



Scottish Police
Credit Union Limited



01417711314



www.scottishpolicecu.co.uk

ANNOUNCEMENT

I hope you are continuing to stay safe and are well.

It's been several weeks since we last wrote to you and we wanted to bring you up to date on our plans to start to return to as normal a service as possible within the current guidelines.

As you will know, our offices have been closed since lockdown began but we have continued to maintain as near to a normal level of service as possible. Our switchboard has been available between 10am-12pm and 12.45pm-4pm each day with a 3pm close on a Friday.

We have also continued to process all loan and savings requests as normal. Our online facilities have remained in operation throughout.

We have continued to receive many messages of support from our members and we are truly grateful for your concern for us.

I also have to confirm that the decision to temporarily suspend depositing of any lump sums to savings products including junior accounts remains in force. We are reviewing this constantly and should the situation change, I will let you know immediately.

Now turning to our plan to return to normal.

With effect from Wednesday 17th June 2020, we will start our migration back to our offices. We will be doing this in phases. The first phase will see a small number of staff returning to work in our offices. Whilst Government advice includes the necessity to remain 2 metres apart, we have put measures in place to respect social distancing to protect members and staff. During the first phase, we will remain closed to any members calling at the office.

Once we have had an opportunity to assess these arrangements, we will draft more staff back to the office. At this stage, while remaining closed to members calling at our office, we will offer members the opportunity to have a face to face discussion remotely with staff using Microsoft Teams should they wish.

Following evaluation, we will then open to members calling to our office by appointment only. Due to the layout of our reception, we are unable to create safe distancing between members and calling by appointment is the only safe way to facilitate visiting our offices.

We will keep these arrangements under review and we will adjust them in line with Government guidance.

We remain committed to being here for you and are very much open for business. It's encouraging to see that many of you are looking ahead and continuing to borrow for home improvements and future holidays.

Our online loan calculator can be found at - www.scottishpolicecu.co.uk/loan/

We understand the challenging job you do for us and how money worries can have an impact on your wellbeing, please don't hesitate to get in touch to discuss any issues or questions you may have in relation to your finances.

Just call us on 0141 771 1314.

It really is business as usual for the team!

Thank you.

George Nedley
Chief Executive

Keep in touch, we're here to help



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