

# 30

## YEARS

supporting  
members

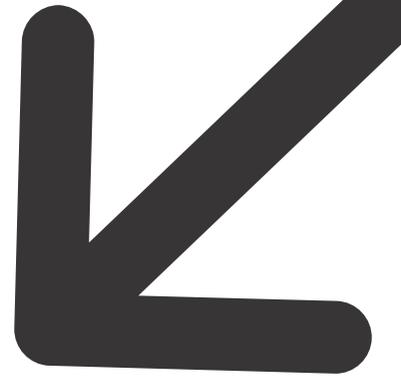




**Meaningful progress**  
for Penny Post Group.

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# President's Address

## Dave Jones

Despite continued uncertainty across the wider financial sector, we have remained resilient and focused on supporting members.

I am particularly pleased to welcome Sally O'Hara to her new role as Chief Executive Officer. Many members will already have benefited from Sally's leadership during the transition to our new IT platform, which significantly improved access to accounts and services. We are excited to see Sally develop into her new role, where I'm sure her experience and insight will help guide Penny Post Group forward.

On behalf of the Board, I would like to thank the entire Penny Post Group team for their professionalism, dedication, and commitment to our members. Their hard work every day ensures the credit union remains well-run and ready for the future. I would also like to recognise my fellow Board members for the time, care, and expertise they have contributed throughout the year.

Most importantly, thank you to you, our members, for continuing to place your trust in us. Your confidence in us whether through saving or borrowing is what allows us to exist and grow.

We are looking ahead with optimism. We remain committed to supporting our members, strengthening our services, and ensuring we continue to thrive as a member-owned, value-driven credit union. I look forward to another year of progress and shared success.



# Welcome to our new Chief Executive, **Sally O'Hara**

Sally brings a commercial focus and strong experience in leadership and customer centred product and service delivery. She joined the Credit Union Sector in December 2016 having spent 20 years working in Investment and Retail Banking. She joined Voyager Alliance Credit Union as Chief Operating Officer in June 2019 and went on to become Chief Technology Officer at Penny Post Group.

As we look to the future, Sally's appointment marks an exciting new chapter for the organisation. She shares our values and our commitment to excellence, innovation and delivering positive impact for our members.

It is a privilege to write to you as the new CEO of Penny Post Group. As a credit union, our strength lies in the trust you place in us, and my priority is to ensure we continue to grow in a way that benefits members into the future, by providing fair access to credit, and services that help members feel confident in managing their finances.

This year has been one of meaningful progress. More than 2,000 people joined Penny Post Group, bringing our active membership to over 24,000. I am also proud to share that our newly launched Homeowner Loan has supported members with nearly £600,000 in affordable borrowing. By offering high-quality lending at fair rates, we are attracting borrowers away from high-street banks and into Penny Post Group. This is clear evidence of the trust our members place in us and the strength of our partnerships.

Looking ahead, we will continue to develop new partnerships, and understand new ways to support members, which will enable us to reinvest for the benefit of all.

None of this would be possible without the dedication of our staff team or the guidance of our Board, and I would like to thank them for their commitment and professionalism.

Most importantly, thank you to you, our members for trusting us with your finances. Our ambition is simple. We want to strengthen the credit union and improve the experience for members.



# Penny Post Group in numbers

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This year, our services reached many individuals

**24,000** Penny Post  
Group members



**18,710**

members using  
Online Banking or  
the CU App

**2,061**

new members

**703**

new borrowers

**£705,000**

saved in Christmas Savings Accounts

**£38.6m**

saved by members

**£148,266**

paid in Free Life Cover

**£17.9m**

loan book



# 30 years supporting members

For three decades, Penny Post Credit Union has been supporting members through every stage of life and strengthening our communities along the way.

## Monthly Member Giveaway

**WIN  
£100**

**EVERY MONTH!**

To celebrate our 30th anniversary, we're launching our Monthly Member Giveaway, which rewards members simply for being a member.

