



THANK YOU KEY WORKERS

PENNY POST CREDIT UNION NEWSLETTER ISSUE 02



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SAVINGS AND LOANS STRAIGHT FROM YOUR PAY EXCLUSIVELY FOR THE ROYAL MAIL FAMILY



At the beginning of 2020, no one could have predicted a global pandemic and the extraordinary times ahead. It's been a challenging time for us all.

As 'key workers', our members have played an essential role in keeping the UK running, and we're proud to support them in every way possible.

Despite the Penny Post team working remotely since March, we have maintained uninterrupted services and not one minute of opening time has been lost.

Like most businesses, COVID-19 has had an impact on Penny Post and the Board are aware of the challenges ahead as we see record savings and reduced demand

for loans. The Board will endeavour to provide a competitive return for members and hope to maintain the dividend of 2.15% for the financial year ending 30th September 2020, but there is the possibility of a reduced dividend next year. Your credit union is well placed to weather the uncertain times ahead.

Win a £200 One4All Gift Card by completing our Member Survey

Your views matter. Please help us by taking part in our online Members' Survey. It should only take a few minutes to complete, and you could be the lucky winner.

All entries received by 11.59 on 31st January 2021 will be entered into our FREE prize draw & 1 lucky member will win a £200 gift card. Good luck!

www.pennypostcu.com/MemberSurvey2020

One4all Gift Cards

Spend with 130 high street brands in store and online

Currys PC World

M&S EST. 1884

Schuh

Argos

DEBENHAMS

halfords

PRIMARK

B&Q

TOPSHOP

mothercare

H&M

Boots

John Lewis

Harvester

TK MAXX

RIVER ISLAND

WHSmith

Clarks.

Retailers subject to change.



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Celebrating 40 years

Congratulations to Penny Post Chief Finance Officer, Louise Ingleby, and Project & Operations Officer, Tracey Moore, who both celebrate their 20th Anniversary with Penny Post this year! What an achievement!

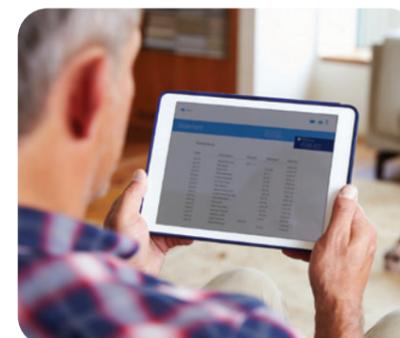
With the team following government guidelines and working remotely,

we weren't able to celebrate either anniversary as we wished, but we did manage a few surprises and enjoyed looking back on their first 20 years with Penny Post!

[www.pennypostcu.com/
CongratulationsLouise](http://www.pennypostcu.com/CongratulationsLouise)
[www.pennypostcu.com/
CongratulationsTracey](http://www.pennypostcu.com/CongratulationsTracey)



Open Banking Explained



Like many financial organisations, with your consent, we use Open Banking to review your income and expenditure, speeding up our loan assessment process and most importantly saving you time.

Open Banking is the secure, quick and easy way to give providers like

Penny Post access to your financial information. It's an alternative to asking for copies of bank statements. It's always your choice and you are in control. Safe. Secure. Simple.

Find out more:
[www.pennypostcu.com/
OpenBankingExplained](http://www.pennypostcu.com/OpenBankingExplained)

Are you making the most of your Penny Post membership?

As a member, you know Penny Post is the easy way to save, providing a safe and secure home for your savings.

But did you know Penny Post also offers members a range of 5* award winning loans with bite sized

repayments straight from your pay?

From time to time we all need to borrow, and Penny Post offers a range of affordable loans, with repayments tailored to suit your budget.

For help and guidance on applying for a Penny Post loan and everything you need to know to guide you through the application process visit our new online Loan FAQs section:

www.pennypostcu.com/LoanFAQs



Check your Nominee



In the event of a member's death, the Penny Post Bereavement Fund gives financial help to your 'Nominee' by releasing double the value of your Penny Post savings, up to £5,000 with minimal documentation.

All Penny Post members have the option to 'nominate' a person (or persons) to

be their Nominee, and it is important to ensure your Nominee is up to date.

Members can amend their Nominee at any time using the Nivo App, or by contacting our Customer Services team.

www.pennypostcu.com/Bereavement-Fund

Could you host a Roadshow?

COVID-19 restrictions mean we can't visit Offices at present, so we've created a special Roadshow-in-a-Box, which we post to a member. The compact box contains everything needed to set up quickly and easily, including £15 Joining Bonus vouchers and some freebies too!

We arrange everything - all you need to do is display the box in a prominent position and tell your colleagues. We've had great feedback, so if you can help spread the Penny Post message, please get in touch.

www.pennypostcu.com/Roadshow-in-a-Box



Jas & Hannah make us proud!

At the ABCUL Annual Conference in Manchester, we were so proud of 2 members of the Penny Post team! Customer Services Supervisor, Jas Kaur, won the Tracy Slane Award, awarded each year to a young person who has made an outstanding contribution to their credit union and/or to the wider

movement. Meanwhile, Customer Services Administrator, Hannah Copson, not only graduated from the CU Futures programme, but was also part of the winning Team Project Challenge.

www.pennypostcu.com/JasandHannahMakeUsProud



Take Five to stop fraud

Unfortunately, fraudulent activity has increased significantly during the pandemic with criminals using emails, text messages, social media posts, online advertisements and phone calls to defraud unsuspecting victims.

It is important to stay alert and follow the Take Five code –

STOP - Taking a moment to stop and think before parting with your money or information could keep you safe.
CHALLENGE - Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

PROTECT - Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.



Further advice:
www.pennypostcu.com/TakeFiveStopFraud

New Help Centre

Want to change your payroll deduction, open an additional savings account or make a debit card payment, but not sure how?

Then visit our online Help Centre for lots of easy to follow guides to help you make the most of Penny Post services.
www.pennypostcu.com/HelpCentre



Other Achievements

Small Business of the Year Finalist
Penny Post was nominated as a finalist in the 'Small Business of the Year' category at the Black Country Chamber Business Awards 2020. Find out more: www.pennypostcu.com/SmallBusinessFinalist

Congratulations Lewis!
Penny Post Customer Services Administrator, Lewis Price, was selected for the national CU Futures training programme. Find out more: www.pennypostcu.com/LewisCUFutures

Tanya completes her Apprenticeship
Congratulations to Tanya Aspbury on completing her Apprenticeship with Penny Post! A great achievement, especially as over half of it was whilst working from home! Find out more: www.pennypostcu.com/BeingAnApprenticeAtHome

Highly Commended Winner
We were a regional Highly Commended Winner at the National Apprenticeship Awards 2020. Great news for the whole team! Find out more: www.pennypostcu.com/RegionalApprenticeshipAwardFinalist