is the consistent attention and care they give to the daily details that results in these overall results.

Peter Armstrong, *Treasurer*



**Income & Expenditure for Year Ended 30 September 2022** (extracted from Revenue Account)

Income	2022 £	2021 £
Interest Received on Loans	433,793	388,444
Contract Income Received for Management of Loan Funds	671	628
Grant Income Received	3,989	5,705
Bank Interest Received	22,021	20,047
Bad Debt Recoveries	43,896	44,915
Sundry Income	48,409	49,590
	<b>552,779</b>	<b>509,329</b>

Expenditure	2022 £	2021 £
Administration Including Employment Costs	248,079	250,218
Establishment Overheads	59,599	107,765
Financial Costs Including Audit Fees & Bank Charges	43,900	34,427
Bad Debt & Increase in Provision for Doubtful Debts	85,099	65,641
Depreciation of Fixed Assets	27,200	29,619
Dividends Paid on Member's Share Accounts	8,105	7,145
Interest Payable on Junior Savings Accounts	482	324
Restructuring Costs	0	0
	<b>472,464</b>	<b>495,139</b>

Adjustments to Operating Profit	2022 £	2021 £
Operating Profit	80,315	14,190
Negative Goodwill on Acquisition of Rothersave Credit Union	-	-
Corporation Tax Due on Investment & Contract Income	(4,184)	(3,796)
<b>Profit for Financial Year (FRS 102)</b>	<b>76,131</b>	<b>10,394</b>

## Balance Sheet & Movement in Reserves (extracted from Balance Sheet as at 30 September 2022)

Balance Sheet		2022	2021	
		£	£	
<b>Fixed Assets</b>				
Tangible Fixed Assets		459,353	478,770	
<b>Current Assets</b>				
Loans to Members (net of provision for doubtful debts)		2,291,322	1,948,182	
Debtors and Prepayments including inter-company debts		9,389	57,328	
Cash at Bank & In Hand		3,780,798	3,979,483	
<b>Current Liabilities</b>				
Creditors: Falling Due within 1 Year		(65,030)	(120,747)	
<b>Net Assets</b>		<b>6,475,832</b>	<b>6,343,016</b>	
<b>Capital &amp; Reserves</b>				
Adult Member Shares		4,862,165	4,811,486	
Junior Member Savings		58,403	52,397	
Revenue Reserve		1,228,221	815,209	
General Reserve		327,043	131,684	
Growth Fund Reserve		-	532,240	
<b>Total Capital &amp; Reserves</b>		<b>6,475,832</b>	<b>6,343,016</b>	
Movement in Reserves (restated to FRS102)	Revenue Reserve	General Reserve	Growth Fund Reserve	Total Reserves
	£	£	£	£
Balance at 1 October 2021	815,209	131,684	532,240	1,479,133
Surplus for the Year	76,131	-	-	76,131
Non-regulatory Transfers	352,220	180,020	(532,240)	-
Regulatory Transfers	(15,339)	15,339		
<b>Balance at 30 September 2022</b>	<b>1,228,221</b>	<b>327,043</b>	<b>-</b>	<b>1,555,264</b>

The Directors propose that a dividend of 1% which will amount to approximately £48,000 is paid on all adult shareholdings in relation to the year ended 30th September 2022.

## Key Ratios for 2021-2022

Indicator of:	Ratio	2022	2021	Target
Effective financial structure	Capital to Total Assets	23.8%	22.9%	10% or higher
	Borrowings to Total Assets	0.0%	0.0 %	Less than 5%
	Total Shares to Total Assets	74.3%	74.4%	Between 70% and 90%
	Net Loans to Total Assets	35.0%	30.1%	50% or higher
Protection	Bad Debt Written Off to Total Loans*	3.8%	3.7%	Less than 10%
	Net Assets to Total Shares and Junior Deposits	131.6%	130.4%	105% or higher
Asset quality	Arrears (over 3 months) to Total Loans*	1.6%	2.5%	Less than 20%
	Non-earning Assets to Total Assets	10.9%	21.8%	Less than 10%
	Net Zero-cost funds to Non-earning Assets	227.3%	110.3 %	200% or higher
Returns	Loan income to Total Loans*	18.5%	19.3%	6% or higher
Efficiency	Operating Expenses to Total Assets	7.1%	7.5%	Less than 15%

## A Summary of our Year

2021 –2022 has been a year of building on the successes of previous years. As the “permacrisis” of modern living is becoming a fact of life, we have been seeking more ways to support local people with our savings, loans and for those who will benefit from them, budgeting accounts.