**Every month,  
20 lucky members will receive  
£100 as a thank you!**



## PrizeSaver Winner!

Gary took home the top cash prize of £5,000 in the first PrizeSaver draw of the year. Saving can bring more than just peace of mind!

**November**



## Christmas Campaign

We helped 337 families spread the cost of Christmas and enjoy the festivities without turning to high-cost credit.

**January**



**October**

## SME Apprentice Employer of the Year

Great start to the year! We were proud to be named SME Apprentice Employer of the Year for the West Midlands at the National Apprenticeship and Skills Awards.



**December**

## Living Hours Employer

In December, we were proud to become a Living Hours Employer, reinforcing our commitment to our teams.



**April**

## Consumer Credit Awards

Penny Post Group were delighted to be named finalists at the Consumer Credit Awards 2025, recognising the work we do.



## Homeowner Loan

We launched our Homeowner Loan! Designed to support more members with affordable, high-quality borrowing and to keep more money in members' pockets.

June



## Member stories

July saw the launch of our Brewin' & Bankin' social media series. We visited workplaces across England to encourage open, down-to-earth conversations about money, savings and financial wellbeing.



August

May

## PrizeSaver Winner!

Niall took home £5,000 in May's PrizeSaver draw! Saving really can pay off.



July

## Stop Loan Sharks

We became an accredited Stop Loan Shark partner, showing we are actively helping to protect people from illegal lenders.



September

## Member Feedback

Members are at the heart of everything we do, so we were delighted to partner with 1872 to give members an easy way to leave feedback and reviews, helping us learn, improve and grow.

# Meet the board

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## Dave Jones - President

Board member for 13 years and 11 years as president. Dave joined Royal Mail in 1987 & was an early credit union member.



## Graham Jones - Vice-President

Board member since 1996 & led the way in creating the credit union. Graham brings over 40 years of managerial knowledge, skills and aptitudes to our board.



## Martin Green- Secretary

Board member for 8 years & oversees our Business Plan. Martin joined Royal Mail in 1971 and enjoyed a varied career.



## Rhian Johnson

Board member for 2 years & Rhian has enjoyed a varied career for more than 33 years in management and HR, and is currently running her own Recruitment Consultancy.



## Kenny Beardmore

Board member for 14 years. Kenny has qualifications in Health & Safety and Fire Safety, and now runs his own consultancy.



## Mark Ward

Board member for 12 years. Mark has been a Royal Mail employee for more than 30 years and is the Treasurer of Wolverhampton & District CWU.



## Andy Morris

Board member for 8 years. Andy has worked for Royal Mail for more than 30 years and is currently the Branch Chairman of Wolverhampton & District CWU.



## Deepak Sharma

Board member for 6 years, Deepak has over 25 years' experience at Royal Mail and serves as Area Processing Representative for Wolverhampton & District CWU.



## Mohamed Ali

Board member for 2 years & Mo has had a varied career within IT, resourcing and management.

# Revenue Account

For the year ending  
September 2025

	2025	2024
	£	£
Loan Interest receivable and similar income	3,537,487	3,390,286
Interest Payable	(697,538)	(636,314)
<b>NET interest income</b>	<b>2,839,949</b>	<b>2,753,972</b>
Fees and commissions receivable	613	3,037
Fees and commissions payable	(106,406)	(92,220)
<b>NET fees and commissions payable</b>	<b>(105,793)</b>	<b>(89,183)</b>
Other income	2,250	105,608
Administrative expenses	(1,964,269)	(1,782,462)
Depreciation and amortisation	(184,646)	(78,146)
Other operating expenses	(303,883)	(284,519)
Impairment losses on loans to members	(531,457)	(412,576)
Loss on disposal of fixed assets	-	(1,650)
Subordinated loan interest	-	(986)
<b>Surplus Before Taxation</b>	<b>(247,849)</b>	<b>210,058</b>
Taxation	(233,779)	(253,279)
<b>Total comprehensive income (expenditure)</b>	<b>(481,628)</b>	<b>(43,221)</b>



Looking ahead, we will continue to

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support members,  
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