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**Bedford
Credit Union**

Bedford Credit Union and Covid-19

30/03/20

Dear Member,

At Bedford Credit Union we will do our best to support you during this difficult time.

In order to reduce social contact, in line with government recommendations, please contact us online (generalmanager@bcumail.org.uk) or via our telephone service (01234 346352) whenever possible. Your engage card supports both PIN and contactless payments. If you require cash from your account please use your engage card if you can, at any ATM (0.75p charge) or cashback from a retailer when you shop (free).

If you do not have an engage card you can apply for one using the form available on our website <http://bedfordcreditunion.org.uk/the-engage-classic-visa-debit-card-and-account/>, just complete the form and post it or drop it in to our branch. You can also sign up for online access to your account via our website, this allows you to see your balances and request transfers, although it does not currently allow you to make payments or transfers yourself.

Our physical branch opening hours will be restricted. **From Monday 30th March until further notice we will only offer counter service 10-12pm on Monday, Wednesday and Friday. However, we will be available by telephone or email between 10am-4pm Monday, Tuesday, Wednesday and Friday and 10am-12.30pm on Thursday,**

We are still happy to consider new loan applications, subject to our usual criteria. Please call us to arrange an appointment. Appointments are available to complete loan applications outside our shortened branch opening times.

If you are having any difficulties with repayments please contact us as early as possible so that we can do our best to help you.

MICHELLE TAYLOR
General Manager

Chairman: Colin Bolster | Vice-Chairman: Tony Whitehead | Treasurer: Stephen Clough | Secretary: Peter Doyle

Bedford Credit Union Limited is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority, and the Prudential Regulation Authority

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