

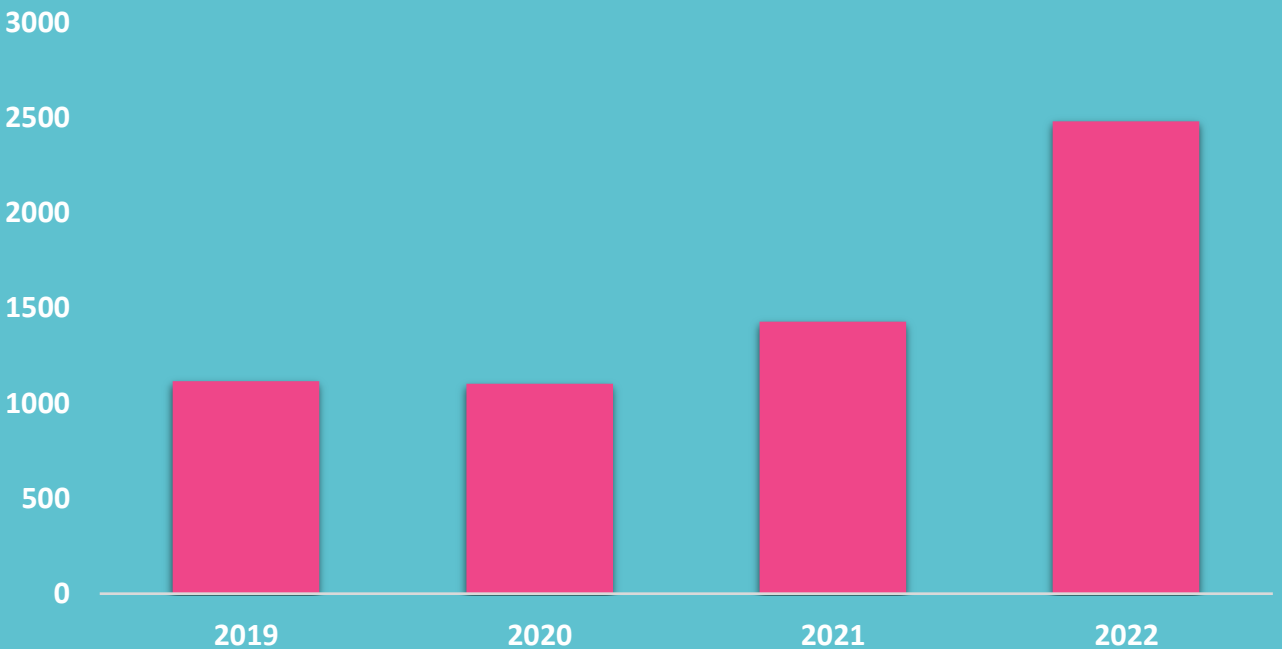
# **notts & lincs** CREDIT UNION

**Simple Savings & Affordable Loans**

**Mansfield branch is  
closing on  
31<sup>st</sup> October 2023**

# The way members access our services is changing:

With the convenience and advancements of mobile and online services, fewer individuals are visiting our physical branches. As a result, we've had to make challenging decisions regarding our branch network. None of our branches provides cash withdrawal services, and since 2019, we've observed the following trends:



The usage of our online services has increased by a remarkable 122% among our members from January 2019 to January 2023.

More than 38,000 mobile and online withdrawals were processed in 2022.

# Our responsibility to you:

We recognize that not everyone may prefer online or mobile services and that sometimes, you may prefer discussing matters with a person.

Rest assured, we are committed to accommodating those preferences, and you can always reach out to our team via phone whenever you need assistance.

To make the transition easier, we've prepared this informative leaflet that outlines the changes.

However, if you have any questions whatsoever, don't hesitate to approach one of our team members.

They will be readily available to assist you in finding the best ways to interact with your credit union according to your specific needs.

Furthermore, we are here to support anyone who requires guidance in getting started with our online/mobile services. Our website, [www.nottsandlincscu.co.uk](http://www.nottsandlincscu.co.uk) contains all the information you need.

Our team is fully equipped and dedicated to helping members who may require additional support, ensuring a seamless experience for everyone.

# How we decided to close the branch

The decision to close a branch is one that we have thoroughly considered and not taken lightly. In this process, we carefully assessed the following factors:

1. Impact on members: We evaluated the potential effects on our members, aiming to minimize any inconvenience caused by the branch closure.

2. Branch usage and interactions: We analyzed the frequency and nature of member visits to the branch, considering the types of interactions they typically engaged in.

3. Members' servicing preferences: We considered our members' preferences for conducting transactions and accessing our services.

4. Alternative service options: We explored and assessed alternative options to ensure that members' needs continue to be met effectively.

In the case of our Mansfield branch, we observed a significant decrease in visits from members between January 2019 and January 2023. Less than 1% of our members now visit the branch regularly, and those who did primarily did so to sign or complete loan documents. Based on careful deliberation and analysis, we have concluded that the permanent closure of Notts & Lincs Credit Union's Mansfield branch will take place on 31st October 2023. Our priority remains focused on delivering quality service and meeting the evolving needs of our members through alternative means.

