



Scottish Police
Credit Union Limited



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www.scottishpolicecu.co.uk

We've Got Your Back!

Thank you for your patience during this difficult time. We really appreciate some of the lovely comments of support and concern for our staff we have received from our members in response to some of our correspondence. We really appreciate your support.

I just wanted to bring you up to speed with the arrangements we continue to make to ensure that we continue to serve you during these extraordinary and extremely challenging times.

I'm pleased to advise you that with effect from Monday 30th March, we will be back in operation with our phones. However we will be operating reduced hours of availability.

Phone lines will be open from 10am to 12pm and then 12.45pm to 3pm daily. Outwith these times you will be able to leave a voicemail and a member of the team will call you back as soon as possible.

All of our online services through our app and website are available 24/7.

We understand that people are concerned about finances during this uncertain period and may wish to access their savings. We have taken the unusual step of processing the payroll this Saturday to ensure you can access your savings should you require to.

It's important to understand you cannot access your savings if you have a loan and the loan balance exceeds your savings balance.

If you find yourself in difficult circumstances where you think we can help, please don't hesitate to contact us. We remain committed to helping members who are struggling during this difficult time in any way we can.

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 as this allows us to decide on the best option to help your individual circumstances.

We would once again like to thank you for your patience during this time as we endeavour to continue to deliver the high level of service we provide to you and continue to have your back.

We hope you and your families stay safe during this difficult time.

George Nedley, CEO
Scottish Police Credit Union

Keep in touch, we're here to help



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