

## News & Updates from Your Award-Winning Credit Union

### 2018: An Award-Winning Year!

Welcome to our annual newsletter – a chance to update our members on our progress over the last year, and our plans for the year ahead.

2018 was a busy and successful year for us, as we expanded our services to more members and created new partnerships with employers and schools, as well as winning a number of awards for our fair finance savings and loans. Here's a summary of the highlights of our year, with more information inside:

**March:** we jointly hosted a financial wellbeing at work event for local employers, with our new payroll partners Capital Law. The event was fully subscribed and resulted in several new employer partners joining us throughout 2018

**April:** we welcomed our longstanding member and supporter Jane Hutt AM to join actor Michael Sheen as our joint Patron for Credit Unions of Wales



Jane Hutt AM and Michael Sheen, joint Patrons for Credit Unions of Wales

We also launched our very competitive new platinum loan product at 4.9% APR for loans over £5,000 to home owners in secure employment with a good credit history

**June:** we presented at the End High Cost Credit Alliance's National Alternative Provider Showcase event in London to promote the benefits of using credit unions

**July:** we introduced our new visiting officer service for members who are in arrears or struggling to repay their loan

**September:** we were shortlisted finalists for the Social Enterprise of the Year awards in the Social Business Wales Awards 2018 and were highly recommended

**October:** in partnership with other credit unions across Wales, we launched our #Credit2Wales campaign to highlight the benefits of using credit unions over high cost alternatives in the run up to Christmas

Our director Suzie Chetri and our payroll partners Cardiff Council, Cardiff Bus and Legal & General all won awards and commendations at the Credit Unions of Wales Awards 2018



Our Director Suzie Chetri at the awards

**November:** three of our members were featured in the popular BBC Series A Matter of Life & Debt, highlighting how loans with us had benefitted their lives, from enabling them to start a business, to gaining employment and reducing their debt

We also won a number of awards at the International Filene Credit Union Awards 2018

**December:** in the run up to Christmas, we granted 340 Christmas loans worth £248,000.

## Our Year in Figures

Here's the highlights from the end of our financial year in September 2018:

- **9,193** adult and junior savers
- **£6.5 million** of assets
- **£3.57 million** loan portfolio to our members
- **41 employers** offering their staff a payroll scheme with us
- **20 school** partners working with us to provide their pupils with a school savers' club
- **0.4% proposed dividend** to our members on savings for year ending September 2018



# Success at the Social Business Wales Awards 2018

We were delighted to have been short-listed for an award at the event, and our value to our community was recognised when we came highly recommended in the prestigious Social Enterprise of the Year Category.



Our staff and directors at the awards ceremony

# International Filene Credit Union Awards

Last year for the first time, we were entered into the UK and Ireland categories of the international credit union awards, with success in the following categories:

- Excellence in Engaging in direct credit union advocacy with local/national politicians (winner)
- Excellence shown in performance by a credit union hosting Young Savers Schemes and Young Adults Schemes in places of education (runner up)
- Excellence shown in performance by a credit union in use of the media (runner up)
- Excellence shown in performance in achieving business growth, applying internal innovatory methods and mobilising external support from the private sector (highly commended)
- Excellence shown in performance by a credit union in use of the media (highly commended)

The Board passes on their thanks to all of our members, staff, volunteers and partners for their contributions – our credit union has been recognised for the value we bring collectively, working hard together to promote fair finance and financial wellbeing as a way of life.



Our Development Officer Riz Shams and Director Rob Ford collecting an award at the event

# Our Partners Sweep the Board at the Credit Unions of Wales Awards 2018

The awards were held in the Pierhead Building in October, celebrating the success of credit union partners and members across Wales. The efforts of all of our nominated payroll partners were recognised at the event across all categories:

- Cardiff Council – Winner of Public Sector Payroll Partner Award
- Cardiff Bus – Winner of Third Sector Payroll Partner Award
- Legal & General (Cardiff) – Commended as a Private Sector Payroll Partner Award



