

CU Newsletter

Summer 2015

Top stories this issue:

Deptford moves to The Albany ..	1
Web site re-launch.....	1
A Loan that's right for you	1
£100,000 Lloyds Bank Grant	2
Engage Prepaid Card	2
Credit Union Services	2

Deptford Outreach moves to The Albany



The credit union's Deptford outreach service, previously at 1a Eddystone Tower, is moving with Lewisham Homes to Unit 13 A-B, The Albany, Douglas Way, Deptford, SE8 4AG. Find us at the far end of The Albany as viewed from Deptford market.

Our Deptford desk will be open to serve credit union members from Mon to Wed, 10am to 3pm. **Note:** *This service does not handle any cash.*

Two Friends '+' Logo

We hope you like our new credit union logo.

It represents friends standing back to back – helping each other.



We are a **people organisation**, working across two boroughs for the mutual benefit of all. The shape of the logo is a plus sign, and a cross, reminding us we are here to **add to the local community**. The credit union aims to work within an ethic rooted in a Christian understanding that love is expressed in service.

Lewisham Plus Credit Union Ltd is a not-for-profit savings and low cost loans service for people living or working in the London Boroughs of Lewisham and Bromley and all of SE19

Web site re-launch – much more for members online

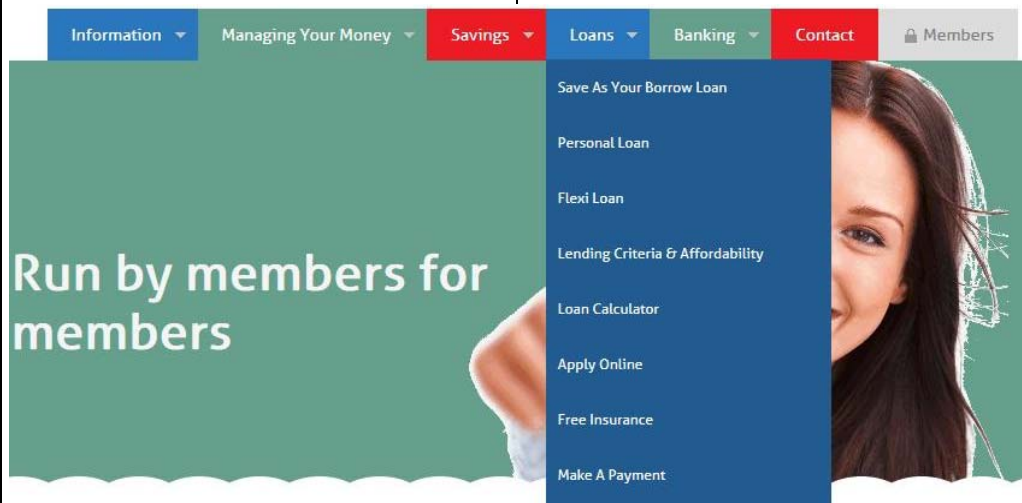
We have re-launched our web site with a fresh new look and much more for members online.

The new site is **mobile-friendly** for smart-phones. It is easy to use and provides **easy to read** information on all our products and services.

There is a **new Members' secure area** where you can register to see account balances and transactions. New online features include:

- Apply to **join the credit union**
- Improved **online loan form**
- Request **money transfers**
- Make a **payment online** using your Visa debit card

The new site is clear and fresh, using the colours of our new logo.

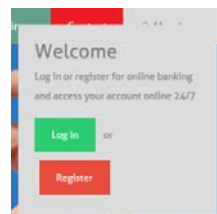


Member Web PINs

As our new web site has a different hosting provider, we are sorry to say that **all existing member web PINs need to be re-registered**. However this is a easy and quick process.

Click on Members to register your PIN, for a next working day confirmation.

Existing CUCA PINs and member telephone banking PINs are NOT affected by the web site change.



A Loan that's right for you

If you need a loan to help you and your family, why not come and visit us first

- Affordable Loans
- Convenient Savings
- Ethical Prepaid and Current Accounts

Local branches at

- The Green Man, Bromley Rd SE16/181
- 262 Kirkdale, Sydenham SE26
- 24 Conventry, St Paul's Cray, BR3
- Unit 13 A-B, The Albany, Deptford SE8

For more information:

- Visit your local branch
- Look up www.pluscu.co.uk
- Email admin@pluscu.co.uk
- Call us on 0208 778 4738 / 461 4721



During the summer we are running a marketing campaign, supported by the Credit Union Expansion Project.

We are working with local partners Phoenix Community Housing Association and Lewisham Homes to promote credit union services.

Watch out for our posters and other marketing, especially in Catford, Bellingham and Downham near our new branch at The Green Man.

To get your overnight balance text 'Balance' to 07537 410334 or see your transactions online. Please use a Cash Machine for today's latest CUCA balance.

