

## News & Updates from Your Award-Winning Credit Union

### IMPORTANT NEWS- We Are Moving in March 2020

We are delighted to announce that in March 2020, we will be opening our very first city centre branch at 4 Working Street (between the back of Queens Arcade and TSB, and opposite the Owain Glyndwr pub). Our official opening is planned to take place at 1pm on Thursday 19th March. All of our members are invited to join us to celebrate our official opening, with refreshments, entertainment and a special guest! We will email members nearer the time with full details, and hope you can join us.

Our new branch will have extended opening hours from April 2020:

|                     |                  |
|---------------------|------------------|
| Monday – Wednesday: | 9.30am – 4.30pm  |
| Thursday:           | 11am – 4.30pm    |
| Friday:             | 9.30am – 4pm     |
| Saturday:           | 9.30am – 12.30pm |

We will also have extended opening hours on Thursday evenings in the run up to Christmas, and will publish further details later in the year.

When our new branch is open, our Cardiff team will re-locate from Cardiff Central Library, although a part time volunteer-run information point will still be based on the ground floor of the Library to help with queries and signpost to our new branch, which is just a few minutes' walk away.

### A Message of Thanks to All of Our Members as We Celebrate 25 Years

As we approach a very ambitious new chapter for the credit union in our first ever Cardiff city centre branch next month, our Board and Chief Executive want to pass on their thanks to all of our members who helped make 2019 another year of great success for us.

In June, we were delighted to have been awarded Social Enterprise of the Year 2019 at the prestigious Cardiff Business Awards; awarded in recognition of our services for local people. We also led the way in Wales by becoming the first Welsh-based financial services provider to be awarded 5 star accreditation from the Fairbanking Foundation for our personal loans, demonstrating our commitment to providing fair and ethical loans to our members and helping borrowers become savers.

These achievements were hard-won, reflecting the dedication of our staff and volunteers, and the support we have from our local partners, particularly schools and employers – we know there are many unsung heroes that quietly contribute to our vision.

Importantly, we want to pass on our heartfelt thanks to all of our members. Thanks for sharing our passion for fair finance; and for saving and borrowing with us to support our communities and local economy. You own our credit union, and we couldn't achieve our success without you. We look forward to sharing more successes with you in the future!



*Our team with the various awards won during 2019*

### You are Invited to Our AGM @ Castlelands Community Centre, Barry

Please join us at our Annual General Meeting, which will be held at 6pm on Monday 9th March 2020 at the Castlelands Community Centre in Barry.

We'll be rewarding those who attend this year with a range of delicious calorie-laden cakes! Free parking available at the centre. We hope to see you there!



## Helping Cardiff to Become a Living Wage City



Do you know whether you work for an accredited Real Living Wage employer? The Real Living Wage is an hourly rate set above the Government's Living Wage (£9.30 from 1st April). The aim of the Real Living Wage is to ensure that nobody over 18 should have to do a day's work for less than they can live on, based on independent calculations of the cost of living - something we would all believe in.

In November, Cardiff became the first UK Capital city and second city to be awarded Living Wage City status, for its action plan to get more accredited Living Wage employers and more of Cardiff's workforce to be paid this rate. With our passion for financial wellbeing in the workplace for our members, we have joined the Cardiff Living Wage Action Group to support the delivery of the action plan. We believe that a fair rate of pay, along with access to a credit union payroll savings and loan scheme, should be available to all workers in Wales. For more information go to [www.cardiff.gov.uk/livingwage](http://www.cardiff.gov.uk/livingwage)

## Success at the Cardiff Business Awards 2019



*Our team being presented the Social Enterprise of the Year award by TV Broadcaster Jamie Owen and award sponsors Lexon Group.*

Winning *Social Enterprise of the Year* at the prestigious Cardiff Business Awards 2019 was one of the highlights of 2019 for us, as it recognised our value to local people and the social impact of providing fair and affordable services to benefit local people. The awards are given in recognition of outstanding contribution to the sector and to the wider Cardiff economy, and we are therefore very proud to have won the award on behalf of our members!

