



Congresbury Agency change of opening hours

Feedback update

Published January 2025

In October 2024, we wrote to members to let them know that our agency based at Stewart Robb & Co. in Congresbury would close daily at 1.00pm from Monday 20 January 2025.

We've published an Impact Assessment to give people more information about why we are making these changes and what alternatives are available. You can still read this on our website and copies are available in the agency.

We also said that two weeks before our Congresbury Agency opening hours change, we'd publish an update with any feedback we've received and how we are going to answer any issues or concerns raised.



How we've communicated this opening hours change to members

- We wrote to our members, who use Congresbury Agency, 12 weeks before the change of opening hours. This was to let them know about the change, why the change was happening and how to get in touch.
- We've displayed posters in Congresbury Agency, with information about the nearest services that will be available when the agency's opening hours change.
- We've published a message on our website informing members of the change in opening hours.
- We've published an Impact Assessment on our website and copies were also made available in Congresbury Agency. It included information about alternative local branches and agencies, including the closest free to use ATMs and the Congresbury Post Office.
- The team at Congresbury Agency have been actively discussing the changes with members.

Engaging with the local community

- Agency colleagues have taken the time to listen to our members' concerns and they've been receptive to hearing about other ways they can do their banking once the agency has changed its opening hours - including online and telephone banking and our app. They've also provided information around other services which may be available locally.
- Agency colleagues have been identifying any vulnerable customers and those who may have additional needs, and have welcomed the opportunity to discuss the agency hours change as a follow-up to the letter they received. During these discussions the agency owner has taken the time to understand our customers' specific circumstances, which has allowed us to provide our customers with information relevant to their needs.



Customer feedback

- Customers have shown concern about our colleagues in the agency and expressed their gratitude for the service continuing in the agency.
- General customer sentiment is understanding the agency is maintaining its future sustainability.
- With customers commenting that they're just glad we're still here and that they'll just adapt their visits and come in during the new opening hours.
- Following conversations with agency colleagues, our members have also been able to confirm how they will adapt to the earlier closure each day.

Additional action completed

- The owner of the agency has spoken with the local Post Office to ensure they're aware of the agency change of opening hours.
- The agency has supported customers to enable them to get online and educating them to our telephone and online banking services.
- The agency owner has taken the opportunity to speak to customers to give guidance and support on the different ways customers can do their banking during the week, including the services available at local branches, agencies and the Post Office.

Other ways of using your account

If you're aged 16 or over, then you can use your account in other ways.

You can manage your account over the phone by calling us for free 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 coventrybuildingsociety.co.uk/online-services/register

Manage your money on our app - you can check your savings balance, open new savings accounts, view transactions and make payments to your Named Bank 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 can you speak to?

If you think you might be affected by this, please talk to the team at Congresbury Agency by popping in or call them on **01934 835439**. Alternatively, see the options below to get in touch.

Contact us

 **At a branch**
For details of our opening hours visit **thecoventry.co.uk**

 **Online**
thecoventry.co.uk

 **By phone**
0800 121 8899

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



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For more information, visit our website **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.

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Coventry Building Society.
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