



Enterprise  
Credit Union

JUNE 2021

# NEWSLETTER



**WELCOME TO OUR SECOND NEWSLETTER OF 2021:** In this issue, we introduce two new members of our ECU team, we reveal our chatbot Bob's new look. We have a chat with Anthony, our ECU workplace champion at Magna, on what he's achieved by taking advantage of our payroll deduction scheme. We'll also be talking about the importance of building a safety net as we provide you with the tools to create an action plan to tackle the effects of COVID-19 and discuss the steps you can take to recover from financial distress.

## DID YOU MANAGE TO SAVE ANY MONEY IN LOCKDOWN?

Do you see the pandemic as a 'wake-up' call to improve your financial resilience? If you're feeling the impact of the COVID-19 crisis, or you're much worse-off than you were before, now is the time to take control of your money!

If you're wondering '**what is financial resilience?**' To put it simply: it's your ability to combat any unexpected financial hits, which could be anything from unemployment to natural disasters or any unforeseen expenses, without falling into severe financial hardship.

[www.enterprisecreditunion.org/financial-wellbeing](http://www.enterprisecreditunion.org/financial-wellbeing)

We teamed up with the **Money Advice Service** to bring you the most credible tools, resources and expert guidance to help you develop a greater financial understanding. You can click the following links to find the **Budget Planner**, **Money Navigator** or **Debt Advice Locator**.



We all face money troubles at some point in our lives, this is why it's important to prepare now for whatever comes our way. It's never too late to start building your safety net, so start today...click the following to **Join & Save!**



## MAGNA ECU WORKPLACE CHAMPION: ANTHONY

We recently paid a visit to **Magna** Halewood, and met up with **Anthony**, our ECU Workplace Champion!

Anthony is a true advocate for the credit union and has now been a member of ECU for over 5 years, in that time, his credit health has drastically changed.

Anthony told us all about his past experiences with credit, including many knock-backs for property rental, even with a guarantor and along with an ex-partner, was refused joint finance for a couch.

This was the turning point for Anthony, he made a commitment to improve his financial health with our help. 18 months later, he can access mainstream credit, but still chooses the credit union over regular banks and lending providers.

He's happy to spread the word across Magna and beyond, about the benefits of joining the CU, he says: "**Everyone thinks ooh credit union, it's just a savings thing, but it's so much more than that!**"

We have lots of local employers (KMBC, KHT) taking advantage of our '**Save As You Earn**' payroll deduction scheme, giving their employees the benefit of saving direct from their wages. If you would like more info please visit our dedicated webpage **here** or contact us at **lynn@enterprisecreditunion.org**

## ARE YOU FOLLOWING US ON SOCIAL MEDIA?

Find our social media channels below, and keep up with all the latest ECU news, products and updates...



## ECU SPOTLIGHT: WELCOME TO THE TEAM LIAM & LAURA, MEMBER SERVICES

This month we continue our employee spotlight feature with our two newest recruits. In May 2021, we welcomed Liam and Laura to our ECU family as they joined our Member Services team!

**Liam** grew up in Whiston and attended Knowsley Higher Side School. Before starting at ECU, Liam was running his own airport transfer company, which unfortunately was affected by the pandemic, and was he working in the pharmaceutical industry when he applied for the position to join our team.

Liam was already familiar with ECU, being a member for a number years when he came across the opportunity on our social media. When we asked him what he's enjoying (so far) about working at ECU he said: "Helping our members!"...we also asked him to describe ECU in three words: **"Kind, thoughtful and community-spirited!"**

**Laura** grew up in Liverpool City Centre and attended Notre Dame Catholic College. Before joining ECU, Laura worked as a 999 Call Handler for the North West Ambulance Service Control, before taking time out to become a mum and raise her little boy.



Liam & Laura, on their first day at Hall Lane, May 2021.

Laura too is already very familiar with ECU, having volunteered on the member services team back in 2019, here's what she said about her previous experience: "I really enjoyed helping people in the community, and learning all about the services and support ECU offers to its members."

Again, we know it's only been a short time, but we asked Laura what she likes most about working at ECU: "The members have all been lovely to help, and all the team at ECU are kind, supportive and are helping me settle in"...and one last thing, describe ECU in three words: **"Simply the best!"**

## MEMBER SURVEY



We had a fantastic response to our recent member survey, and would like to thank you all for taking part and sharing your views with us.

We have listened to our members, and we're in the middle of developing our products and services. Your say is as important to us as ever, and when we share those products, we'd love to hear your thoughts.

Be part of the conversation and help shape the future of Enterprise Credit Union, if you're interested in taking part in our next virtual focus group contact us at [sam@enterprisecreditunion.org](mailto:sam@enterprisecreditunion.org)

## BOB'S NEW LOOK

When we last spoke, we mentioned our virtual assistant Bob was having a makeover...

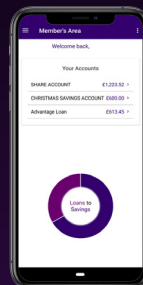
We first introduced Bob back in 2019, and since then, he's helped with over 20,000 of your enquiries. Being available 24/7 is tiring work, and like all of us, Bob was in need of a little holiday.

While he was away, Bob had a well-deserved update and here he is! Bob is back, and he's available to help with any questions you may have. We would love to know what you think of his new look, to see Bob in action visit our [website](#), pop-up and say hi! 🙌

But that's not all...are you familiar with Bob's companion Penny? Penny has been under the radar for a little while, but you'll be seeing a lot more of her very soon, so keep your eyes peeled! 👁️



ECU DOWNLOAD OUR APP



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