

Clockwise Credit Union

safe savings & affordable loans

**MEMBERS
UPDATE**
Autumn 2015



Exciting New Developments!

It's been a very busy time since our last update with lots of positive changes that we are excited to share with you in this update.

Our growth isn't just in members and numbers! It's about increasing the services we provide and ensuring that awareness throughout the community is high, to ensure those who would benefit know about Clockwise.

We are excited to have undergone a transformation and as you can see have a brand new logo, which says exactly what we do! In line with our new branding we will also be relaunching our website soon.

Being very proud of our Leicestershire heritage and location, overlooking the newly renovated Jubilee Square, our premises have recently undergone a transformation too!

Good News!

Potential Dividend Increase

We will be making a surplus this year and the Board would like to reward our members by recommending a dividend increase at the AGM! We will keep you updated.

Share your Story/Feedback

We are here for our members and want to hear from you!

Do you have a good news story you would like to share? Do you have feedback, comments or suggestions?

Please email, enquiries@clockwise.coop

UPCOMING EVENTS

Clockwise Members' Annual General Meeting and buffet

All members welcome

Friday 4th December 2015 at 7pm

Kempe Room, St. Martins House
(adjacent to the Cathedral),
Peacock Lane, Leicester LE1 5PZ.

Come along and meet the
Directors, staff and volunteers.

Clockwise Credit Union

safe savings & affordable loans

Note from the Board of Directors

We would like to thank you for your continued membership with Clockwise, which exists solely for its members. We are delighted to report that Clockwise continues to go from strength to strength with now over 9,000 members!

Since we first began in 1992, we have provided over £22 million in loans, which means that for those who take out loans will have saved over £1 million in interest payments. The majority of which will be spent in the local community!

To support our flourishing growth and development, we are pleased to welcome back previous General Manager, George Puszcynski, who joined the board as a Director in March 2015.

Appointment of new General Manager

We are absolutely delighted to announce that Teresa Manning has been appointed as the new Clockwise General Manager. Teresa is well known to many members as one of the founders of Clockwise and has worked tirelessly, contributing to its continued growth and success. Teresa is very excited to be taking the helm at such an important time in the development of Clockwise and is looking forward to leading the team and growing the business.

We are also very pleased to announce that Sue Vincent, Member Services Manager, has been appointed as Operations Manager, further strengthening the management team.

We hope you like our new brand and are looking forward to all the new and exciting products and services we have planned for you.

Board of Directors, Autumn 2015

Vision

We are committed to continuing to strengthen and grow the organisation in line with our ongoing vision:

'Community Savings & Loans; leading the way in improving the financial wellbeing of our community and its people through sustainable financial products and quality customer service.'



**Have a Happy Christmas
with affordable loans from £50 to £10,000**

easy to apply & quick decision!

You'll be surprised at how much you could save! See how we compare.

Apply online at www.clockwise.coop or visit your local branch!

Good for your Health!

Many of our loans help people who might otherwise have had to turn to high cost or door stop lenders. We know from the Money Charity Statistics that having access to fair and responsible lenders has a very positive impact on families and the community. The statistics show that managing your money better helps raise your self esteem!



Christmas Opening Times



Thursday 24th December:	09:30 am - 1:00 pm
Friday 25th December:	CLOSED
Saturday 26th December:	CLOSED
Sunday 27th December:	CLOSED
Monday 28th December:	CLOSED
Tuesday 29th December:	09:30 am - 4:00 pm
Wednesday 30th December:	10:00 am - 4:00 pm
Thursday 31st December:	09:30 am - 1:00 pm
Friday 1st January 2016:	CLOSED
Saturday 2nd January 2016:	10:00 am - 1:00 pm
	(phone service only)

What's New & What's Changing

CURRENT ACCOUNT Important Information

Our banking partner, ABCUL, and The Co-Operative Bank, have recently made a decision not to continue offering current accounts to credit unions. Although the withdrawal of this service is beyond our control, we would like to assure you that we will be doing everything we can to continue providing the very best service to our members.

Supporting this, we are actively seeking to find alternatives and will be writing to each account holder individually to provide details of these alternatives and to help in moving the account. One possible solution is the Engage Card and we are also talking to other current account providers, such as high street banks.

The changes will not take place immediately and so there is no difference to account operation at this time. We will keep you updated and give as much notice as possible. If you have an existing current account with us, please contact our Member Services Team on 0116 2423900 or pop into our head office. They will be able to assist you in closing your account and helping you move your banking.

GET IN TOUCH

Don't forget to also tell us if your contact details or beneficiary information changes.

Email: enquiries@clockwise.coop

Clockwise Credit Union
safe savings & affordable loans

Clockwise Credit Union Limited. Reg. No. FRN213498 is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We subscribe to the Financial Ombudsman Service, and are members of the Financial Services Compensation Scheme

NEW Engage Card

We are now able to offer all our members a new prepaid card product called the Engage Card.



Engage is a prepaid visa debit card with many benefits that include:

- Budgeting Tool
- Cash Back Rewards Scheme (incl. Asda, Iceland & Argos)
- Available to anyone regardless of credit score or financial history

Please visit our website for more details.



GOOD NEWS STORY

Rosie A. (pictured above right) received flowers from our Development Officer, Clare Shilton, for her hard work in recommending 5 people in our recent Refer a Friend Campaign. Rosie said, 'Clockwise does exactly what it says it does. Applying for a loan was really easy, with payments that are manageable. I was happy to tell all my friends to join!'

Head Office:

1 St. Nicholas Place, Leicester LE1 5LB

t: 0116 242 3900 e: enquiries@clockwise.coop

Follow Us [f /ClockwiseCU](https://www.facebook.com/ClockwiseCU) [@clockwise_CU](https://www.twitter.com/@clockwise_CU) www.clockwise.coop