

About Coventry Building Society

Coventry Building Society is a mutual organisation owned by you, our members. Our story is a strong one: for 140 years, we've put our members first. We keep your money safe and provide great value and service.

Our agencies

An agency is an independent business that provides services on behalf of Coventry Building Society. These services include opening savings accounts, withdrawals, deposits, transfers and updating details.

What changes are happening in Pontycymmer?

Our agency based at Wisemove Estate Agents in Pontycymmer will close permanently at 1.00pm on Wednesday 19 June 2024. We won't be appointing a new agent in the area.



We can also send you this leaflet in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Impact Assessment – why this is happening?

The Access to Banking Standard requires organisations to publish an Impact Assessment when an agency is to close.

Although it's not been our decision to close this agency, we've chosen to publish this document to do the right thing for our members, to make sure they're informed of our plans. In this instance, our agency in Pontycymmer will be permanently closing.

As part of this, we've looked at what alternatives there are for members in the area.

We'll provide an update with any feedback we've received and how we're going to answer any issues or concerns raised, two weeks before the official closure date of Pontycymmer agency.

Customer engagement:

- We have written to all regular users of the agency.
- We will provide additional support through closure as follows:
 - Ongoing support with utilising telephone and digital services via or online banking and the App.
 - Help with identifying the nearest banks, building societies and Post Office services within the local area.
- Full information of the closure and the support available will be provided.
- A further report will be published on the 5 June 2024 with a summary of the feedback we have received and how we're going to answer any issues or concerns raised. We will also make this report available in the closing agency.

Who you can speak to



If you think you might be affected by this, and want to talk through your options, please call us on 0800 121 8899.

Why is Pontycymmer agency closing?

Wisemove Estate Agents in Pontycymmer has informed us that with regret, they have decided to cease operating as our agent.

We're not appointing another agent in Pontycymmer, but our Telephone Contact Centre, Online Services, other branches/agencies and the App are available to support members.

We've shared below how many people have transacted at the agency in 2023.

Transactions have decreased over the past 5 years at Pontycymmer Agency. There has been a 33.6% decrease in transactions between 2019 and 2023 - reducing from 2397 transactions in 2019 to 1659 transactions in 2022, further reducing to 1590 in 2023.

	% of Customers who transacted at the agency more than once a month	% of Customers who transacted at least once a month
2023	1.79%	5.8%
2022	1.76%	5.3%

Data reflects transactions between 1 January - 31 December.



What alternatives are there in your area?

It's important to us that members can still access their accounts after Pontycymmer agency closes. So we considered cash machines and Post Office locations in the local area that are free to use.



ATM's near our Pontycymmer agency

- A. Br Spar – 109/113 Oxford Street, Pontycymmer CF32 8DE. (0.2 miles away)
- B. Post Office – (Smart Lettings) 50A Oxford Street, Pontycymmer CF32 8DB. (0.00 miles away)
- C. Co-operative Food, Victoria Street, Pontycymmer CF32 8NW. (0.2 miles away)

Paypoint

There are 7 stores within a 1.85 mile radius that have PayPoint available where customers can pay bills and transfer money. For further details please visit the PayPoint website at paypoint.com

Cashback

Cashback services are also available in leading supermarkets, where customers can get cash along with their goods when paying with their debit card.

Other local banks

There are 7 other banks and building societies offering a full range of account opening, cash deposit and withdrawal services located in the town of Bridgend approximately 9 miles away/20 minutes. Bridgend can be accessed directly from Pontycymmer via the no.72 bus every 30 minutes.

Who you can speak to

If you think you might be affected by this and want to talk through your options, please call us on 0800 121 8899.

Contact us

 **At a branch or Agency**
For details of our opening hours,
visit [thecoventry.co.uk](https://www.thecoventry.co.uk)

 **Online**
[thecoventry.co.uk](https://www.thecoventry.co.uk)

 **By phone**
0800 121 8899

 **By post**
Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR.



Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority firm (reference number 150892).

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm. Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

Information correct at March 2024.

Coventry Building Society. Principal Office: Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.