We are trying hard to improve our telephone answering with extra staff, but we need you to help us by using online services. Please don't call for balances.

If you do need to call, try to avoid busy times (e.g. 9:30 & 1pm) or send us an email asking for a call back. Thank you!

Growing from strength to strength

Lewisham Plus passed a milestone of **£5.0m in assets** in March 2015. We are in a strong financial position to serve our members and to grow.

Recent highlights include:

- **9,213** adults, **+379** net this year
- **1,436** young savers under 16
- **2,256** CUCAs or Prepaid cards
- **£4.5m** savings, **£5.3m** assets
- **3,396** loans issued year to date
- **£2.3m** loans to members
- **0.5%** dividend for adults, **1.5%** for young savers (at 2015 AGM)

(Figures at 31st May 2015)

Credit Union Foundation

Investment • Education • Community

£100,000 grant from Lloyds Banking Group

In February we were thrilled to be awarded a £100,000 grant from the Lloyds Banking Group Credit Union Development Fund, administered by the Credit Union Foundation.

This was awarded to increase our financial capital ratio to well above the challenging 8% level required by the PRA for large credit unions.

Our capital ratio is currently **9.7%** (risk adjusted), which will allow us to exceed 10,000 members safely.

This grant has made it possible for us to plan to grow, including the web site re-launch and marketing campaign set out in this newsletter.



Directors John McCarthy, Mark Plummer and Paul Treece attended the grant awards reception held at the House of Commons.

Engage Prepaid Card



We are pleased to announce a new prepaid card service, exclusively for CU members – called **Engage**.

The Engage Classic Prepaid card is a new **contactless**, low-cost Visa debit card. Engage is easy to use, very flexible, and has exciting high street **cashback rewards** too.

- ✔ **UK sort code & account number**
- ✔ **Contactless Visa debit card**
- ✔ **ATM, cash back & money transfers**
- ✔ **Cashback rewards at many stores**
- ✔ **Online portal and mobile app**
- ✔ **Envelope™ Money Management**
- ✔ **No issue cost – no credit checks**
- ✔ **Ethical £2/month, no load fees***

Members with an ABCUL Prepaid card will be sent a new Engage card and advised when the old card can no longer be loaded with cash.

Existing cash on the ABCUL card will need to be spent or transferred.

ABCUL Prepaid cards will no longer be offered. New Engage prepaid cards will be issued when available.

*See web site for full details.

Credit Union Services

Anyone living or working in Lewisham, Bromley or SE19 can join Lewisham Plus Credit Union.

Saving and Borrowing

Save up to £30,000, £3 joining fee for adults, £2 for young savers.

Personal Loans up to £10,000 from 0.75% to 2% pm (9.4% to 26.8% APR)

SAYB 3% pm/42.6% APR, save as you borrow – our most popular loan.

Engage Prepaid Card Service

Low cost prepaid Visa debit card, £2 per month, no load fees.*

Credit Union Current Account

ATM facility and Visa debit card, direct credits and standing orders. £1.25p per week fee.*

*See full Terms and Conditions for details.

To protect your funds we require proof of ID for all withdrawals.

Branch Contacts & Hours

Sydenham 262 Kirkdale, SE26 4RS

Tel: **0208 778 4738**

Email: admin@pluscu.co.uk

The Green Man at 355 Bromley Road, Catford, SE6 2RP

Tel: **0208 461 4721**

Bromley Plus at 54 Cotmandene Cres. St.Paul's Cray, BR5 2RG

Tel: **0208 617 9416**

All open 9.30-1pm Mon-Fri.

Sydenham only 7.30-9pm Friday and 10am-noon Saturday.

Deptford at Unit 13 A-B, The Albany, SE8 4AG (Mon-Wed 10am-3pm)

Closed Bank Holidays and as per notices.

Remember to use your credit union. Dormant adult accounts under £10 balance - annual £2.50 fee.

Online Joining & Loans

Apply to join the credit union and for loans from us using online forms.

Online Account & Transactions

View recent transactions online in our Members' area and approve money transfers (Web PIN required)

24/7 Telephone Balances

Automated balances and transfers 24/7 on 0208 778 4738 (PIN required)

SMS Balance Enquiries

Text Balance to 07537 410334

The text will cost your standard network rate for an SMS. If you try the service but don't get a response email admin@pluscu.co.uk with your name, member number and your correct mobile phone number.

Life Insurance

Members up to age 70 receive life insurance at no charge. Loans are also covered up to age 75.**

**All insurances subject to policy limits

Important Information about compensation arrangements from the FSCS.

Lewisham Plus Credit Union Limited is covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a credit union is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the credit union including their share of any joint account and not to each separate account. For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website <http://www.fscs.org.uk/> or call 0800 678 1100.