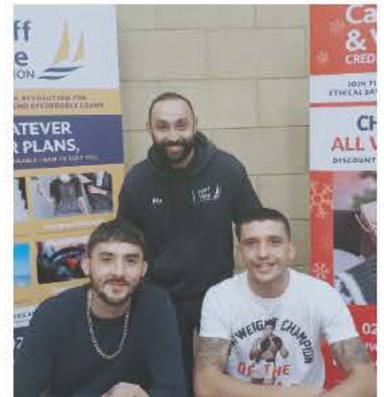
Our employer partners Cardiff Council, Cardiff Bus and Legal & General receiving their awards from TV presenter Jennifer Jones

These employers, along with all of our other growing number of partners, are leading the way in promoting financial wellbeing in the workplace, by allowing staff to save and borrow with us directly from their salary, and we were delighted to see them being recognised at the event.

Our Director Suzie Chetri also won the national award of Member Making a Difference, reflecting her contributions to encourage young professionals to become credit union members. Suzie became a director with us in 2013, after having a loan from us to repay the debt she accrued during her legal studies and as a young legal professional at the start of her career. Her story attracted ITV Wales news coverage following the awards, highlighting the benefits of using a credit union to turn borrowers into savers.

# Are you Planning a Community Event?

If so, please let us know if you would like us to attend to promote our services in your community. We are pleased to attend as many as possible, giving us the opportunity to connect with current and new members, spreading the word about our fair finance savings and loans!



Our Development Officer Riz Shams with IBF Featherweight Champion Lee Selby and British Flyweight Champion Andrew Selby at Pobl Group's 'Health and Wellbeing Event' in Barry

## Looking for a Volunteering Opportunity?

We have a number of fantastic volunteers who support us in a range of ways. One of those is Grace Oliditanwe, who helped us set up an information point in the Star Hub in Splott. Grace came to the UK from South Africa in 2017, and started looking for a volunteering role to strengthen her CV, learn new skills and integrate into her new community. Grace knew the ethos behind credit unions, and so knew she wanted to get involved when she saw our ad for volunteers. After 6 months of volunteering Grace found employment, but still continued to run the information point and actively promotes the credit union at her new work place and in her local community.



If you are interested in finding out more about our volunteering opportunities, we would love to hear from you. Please call us on (029) 2087 2373 or email our volunteer coordinator Emma Davie on [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com)

## Manage Your Account Online

To avoid the hassle of calling us or coming into our offices, you can access your account from a secure area of our website [www.cardiffcu.com](http://www.cardiffcu.com) where balances on savings and loans can be checked, savings withdrawals can be requested and loan applications can be made.

## Our Visiting Service

In last year's newsletter, we expressed our concern regarding debt management companies who charge thousands of pounds to people to manage their debt, often encouraging them to take inappropriate routes. In recognition of the rise of this problem, we now offer a visiting service to members who are in arrears or struggling with their repayments, and we hope that this will help people get signposted to reputable debt advisers such as Step Change. If you have a loan from us and you are struggling to repay due to a change in circumstances, please contact us straight away and we will work with you to find a solution.

## Welcome to our New Employer Partners

After a successful year of growing the number of responsible employer partners, we are pleased to welcome our newest partners who are joining the growing number of employer partners. Its success is founded on building quality relationships with key employers, providing a convenient financial facility for staff and delivering a local, ethical and customer oriented service. Our new partners in 2018 include:

Cardiff Airport	Hugh James Solicitors
Cardiff & Vale College	Keep Wales Tidy
Capital Law	Knox & Wells
Evans Pharmacy	Tenovus Cancer Care



Left - Cardiff Airport Payroll Scheme Launch with our CEO Leanne Herberg, Cardiff Airport CEO Deb Barber and Jane Hutt AM (Patron of Credit Unions of Wales) and right with Capital Law

## Meadowlane Primary School – Our Latest School Savings Club



We are delighted that Meadowlane Primary School has joined us in becoming the latest school to offer their pupils a savings club to save into their junior account with us each week. 20 pupils have already joined the club, run by the school's family engagement officer and great support of the head teacher Ms Ford. Our school savings clubs are running successfully in over 20 schools, and offer a great way for children to learn the importance of saving regularly. It's also a great way for schools to demonstrate curriculum requirements for financial numeracy. If you would like more information for your school, please let us know.

