

24 March 2020

Coventry Building Society announces reduced opening hours

Coventry Building Society has reduced its branch opening hours in response to government advice on coronavirus.

Most Coventry Building Society branches will now be open from 9am until 3pm Monday to Friday. Branches will be open on Saturdays although some will be operating reduced hours, please check before visiting.

The Society is urging its members to check opening hours online or to call ahead before making a visit to a branch and to only visit a branch if absolutely necessary.

To meet social distancing guidelines, limited numbers will be allowed into a branch at any one time and face-to-face interviews will be stopped as branch teams focus on providing critical counter services only. Anyone looking to open an account can still do so by calling 0800 121 8899 or visiting www.coventrybuildingsociety.co.uk

Matt Mannings, Head of Branch Network at Coventry Building Society, said: “Our branches are open and we’re determined to keep them open for as long as we can. However, this is a rapidly changing situation and we may need to take further action over the coming days. We’ll publish all updates on our website.

“The wellbeing of our people and our members is paramount and we’re doing our best to maintain services. This is a difficult time for so many people and we’re grateful for the patience our members are showing us.

“People, particularly those who have symptoms, are self-isolating or in high-risk groups, should use our phone or web services if possible. If you’re in any doubt as to what to do, please stay at home and give us a call.”

Coventry Building Society has an up-to-date list of useful customer information including branch opening hours on its website www.coventrybuildingsociety.co.uk

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Notes for Editors

Coventry Building Society

Coventry Building Society is the UK's second largest building society and a top ten UK savings and mortgage provider, with total assets of £49.5 billion and over two million members.

Its savings rates are amongst the highest in the market – the average savings rate paid to its members in 2019 was 1.49% compared to a market average of 0.84%. The Society is proud to have been independently rated number one for savings by Fairer Finance since Autumn 2016.

Coventry Building Society is committed to making financial services simple and open for its members. Its website allows savers to compare the Coventry's savings accounts with similar products across the whole of the market.