



Scottish Police
Credit Union Limited



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www.scottishpolicecu.co.uk

Coronavirus Update

At the Scottish Police Credit Union our members are at the heart of everything we do. We are in unprecedented times facing the challenges of COVID-19 and we understand the additional pressures this brings to you in your already demanding roles in the police service.

Both the UK and Scottish Governments have announced a series of measures to support the population through this difficult time. While the Credit Union movement has been asked by Her Majesty's Treasury what assistance could be provided to Credit Unions, the arrangements made with banks and mortgage providers have not been extended yet to credit unions so it's really difficult for us as we can't get additional funding. However, we have your back, and we will help you wherever we can.

Because we do not have government support yet, we need to make sure those who need the most help get that help; and quickly.

Regardless of these circumstances, we remain committed to helping members who are struggling during this difficult time in any way we can. We cannot however provide blanket payment holidays but we will consider other options because our members matter.

If you find yourself in difficult circumstances where you think we can help, please don't hesitate to contact us.. We will require supporting evidence to allow us to make a decision on individual cases and we ask that you provide such evidence if asked and we will also ask if you have considered utilising the government backed payment holiday facilities provided by other organisations.

All of this information allows us to decide on the best option to help your individual circumstances.

Please bear in mind that our staff are also affected by the impact of the Coronavirus and we may find ourselves with fewer resources. Due to the potential of our staffing levels being affected, we may be unable to provide you with an instant decision however; we will do so as quickly as we can.

We pride ourselves in the professional and speedy way we process loan applications however the timings may be affected by any staff shortages and we apologize for this in advance.

We would encourage you to keep up to date via our social media channels (Twitter, Facebook and Instagram), and ensure we have an up to date email address for you. Our current products may help you during this time such as our Budget Booster, information of which can be found on our website. You can access your account online 24/7 via our website and app. To register for online services and account access click here <https://www.scottishpolicecu.co.uk/login/>.

These are difficult and testing times. We are here to support members through this.

George Nedley, CEO
Scottish Police Credit Union

Keep in touch, we're here to help



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