## Our Board & Supervisory Committee are Recruiting

In our commitment to shaping our Board and Supervisory Committee to reflect the diversity of our wider membership, we are looking for volunteers amongst our members with a variety of backgrounds (particularly marketing, finance and HR) to join our Board of Directors and Supervisory Committee. We welcome interest from all of our members with these skills, and would especially be interested in adding more women and younger people onto our Board, to reflect our wider membership. If you are interested in finding more, please contact us at [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com).

## Changes to Data Protection

Following the changes in data protection law following the introduction of the General Data Protection Rules (GDPR) in May 2018, we will only be sending out information regarding our loan promotions to those members who have specifically opted for this in our member survey sent last year. If you want to continue receiving marketing emails from us, please contact [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com) and we will email you the survey to add yourself onto our mailing list. Those who have already done this do not need to do so again, and members can opt out again at any time.

## Protect Your Savings

Protecting your money is hugely important to us. In an era when identity fraud is increasing, we all need to make sure we do everything we can to prevent financial crime, and we ask our members to help us by following the tips reminders below:

- Remember your membership number and have it ready when you contact us. If you don't have it, be prepared to undertake an identity verification process. If we are unable to confirm your identity satisfactorily, we may need to put a hold on your account while we write to you to confirm your identity.
- If you change your name or address, tell us straight away in writing and give proof of your new name and address.
- Ensure you insert the correct details of the bank account you want savings transferred to if you are requesting a withdrawal online – we receive requests every week where members risk their money going into someone else's account as a result of them inputting incorrect account details.
- Do not email us scanned copies of your personal data (bank statements etc) – we will not accept them, due to the risk to members if such emails are intercepted.

## What's Coming Up?

During 2019, we will be introducing a number of new services for our members, including:

- The **new mobile app** – an improved member experience for those who want to access their account using a mobile or iPad
- An **improved online loan application** process which is more user-friendly for members
- Our **member feedback survey** is now available and can be accessed from the home page of our website [www.cardiffcu.com](http://www.cardiffcu.com). Please do take a few minutes to tell us what we are doing well on and how we can improve. Our credit union is run solely for the benefit of our members, and we want to get it right first time, every time. We also want to grow and develop our services to you, so tell us what you think!

## 25 Years of Serving the People of Cardiff & Vale of Glamorgan, and Now Wider Wales

2019 marks our 25th anniversary – look out on our website and Facebook pages throughout the year and help us celebrate a quarter of a century supporting fair finance for local people.

At last year's AGM, our members voted to extend our common bond to include anyone who works in Wales. Since then, our regulators have approved our application to do so, and we now are able to offer membership to anyone working in Wales.

## Future Office Plans

We have very recently purchased a city centre office of our own, and plan to re-locate our Cardiff services to the new office in Working Street in 2020. This follows years of careful planning by the Board and management to ensure that the credit union has a secure and accessible long term base for our members, and the opportunity for the first time in our history to offer a city centre shop front, which will help boost our profile and membership. We will formally notify members next year before the move, and until then our services will continue to run from Floor 2 in Central Library Hub.

## You are Invited to Our AGM @ Western Leisure Centre

Our Annual General Meeting will be held at 6.30 pm on Monday 4th March 2018 at the Western Leisure Centre, Caerau Lane, Caerau CF5 5HJ.

The leisure centre is just off Cowbridge Road East, and the 96 bus from Cardiff Central and Barry take you to the bus stop outside the centre. There is free parking on-site.

We'll be rewarding those who attend this year with a range of delicious calorie-laden cakes!

## Opening Hours

<b>Cardiff Central Library:</b>	<b>174 Holton Road, Barry:</b>
Mon – Wed: 9.30am – 4.30 pm	Mon – Wed: 9.30am – 2.30 pm
Thursday: 11.30 am – 4.30 pm	Thursday: 11.30am – 2.30 pm
Friday: 9.30 am – 4.00 pm	Friday: 9.30am – 2.30 pm