

Clockwise Credit Union

safe savings & affordable loans

MEMBERS
UPDATE
A/W 2016



Celebrating the Difference!

We were delighted to welcome many guests, including members and partners who joined us at the branch on Thursday 20th October to celebrate International Credit Union Day!

The day was a huge success and was celebrated alongside credit unions around the world, to show appreciation to members and recognise the work and contribution credit unions make to local communities.

Among those who attended were the Rt. Revd Martyn Snow, Bishop of Leicester; Revd Alison Adams; Stephan Coral, Lord Mayor of Leicester; Sue Waddington, Assistant Mayor of Leicester; David Wright, Mayor of Melton; Richard Allen, Mayor of Hinckley; David and Jan Gaskell, Mayor and Mayoress of Charnwood; Ian Clutton, Tenancy Sustainment Team Manager ASRA Housing and representatives of LOROS.

We waived our joining fee for new members on the day and instead donated the equivalent money to LOROS. We also held a number of other fundraising activities and were able to make a total donation of £730 to this fantastic local organisation.

Good News!

We are delighted to report that we have had a great year and made a healthy surplus. The board have decided to reinvest some of this surplus into improving products and services and into making your experience of our credit union even better.

Amongst other things, we will be:

- Improving our IT infrastructure
- Investing in additional staff training and development
- Refurbishing the banking hall.

The board also recommend a dividend increase on last year to 1%. Come along to the AGM and find out more about our exciting plans for your credit union!

ANNUAL GENERAL MEETING

Clockwise Members' Annual
General Meeting and buffet
All members welcome

Monday 5th December 2016
at 7pm

Change of Venue
Phoenix Arts Centre, 4 Midland
Street, Leicester LE1 1TG
(free parking next door)

Come along and meet the
directors, staff and volunteers.

Moving with the times!

In an age when we expect everything instantly, it is important to keep up to date with technology. We have this year launched our new and very much improved website which, we are sure you will agree, not only looks great, but has a better user experience too.



If you haven't yet, register online. You can check your balance, transfer money, order statements and contact the office directly. Applying for loans is also much easier when you are registered online.

Our main aim is to help you manage your money better. We are continually updating our members area of the website and welcome comments and suggestions as we move forward.

Note from the General Manager, Teresa Manning

On behalf of the board and myself, I would like to thank you for your continued membership.

I am absolutely delighted to report another successful year with 8% growth in membership.

This year has definitely been one of change which has further strengthened our business. Clare Shilton moved into managing business development and now leads the Development Team in raising awareness of Clockwise throughout our common bond. We also appointed a new Operations Manager, Emma Franklin-Keogh to lead the Member Services Team and ensure the smooth operations of our head office branch.

As we move towards a new year we look forward to continuing to develop our products and services working towards improving your financial wellbeing.

Save & Get £25 FREE!

Spread the word! For a limited time we are offering new Clockwise members within the LE1 to LE5 areas a saving incentive where after three months of regular saving you get £25 free!

If someone you know could use a hand starting to save, this could be the boost they need.

Don't forget we offer a range of products and services to help you manage your money better. Visit us online or in branch to find out more.

Christmas Opening Times

w/c Monday 19th December

Normal Opening Hours

w/c Monday 26th December

26th & 27th Closed

28th, 29th & 30th Normal Opening Hours

w/c Monday 2nd January 2017

2nd January Closed

3rd January onwards Normal Opening Hours

You can access the balance enquiry line on,
tel: 0116 2423908 and our website at
www.clockwise.coop

Have you seen one of our Christmas promotions?

See how we compare!

Borrow
£500
from just
£12* a week



Have a Great Christmas
with affordable loans from £50 to £10,000
easy to apply & quick decision!

Apply online at www.clockwise.coop, in branch or at your local community point.

*Loans are subject to status. Terms & Conditions Apply. Example amount stated is based on repayment over 52 weeks at 42.6%.
Total repayment amount is £597.02. Clockwise encourages responsible lending.

£1000 loan paid back over a year

Comparison	Loan	No. of Weeks	Weekly Payments	% Representative APR	Total Repayment	A Clockwise loan could SAVE YOU***
Oakam*	£1,000	52	£37.22	336%	£1,935	£739
Provident*	£1,000	52	£36.00	299.3%	£1,872	£676
118 118**	£1,000	52	£27.46	99.9%	£1,428	£232
Clockwise*	£1,000	52	£23.00	42.6%	£1,196	

* Comparison taken from respective websites October 2016.

** Information taken from 118 118 website based on monthly repayment basis, but converted to weekly repayments for purpose of direct comparison - October 2016.

Subject to Terms & Conditions. Loans subject to status.

Don't Forget!

YOUR SAVINGS ARE SAFE!

As a financial organisation, Clockwise are covered by the Financial Services Compensation Scheme (FSCS). This means your savings are protected up to £75,000.

PAYING TAX OVERSEAS

If you are an overseas tax payer we will need your tax details, so please get in touch with the office.

PERSONAL INFORMATION

It is important that the information we hold for you is up to date. Since you joined us, if your personal (phone or email address etc) or beneficiary details have changed, please get in touch and update your information.

Clockwise Roadshow

In November, Clockwise joined a number of organisations at a week long community roadshow at the Clock Tower in Leicester City Centre. We had a great response talking to the general public (and bumped into some of our existing members!) updating people on the great work that we do and how people can join us and spread the word to others.



Have your Say!

This year we have been asking you what you think about Clockwise. We set up a survey for online applications and received some great feedback from you, 'No hassle, great updates and quick response' and 'fast and easy to apply for a top up loan' were a couple of responses we received when we asked, "How would you rate the application process?"

Since the Summer we have been personally telephoning all of our new members to welcome them to Clockwise and ask how they heard about us. In excess of 50% of our new membership this year is as a result of recommendations from friends and family. We are all proud that so many of you tell your friends and family about us and would love it if you could carry on doing it! If you use social media, find us on Facebook (if you haven't already). We put some great information on our page so please feel free to like and share with your friends.

We would love your feedback. What do you like or dislike about our website? What do we do well? What products or services would you like to see added? Please email your thoughts, comments and suggestions to enquiries@clockwise.coop

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