## What's New?

To celebrate our 25th anniversary last Autumn, we introduced a discounted Silver Loan promotion rate of 8.9% APR (7.9% APR loyalty rate) for loans between £3,000 and £4,999, as a thank you to our members. This promotion has been extended and is still currently available at time of going to print.

We also launched a family loan, for the first time allowing members to repay loans via payments of their Child Benefit directly into their credit union account. This arrangement was introduced following feedback from other credit unions on their popularity amongst those who want to spread the cost of annual expenses such as holidays, Christmas and school uniforms. For more information on any of our savings and loans products, please visit our website [www.cardiffcu.com](http://www.cardiffcu.com) or call us on (029)20 872373.

We also ran a number of social media competitions throughout the year, and intend to run again during 2020, so keep an eye on our Facebook page for more details.

## Credit Unions of Wales Awarded for Close Collaboration

Last year, Credit Unions of Wales were recognised at the International Filene Credit Union Awards, winning the UK and Ireland category of 'Co-operation Amongst Co-operatives' award. Credit Unions of Wales is a collaboration of independent Welsh credit unions working together to jointly promote the profile of credit unions, share good practice and work together on innovative joint projects. It was great to see the collaboration be recognised as. We also won an individual award for *Advocacy with Local and National Politicians*.



*Our Director Dr Bob Smith (far right) with Staff and Directors of Credit Unions of Wales Members with their award for collaboration.*

## Protect Your Savings

Help us to protect your money by following these tips:

- Remember your membership number and have it ready when you contact us. If you don't have it, be prepared to undertake an identity verification process. If we are unable to confirm your identity satisfactorily, we may need to put a hold on your account while we write to you to confirm your identity.
- If you change your name or address, tell us straight away in writing and give proof of your new name and address.
- Ensure you insert the correct details of the bank account you want savings transferred to when requesting an online withdrawal to avoid risking your money going into someone else's account as a result of inputting incorrect details.
- Do not email us scanned copies of your personal data (bank statements etc) – we will not accept them, due to the risk to you if such emails are intercepted.



# Welcome to our New School Savings Club Partners

In the last year we launched a number of new school savings clubs. We welcome the following new schools, and thank all of the staff and pupils who are leading on running the clubs to allow children to get into the savings habit from a young age:

|                                |                            |
|--------------------------------|----------------------------|
| Bryn Hafod, Llanrumney         | Palmerston Primary, Barry  |
| Glyncoed, Pentwyn              | Trelai, Ely                |
| Gwenfo Church in Wales, Wenvoe | Windsor Clive, Ely         |
| Millbank Primary, Ely          | Ysgol Bro Morgannwg, Barry |
| Oakfield Primary, Barry        |                            |



Our New young savers at Gwenfo and Oakfield Schools

Last year, we were proud to have our school volunteers at both Hywel Dda and Meadowlane Primary Schools shortlisted for the Cardiff Volunteer awards hosted by Cardiff Third sector Council, in recognition of their great work. Well done to both!

This year, we are excited to be working with Cardiff West Community High School to operate a new club to be promoted and operated by Year 7 pupils. Partnering with the school is a key part of our plan to enable children in Ely to be able to save from nursery through to sixth form.

Our school savings clubs are now running successfully in nearly 30 schools, and offer a great way for children to learn the importance of saving regularly. It's also a great way for schools to demonstrate curriculum requirements for financial numeracy and wellbeing. If you would like more information for your school, please let us know.

## Looking for Volunteer Work in Banking or Customer Services?

With a new branch opening in Working Street, and an information point being developed at Cardiff Central Library, we now have more quality volunteering opportunities than ever. We strive to ensure that volunteers get what they want from being with us, including gaining skills for those who are looking for work. A great example of this is our member services assistant Nicola, who gained employment with us after volunteering at the Ely Caerau Hub, and then completing an 8 week internship with us last year via the Job Centre's Into Work programme.

