



Enterprise  
Credit Union

OCTOBER 2021

# NEWSLETTER



## AN INTRODUCTION FROM OUR CHAIR TONY DENNY:

Dear Members, hope you are all enjoying our newly refreshed newsletters. As you'll see within our latest newsletter, we've ended the year with a fantastic set of results yet again. I'll be delighted to give you more information in our forthcoming AGM, early in the new year. In the meantime, here our some of our key results of the year ending September 2021...

## MEMBER SATISFACTION SURVEY RESULTS 2021

Thank you to those who took part in our recent member survey, your answers help us keep getting better at what we do, and shape the future of ECU!

We're very pleased to say...



**99%** OF MEMBERS WOULD RECOMMEND US TO FAMILY, FRIENDS OR COLLEAGUES



**100%** OF MEMBERS SAY OUR TEAM ARE FRIENDLY & HELPFUL



**90%** OF MEMBERS ARE VERY SATISFIED WITH OUR BRANCH, ONLINE & MOBILE SERVICES

We also asked our members if there's anything else they wish to add, here's what they had to say...

"I've been a member since 2005 and there's **nothing I would change. I've gone through some bad times and struggled with my finances and ECU has helped me through it all!**"

"Love the service, it really helps me out being a single mum to two kids when I need money for the unexpected, and I love how I'm saving at the same time, I've already got my mum and other family members to join!"

**feefo** ★★★★★

We are proud to say we have a **'World Class' Net Promoter Score (NPS) of 96** this year...

Well done to our amazing team for the excellent service you have provided and thank you to all our members for taking the time to leave us such kind, positive feedback!

# Friends of Enterprise

We are excited to introduce **'Friends of Enterprise'**, a members-owned lottery, where we're giving our members the chance to win up to **£300** in cash prizes, every month!

Not only could you win, you'll also be supporting your community as 50% of the cash for entry will be donated to local charities and community groups.

Taking part is really easy, it's just **£1 per entry** and you can enter up to 10 times each month. Payment will be deducted from the shares in your ECU account before each monthly draw and **winners will be announced on social media and posted to our website.**

Our first draw will take place **Thursday 2<sup>nd</sup> December**, so if you're interested in getting involved, please let us know by [clicking here](#) and entering your details.

**You've got to be in it to win it, good luck everyone!**

## 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: MEET TERRY, ECU'S NEW BUSINESS DEVELOPMENT OFFICER (BDO)

Next up in our employee spotlight series is our new BDO: Terry Sharpe. Terry is a life-long Wigan Athletic fan, along with his wife Linzi and their two sons.

He joins ECU with over 30 years experience in the Credit Union sector, his first role involved him working alongside his father as a depot rep before joining the Board of Directors at Voyager CU (now Voyager Alliance CU) and also volunteering at the ABCUL Annual Conference for many years.

Terry himself turned to the Credit Union when he faced financial difficulty after a divorce, it offered a lifeline that prevented him from losing his home and since, has been able to go on many family holidays, purchase a car and cover the cost of home improvements, he says: **"Through saving regularly, and borrowing responsibly, I was able to improve my credit status."**



Terry, Hall Lane, October 2021.

Not only does he bring his BDO expertise, Terry is already educating our team on the culinary delights of Wigan and his favourite **'Babies yed and pey wet'**...for those not familiar, a steak pudding, served with the watery juice of mushy peas and smothered in gravy.

Welcome to ECU Terry! 🙌 ✨

### ST HELENS HAS A NEW LOOK...

Our St Helens branch has undergone quite the transformation. When we reopened our doors and returned to branch earlier this year, we noticed it was time for a refresh.

In August, we closed the branch for 3 weeks for a full refurb. We replaced internal walls with slick glass partitions, making it a much brighter, modern and welcoming space to serve our members, that also reflects the future of ECU.

The most important factors behind the makeover is to support the wellbeing of our team at St Helens, and it was vital that each member of the team contributed their ideas into creating a positive working environment.

When we asked Sharon (Head of Payments) her thoughts on the new look, she said: **"It's modern and so much more inviting, we all feel well looked after and it really makes a difference coming into work...we hope you love it as much as we do!"**



#### What can our members and payroll partners expect from you as our new BDO?

I'm very friendly and approachable, I will be visiting our already established payroll partners and assisting new and existing members with their accounts. I will be very active in persuading other employers to introduce payroll deduction as a staff benefit to their employees, making it easier for them to save and borrow!

#### What are you looking forward to most about working at ECU?

Representing our Credit Union in many workplaces and within the local community.

#### What advice would you give to someone thinking of getting involved?

Don't think twice about joining a Credit Union, even just saving a little amount with us can improve your financial wellbeing!

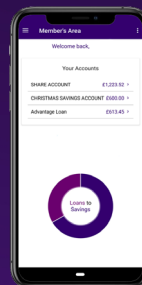
#### WE'RE MERGING WITH ST HELENS CU

We're excited to be welcoming **1,400** SHCU members into our ECU family and hope to provide an even better service across St Helens!

St. Helens Credit Union



ECU DOWNLOAD OUR APP



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