



# Impact Assessment

Our agency in Berkeley

Date of opening hours change:  
Saturday 15 March 2025

# 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

Our agencies are independent businesses that provide services on behalf of Coventry Building Society. These services include opening savings accounts, withdrawals, deposits, transfers and updating details.

## What changes are happening in Berkeley?

Our Berkeley Agency based at 6 Market Place, Berkeley, Gloucestershire GL13 9BB will be changing its opening hours to close on Saturdays from 15 March 2025. The agency will remain open from 9am and close at 2pm Monday to Friday.



# Why is this happening?

The Financial Conduct Authority (FCA) requires organisations to publish an Impact Assessment when an agency significantly changes its hours of opening or closes. Although it's not been our decision to make the changes in this agency, we're publishing this document as it's the right thing to do for our members, to make sure they're informed of our plans. In this instance, our agency in Berkeley will be amending their hours of opening. 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 change of opening hours date for Berkeley agency.

## Customer engagement:

- We have written to all regular users of the agency.
- We will identify and address the needs of our vulnerable and agency reliant customers in accordance with the guidance provided on changes to opening hours.
- We will provide additional support through this change as follows:
  - These customers will be spoken to about the change and provided with alternative options such as visiting the agency during the proposed opening times, using our digital services, or visiting other local agencies and branches.
  - Ongoing support with utilising telephone and digital services via online banking and our app.
  - Help with identifying the nearest agencies, branches, banks, building societies and Post Office services within the local area.
- Full information around the change of opening hours and the support available will be provided.
- A further report will be published on 28 February 2025 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 agency.



# Why is Berkeley Agency changing its opening hours?

Our agent, 6 Market Place, in Berkeley has informed us that they have decided to amend their opening hours.

Our Contact Centre, Online Services, other branches/agencies and our app are available to support members.

We've shared below how many people have transacted at the agency in the past 12 months.

## Transactions:

In the past 12 months, the Berkeley Agency has completed 9,951 transactions in total.

	<b>% of customers who transacted during Monday to Friday versus Saturday</b>
Monday to Friday	88%
Saturday	12%

Data reflects transactions between 1 November 2023 – 31 October 2024.

## Account opening:

In the past 12 months, the Berkeley Agency has opened 257 savings accounts in total.

	<b>% of customers opened a savings account during Monday to Friday versus Saturday</b>
Monday to Friday	89%
Saturday	11%

Data reflects account openings between 1 November 2023 – 31 October 2024.

# What alternatives are there in your area?

It's important to us that members can access their accounts in local agencies and branches. If you are considering alternative options, we've also provided information on ATMs and Post Office locations in the local area that are free to use.

## Your nearest ATMs and Post Offices near Berkeley

Cash machine (ATMs)	Distance from Berkeley agency
<b>One Stop, Post Office</b> – 15 Salter Street, Berkeley, Gloucestershire GL13 9BS.	0.1 miles away – 1 minute
<b>Midcounties Co-Op</b> – 5 Slater Street, Berkeley, Gloucestershire GL13 9BS.	0.1 miles away – 1 minute

  

Post Offices	Distance from Berkeley agency
<b>Berkeley Post Office</b> – 15 Salter Street, Berkeley, Gloucestershire GL13 9BS.	0.1 miles away – 1 minute

Distances and drive times are approximate.

# Your nearest agencies and branches near Berkeley

Agencies and branches	Distance
<b>Dursley Branch</b> – 59 Parsonage Street, Dursley GL11 4BP. Telephone: 01453 543795	5.4 miles away – 11 minutes
<b>Wotton-under-Edge Agency</b> – 46 Long Street, Wotton-under-Edge GL12 7BT. Telephone: 01453 843680	7.3 miles away – 16 minutes
<b>Stonehouse Branch</b> – 7 High Street, Stonehouse GL10 2NG. Telephone: 01454 322422	11 miles away – 19 minutes
<b>Chipping Sodbury Branch</b> – 78 Broad Street, Chipping Sodbury BS37 6AG. Telephone: 01454 322422	13 miles away – 25 minutes

Distances and drive times are approximate.

For the most up to date opening hours please visit [thecoventry.co.uk](http://thecoventry.co.uk) or call the numbers above.  
(All agencies and branches above open on Saturday)

## Other local banks

There is one other bank offering a full range of account opening, cash deposit and withdrawal services within a 7.5 mile radius of Berkeley located in the town of Thornbury.

There are a number of banks and building societies located in Gloucester and Bristol which can be accessed in around a 30 minute drive.



# Other ways of using your account

If you are aged 16 or over then you can use your account in other ways:



You can manage your money over the phone by calling us on **0800 121 8899** Monday to Friday 8am-7pm and Saturday 9am-2pm.



Managing your money online – it's quick and convenient to manage your money using our 24-hour Online Services. You can securely check your balance and interest rate, make or cancel payments and open new savings accounts without leaving the house. It's straightforward to register and all the help you need is available online at **thecoventry.co.uk**.



Manage your money on our app - you can check your savings balance, view transactions, open accounts and make payments to your named account and Coventry Building Society accounts on the go.

Please note: if you have joint accounts, each account holder will need to register separately. If you don't have a Coventry password, or you've forgotten it, please call us on **0800 121 8899**.



# Who you can speak to

If you think you might be affected by this and want to talk through your options, please talk to the team at Berkeley by popping in or call them on **01453 810383**. Alternatively, see the options below to get in touch.

## Contact us



### At a branch

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](https://www.fca.org.uk)) and the Prudential Regulation Authority (firm reference number 150892).

For more information, visit our website [thecoventry.co.uk](https://www.thecoventry.co.uk), call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

Information correct at time of going to print (December 2024).

Coventry Building Society.  
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