Whether you are looking to develop skills to return to work, are retired or studying, or just have a couple of hours free each week to help us support local people to access ethical and community-based savings and loans, we want to hear from you! Please call Emma our Volunteer Coordinator on (029)20 872373 or email her on [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com)



Nicola – our latest addition to the Member Services team after previously volunteering with us and successfully completing an internship last year.



## Our First Sponsorship - Cardiff Cossacks Football Team

Last year we became the proud sponsors of Cardiff Cossacks Football Team. The Division One team, who play in the Lazarou Cardiff Sunday Football League, have been playing for almost 20 years and currently have 30 players. The team was chosen for sponsorship due to their strong community links and many of the players being employees of Cardiff Bus – our award-winning payroll partners.

## Our Visiting Service

A reminder that we offer a visiting service to members who are in arrears or struggling with their repayments. If you have a loan from us and you are struggling to repay due to a change in circumstances, please contact us straight away and we will work with you to find a solution. Please beware of credit management companies who charge to set up formal debt remedies which can often be avoided – we always advise that members looking for independent debt advice seek free advice from a credible debt advisor such as Step Change.

# Important Information about Online Improvements Coming Up

During 2020, we will be introducing a number of new services for our members, including:

- A much-awaited improved member experience with **the web-based app** for those who want to access their account using a mobile or tablet. This is expected to launch this Spring and members will need to set up a new passcode. Detailed instructions will be sent to members in advance to help get set up on this improved version.
- **An improved online loan application** process which is more user-friendly for members.
- **Open Banking** – a service which removes the need for members to provide bank statements when applying to us for a loan, by giving authorisation for their bank to provide statement information directly. This service will be introduced in the coming months and integrated into the new loan application system.
- **E-signatures** – for existing members, the option to sign documents electronically is being trialled for some of our services, which will include setting up payroll deduction orders, and signing loan agreements.
- **A trial phone loan application service** – the opportunity to complete a loan application over the phone will be introduced as a trial later this year. If there is sufficient demand for this type of application support, it will become a standard feature moving forward. Keep an eye on our website for more details over coming months for more information.

## Linc Cymru Roadshows Help Payroll Schemes to Thrive

Linc Cymru Housing Association has been our payroll scheme partner since 2008, and continues to grow. With the support of their new wellbeing officer Sara Edwards, we have carried out a number of roadshows promoting the benefits to staff of joining our payroll savings and loans scheme as a perk of their employment with Linc. We have so far visited 18 of their sites, leading to a membership increase of 470%. We are always very happy to come and speak to staff about our services and how we can support financial wellbeing, so get in touch if you would like our development officer Riz to visit your workplace.



Our Payroll Champion at Linc Sara Edwards

## Feedback Fridays

We are now sharing feedback from members who have given their consent to include their feedback of our services on our social media pages. If you would like to give feedback on the service you have received or give suggestions for improvement, please email us at [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com) with the title 'Feedback'.

## Are You a Lawyer, HR Professional or Marketing/PR Guru Looking for Career Development?

We are looking for volunteers amongst our members or members' contacts with a variety of backgrounds to join our Board of Directors. We welcome interest from all of our members with these skills, and would especially be interested in adding more women and younger people onto our Board, to reflect our wider membership. If you are interested in finding more, please contact us at [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com). If you know someone who would fit the bill, please spread the word for us!

## Worldwide Celebrations for International Credit Union Day

We celebrated in style for International Credit Union Day in October – a day marked across the world to raise awareness about the great work of credit unions, helping millions of people. The theme in Wales was #SavingChristmas, after a Welsh survey found that 80% of respondents were concerned about the cost of Christmas. Our offices in Barry and Cardiff were decorated and visitors were treated to free giveaways and a raffle entry.



Library Team Celebrations