# How we communicated the closure to members?

In accordance with the Financial Conduct Authority's guidelines, we carefully considered a range of factors before reaching the decision to close this branch.

As part of our responsible approach to the closure, we engaged with our branch colleagues and proactively communicated with credit union members to inform them about the upcoming closure.

Our communication included details about alternative ways to service their accounts with us.

Recognizing that branch closures can present challenges for some individuals, we ensured that our members received a minimum of 12 weeks' notice, allowing them ample time to consider their options and make informed decisions.

To reinforce the notice of closure, we prominently displayed a poster in the branch, clearly indicating the closure date.

We are pleased to report that we can support those who are willing and able to embrace Online/Mobile services. We can facilitate the setup of their online accounts and assist them in registering for the mobile app, ensuring a smooth transition to our digital services.

Throughout this process, our primary focus remains on providing exceptional service and assistance to our members, striving to meet their individual needs with care and dedication.

# How we've engaged with the local community

After announcing the closure of the Mansfield branch to staff and the FCA/PRA, we communicated the closure with both Mansfield Direct Council and the Nottinghamshire Financial Inclusion Partnership to explain the analysis we have gone through to support the decision we have made.

Both organisations are supportive of the credit union sector and we have reassured them that we will continue to work with them going forward towards our financial inclusion goal.

As we navigate this transition, we remain committed to finding solutions that continue to serve our members effectively and uphold our mission to provide reliable financial services.

# We're still here to help

While the branch may be closing, we want to assure you that we are still fully committed to providing support and assistance to all our valued members.

There are various alternative ways you can interact with your credit union daily. If you ever need to speak to us directly or require any additional support, our dedicated Member Services Team is here to help.

Feel free to reach out to them at 0330 004 0842.

We want to emphasize that the closure of this branch will not impact your membership with the credit union in any way.

Rest assured that both existing and new members looking to join the credit union will continue to receive the same high standard of service and benefits.

Our commitment to serving our members remains steadfast, and we look forward to continuing this journey together.

# Nearest branch to Mansfield

The Nottingham branch has full-level access and access to services within our standard opening hours.

Notts & Lincs Credit Union

Nottingham Branch

69 Maid Marian Way

Nottingham

NG1 6AJ

0330 004 0842

16.2 miles from the Mansfield branch.

Branch opening hours:

Monday, Wednesday and Friday 10:00 – 14:00

Phone line opening hours:

Monday-Friday 10:00 – 15:00



# Other ways to access Credit Union services

## Notts & Lincs Credit Union Mobile App



Our convenient mobile app empowers you to handle your account without the need to visit a branch. With just a few taps, you can perform various tasks at any time of the day, wherever you find it most convenient. Here's what you can do with our mobile app:

- 1. Check balances and transfer money between accounts.**
- 2. Withdraw money to your bank account.**
- 3. Set up Goal Savings to work towards your financial targets.**
- 4. Apply for a loan with ease.**
- 5. Make additional loan repayments whenever you like.**
- 6. Update payroll deductions to streamline your finances.**
- 7. Easily update your personal information.**
- 8. Engage in live chat with a branch representative for quick assistance.**

The mobile app is accessible 24/7, providing you with seamless access to services right at your fingertips. To access the app, you need to be a member aged 16 or above, possess compatible iOS or Android devices and have a UK or international mobile number within specific countries.

Discover more about our mobile app and how it can enhance your financial management experience at <https://nottsandlincscu.co.uk/mobile-app/>

## Notts & Lincs Credit Union Online Portal



With our comprehensive online portal, managing your account from the comfort of your home has never been easier. Enjoy the convenience of a wide range of services at your fingertips, available 24 hours a day, no matter where you are. Here's what you can do through our online portal:

- 1. Check balances and effortlessly transfer money between accounts.**
- 2. Withdraw money to your bank account with a few simple clicks.**
- 3. Set up Goal Savings to achieve your financial objectives.**
- 4. Easily apply for a loan through a straightforward process.**
- 5. Make additional loan repayments at your convenience.**
- 6. Update payroll deductions to streamline your finances.**
- 7. Effortlessly update your personal information as needed.**
- 8. Engage in real-time chat with a branch representative for prompt assistance.**

The online portal is designed to empower you with seamless service options right from the comfort of your home. To get started, visit:

[www.nottsandlincscu.co.uk/account](http://www.nottsandlincscu.co.uk/account) to explore all the features and benefits our online portal offers. Experience the flexibility and efficiency of managing your account online, enabling you to take control of your financial journey with ease.

# Available services

| Services                  | Nottingham Branch | Online Platform |
|---------------------------|-------------------|-----------------|
| Check Balances            | ●                 | ●               |
| Transfer Money            | ●                 | ●               |
| Withdraw to Bank Account  | ●                 | ●               |
| Set up Goal Savings       | ●                 | ●               |
| Apply for a Loan          | ●                 | ●               |
| Make Loan Repayments      | ●                 | ●               |
| Update Payroll Deductions | ●                 | ●               |
| Update Personal Info      | ●                 | ●               |
| Chat with a Branch Rep    | ●                 | ●               |

Nottingham | Nottinghamshire | Lincoln | Lincolnshire

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