Our CEO has featured on Radio Sheffield on several occasions, speaking about the cost of living crisis and the importance of credit records in securing fair priced financial services. She was asked to take part in an “on-location” feature to give her top tips for coping with the cost of living crisis, which she will feature in her presentation at the Annual General Meeting. Alongside this, we have developed effective referral paths for those whom we cannot help with a loan, and who cannot save easily either, to ensure we try to find assistance for all those who need financial help, whether this is a support grant, debt advice or help with an issue such as gambling or illegal money lending.

Since the last AGM, we have started to consider ways in which our considerable reserves can be utilised to develop the organisation further, support more people in their financial resilience, inclusion and capability and extend our reach to support even more people. We have started quite small, by employing a Compliance Officer initially through the reserves for 2 years, to both take forward the new compliance challenges of “Consumer Duty” (a worthwhile but lengthy and time-consuming exercise to ensure we are treating our members fairly and providing fair, accessible services to all) as well as handle many of the tasks that our CEO currently undertakes, to free her up to concentrate more on developing the organisation, its services and its reach.

Future potential plans are in the pipeline, and it has become clear that investment in technology will be one of these areas. Our new website is almost ready. However, the delay has resulted in the inclusion before launch of new exciting features such as an income maximisation tool and more helpful loans pages. The speed of technology means that we have to be ready to use reserves to take advantage of the best options for us and our members at the right time, so having the reserves there to use is vital. We appreciate your decision last year to give our directors the option to use the reserves for the best opportunities for the business and the members, and will continue to scope opportunities which fit this remit, to keep your credit union strong, secure and relevant to our local community and its needs.

## **Our Achievements and Our Future Aims**

In 2022, facing the challenges of high inflation and the cost of living crisis, Sheffield Credit Union, has continued to help our members battle through the challenges of the “permacrisis” world we are presently living in. We have continued to offer safe and fair priced loans where we are confident that there is affordability, and to encourage and help people to build savings where they can. Many have drawn savings to help with the current climate, and we are pleased that they had savings with us to use. Life continues, and it has also been good to see those who have built up savings for a specific purpose, draw their savings to use them for such purposes as property deposit, house refurbishment, motorbike renovation, daughter’s wedding, drive replacement and a young person who saved up to celebrate their own 18th birthday. We are also pleased that over 70% of our borrowers are still managing to keep their savings above £100.

For those whom we have not been able to approve a loan, we are acutely aware that life can seem even more hopeless. We have therefore taken a lot of time this year to build more effective direct referral paths with organisations who may be able to help. These include the Sheffield City Council Household Support Fund, the Citizens Advice Debt Support Unit, Gamcare and Housing Solutions. We have also been involved in an innovative scheme alongside the Stop Loan Sharks team, to cover the joining fee and starting deposit for members whose loan applications were unsuccessful. The aim is to keep these people engaged so we can support them going forward, to improve their credit records, successfully apply for loans in future, and begin to build savings and feel more financially resilient. We will have the results of this scheme in late Spring/early Summer. We are keen to understand our members’ needs more fully, and to ensure more people within the Sheffield City Region know about us, and can access our services. We encourage reviews through Google and Facebook, or just directly to our staff team. Our Google reviews are now past 100 and our rating is 4.3 stars. Whilst we have far fewer Facebook reviews at the moment, our rating is 5 stars. We have recently sent around a survey to dig a little deeper into what our members really think and want, and have had almost 300 responses so far. There is a link in the Newsletter if you’d like to leave your responses too.

## **Future projects and proposals**

Our mission remains to help local people to make the most of their money and to maintain a long-term financially sustainable organisation with sufficient resources to maximise the social benefit of its work.

But our key challenge, in line with many Credit Unions in England, is to ensure local people know about us and consider trying us first for loans when they need them, as well as for savings. Many still believe you have to save first before borrowing from a credit union; this has not been the case for many years. Applying for a loan at the same time as joining is the most common way of joining the credit union.

Our payroll schemes with local employers such as Sheffield City Council, Rotherham Metropolitan Borough Council, Sheffield Teaching Hospitals and many others (see our website) continue to be popular, as paying in through payroll to save or repay a loan or both remains an easy way to do this before you even see your money each pay day. We continue to work with the “Stop Loan Sharks” team, and are now fleshing out ways to partner this with more work with housing associations to ensure that areas at risk from loan sharks have easier access to credit union services to help them afford these predators.

