



Enterprise
Credit Union

WINTER 2024

NEWSLETTER



New Year, New Start! Dear Members, it's been a while since we last updated you all, and we're thrilled to reconnect with exciting news. This year marks a fresh start for ECU, and we're proud to share our latest developments. From our special Christmas Savings Account offer, to the imminent arrival of Faster Payments and the launch of our Member Protection Plan. We also catch up with Josh, Lucy and Stacey, the newest members of our Member Services team. This newsletter is packed with updates that enhance your credit union experience, and we thank you for being part of our journey – here's to the year ahead!

FASTER PAYMENTS COMING SOON!!!

Get ready for a game-changer, as soon we'll be introducing Faster Payments at ECU, making your banking experience faster and so much more convenient.

With Faster Payments, you'll be able to withdraw funds or transfer money from your account instantly, day or night. No more waiting for traditional banking hours, you can access your money in real-time, 24/7, whenever you need it.

Using Faster Payments is a breeze – once the service is live, all you'll need to do is log in to your ECU account as normal, and when you make a request to withdraw funds, your money will leave your account and reach your bank within minutes.

Stay tuned for the launch date coming soon.



£5,000
LUMP SUM PAYMENT
FOR ONLY
£80
PER YEAR*

Member Protection Plan.

PROVIDE FOR YOUR LOVED ONES SHOULD THE UNEXPECTED HAPPEN.

We are thrilled to announce the upcoming launch of ECU's Member Protection Plan (MPP), an exclusive product designed to provide your loved ones with financial security should the unexpected happen.

- £5,000 guaranteed lump sum payment
- Provides valuable protection for your loved ones
- Claims settled within 48 hours of a claim being made
- Easy to sign up
- No medical questions

Look out for further details and your invitation to enrol via email in the coming weeks. Information will also be available on our website and in-branch, so stay tuned!

CHRISTMAS SAVINGS: £35 FOR 35 LUCKY MEMBERS

In honour of our 35th anniversary, we're delighted to offer all members a chance to unwrap a special gift in time for Christmas 2024.

What's the deal?

As we step into the new year, we're presenting an opportunity for 35 lucky members who open a Christmas Savings Account and set up a regular payment by 1st March 2024 to receive a £35 gift in their shares.

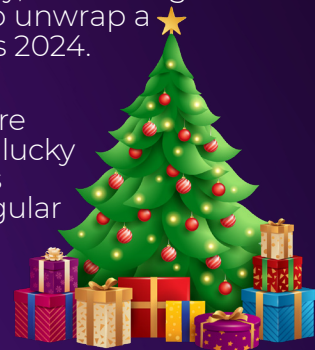
How to enter...

Scan or click the QR code below and complete our 'Christmas Savings Account Request' form by Friday 1st March 2024.

Cross your fingers, the 35 winners will be selected at random, electronically and receive £35 into their shares on Thursday 31st October 2024.

Hurry, this offer is open to all members, and only the selected 35 members will secure the festive treat. Make Christmas 2024 extra special with ECU!

T&Cs apply – open a Christmas Savings Account and set up a regular payment of at least £1 per week by Friday 1st March 2024, your savings will be locked until Friday 1st Nov 2024, you can close your Christmas Savings Account at any time and the funds will be transferred to your regular savings account.



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...



MEET THE TEAM: OUR 3 NEW MEMBER SERVICES ADVISORS



Introducing Josh, Lucy, and Stacey, the 3 Member Services Advisors who joined our team in November, bringing fresh perspectives and a shared commitment to providing an exceptional service. We caught up with them all to learn more about their experience so far and how they're settling in to their new roles.

 From left: Josh, Stacey and Lucy during their training at our St Helens branch

Meet Josh...

Josh is 22 and no stranger to the credit union sector, which he adds, "ECU has been a constant in my life, with my mum dedicating nearly 25 years, and counting, to working here. I practically grew up in and around the credit union, helping out since leaving school. Now, I've come full circle, being a full-time employee, like my mum."

In his free time, Josh enjoys travelling and looks forward to exploring more in the future, noting that working at ECU will undoubtedly help with saving up for his adventures.


When we asked Josh how he's found being part of the team so far, he says, "Helping members in challenging times is incredibly satisfying, particularly in today's cost-of-living climate. Many of our members express gratitude for the service we provide. Knowing that we've made life a bit easier and less stressful for them is always rewarding." Just like his mum, he's committed to dedicating many years to supporting our members and making a positive impact on their financial journeys.

Meet Lucy...

Lucy is 23 years old and lives locally near our Hall Lane branch. Lucy's connection to ECU goes beyond her role on our team; she, along with most of her family, was a member before joining us. Reflecting on the credit union's impact on her personally, she shares, "Every Christmas, it gives my family peace of mind and helps us have the best Christmas."

Out of work, Lucy loves reading, scenic walks, and watching the sunrise. What she enjoys most about working at ECU is seeing the relief on members' faces when we provide them with the support they need. She emphasises, "Being able to help someone is a great achievement in itself."



 Lucy being awarded as 'Employee of the Month' for December 2023

One standout moment for Lucy so far was assisting a lady facing financial hardship and bailiffs. ECU's support not only eased the immediate burden but also helped her get back on her feet. Lucy's dedication to making a positive impact on our members' lives exemplifies the spirit of ECU.

Meet Stacey...

Stacey is 36 and lives in Liverpool with her 3 young boys. She has been a member of ECU for over 14 years and seized the opportunity to join our team after completing her graphic design degree. Despite it only being a short time so far, she expresses, "It feels like I've been on the team forever after being a member for so long!" Her experience as a long-time member resonates with her current role, allowing her to help individuals facing situations similar to her own. She finds great reward in assisting people, reflecting her personal journey within the credit union.

We hope you enjoyed getting to know more about our new Member Services Advisors, Josh, Lucy, and Stacey. Stay tuned for more updates and stories from our vibrant team here at ECU.



WE HAVE BEEN AWARDED FEEFO'S PLATINUM TRUSTED SERVICE AWARD

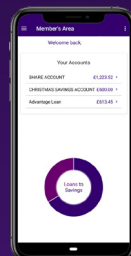
Great news! We're thrilled to announce that, for the second year in a row, we've been awarded with the Feefo Platinum Trusted Service Award.

We would like to say a big thank you to those members who have supported us and provided their invaluable feedback over the past 12 months.

Your feedback is crucial in our commitment to provide an exceptional service. We appreciate your support and look forward to continuing to exceed your expectations.

If you have recently received a Feefo request from us, please let us know how we're doing!

 DOWNLOAD OUR APP



Join the **19,000+** members using our mobile app! Take ECU wherever you go by downloading today...