After delays, which have actually enabled us to ensure our new website has the latest features, we hope to release this in the Spring. An App may take a little longer as the App we trialled was not suitable.

## **Our Board of Directors & Our Sub-Groups**

The Board of Directors currently comprises: Maxine Stavrianakos (Chair), Richard Edwards (Secretary), Peter Armstrong (Treasurer), Chris Ursell, Chris Kearton, Bob Savage and Neil Fletcher. This year we have one new director who is standing for election. Paul Thomas has wide experience at central and local government levels in economic development, education and skills. He spent most of his career in the Civil Service where he worked for 13 years in London for Customs and Excise, Treasury and Cabinet Office and on secondment to Marks & Spencer plc. In 1986 he joined the Manpower Services Commission in Sheffield and subsequently worked there and in Birmingham for the Departments of Employment and Education. In 1997 Paul left the Civil Service and became Deputy Chief Executive of the Manchester Enterprises group, a not-for-profit group of companies promoting the economic development of Greater Manchester. In 2006 Paul retired. From 2013 to 2022 he was a Director of Together Housing Association and its predecessor, Chevin Housing.

In addition to regular monthly meetings which board members are required to attend, there are sub-groups that focus on five specific areas: human resources; I.T.; compliance; finance and lending. All directors are members of one or more sub-group and their experience and interests are utilised to support the credit union and its management team. From time to time other sub-groups are formed to look at specific areas of current interest, such as reviewing our strategies for growth.

## **Sheffield Credit Union Regular Permanent Sub-Groups**

**Finance Sub-Group:** Receives and reviews reports from the Finance and Lending Manager on the current financial position and compliance with financial regulations. Reviews and updates policies and reviews the annual budget.

**Lending Sub-Group:** Works with the Finance and Lending Manager to monitor the loan business, loan assessment and impact of policy changes to the Loan and Credit Control Policies, to recommend changes to the board.

**Compliance Sub-Group:** Ensures regulatory and legal requirements are being followed, and risk management framework is in place and ensures continued operations regardless of the situation. Works with the internal auditors, to help implement its recommendations.

**Human Resources (HR) Sub-Group:** Supports the CEO with employee and volunteer matters, helping to embed HR policies recommended by our Peninsula HR Support. Helps to ensure employees and volunteers receive appropriate training to enable them to undertake their jobs. Forms the Nominating Committee for new Directors to the Board.

**I.T. Sub-Group:** Supports the employee with responsibility for I.T. support by holding our third party I.T. suppliers to account, monitoring effectiveness and security, and keeping policies up to date and compliant.

### **Thank you to all involved in the organisation**

The management of Sheffield Credit Union would like to thank employees and volunteers who work hard to deliver our services through the Sheffield City Region, as well as all of our new and long-standing members. We would like to thank the Board of Directors for their commitment, support and direction. We would like to thank our partners for helping to raise awareness of our services, and for joint working to support local people.

## What our members say

This year we decided to conduct a major survey to find out what our members are happy with, and what they think we can do better. A full presentation of the results will be shared at the AGM, however there are a few highlights below. You can

Follow us on Facebook “@sheffieldcreditunion” - like and share our posts and send us a message through Facebook Messenger. Leave us a Google Review.

Use the contact option on our website, or log into the online services area and send us a contact message.

Send an email to [admin@sheffieldcreditunion.com](mailto:admin@sheffieldcreditunion.com).

Call us on 0114 2760787.

### **We asked “Why did you say you would recommend us to family and friends?”**

#### **You said:**

Stops you going to loan sharks

Faster, good services

Excellent services & helpful staff

Interest not high and you can save at the same time

No issues with services

Loan service good for those who struggle to get bank loan

Approachable, friendly staff who give clear advice about what they can help with

Quite straightforward

Helps every time

Good to save for Christmas and emergencies

Been a member for years and had a lot of help over the years

Fan of community based co-operatives, unions and charities

Member over 10 years, always good service

Easy and simple to use

Great for people who may be overlooked for loans

Very easy to deal with, clear answers, always someone you can talk to and explain what is and isn't possible - unlike a bank

Easy to use - no fat cats

Brill way to save and borrow, excellent service, helpful

Very affordable repayment plan & easy access to account information.

Thank you for your feedback! It's not too late to respond on <https://kwiksurveys.com/s/survey2023>.

It's also never too late to leave us a Google review or a Facebook review, or to just speak to us.