



Impact Assessment

Cash machine removal at Priory Place,
Fairfax Street, Coventry CV1 5RX

Published October 2025, machine removal
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About Coventry Building Society

Coventry Building Society is a mutual organisation owned by you, our members. Our story is a strong one: for over 140 years, we've put our members first. We keep your money safe and provide great value and service. We are also growing our membership and investing in your future, looking forward not back to stay relevant in a changing world.

We want people to save with us, and so it's important that we've got the right facilities, in the right locations and with the right services to meet the needs of our members.



What changes are we making?

On Monday 1 December 2025, we'll be removing from service the cash machine at Priory Place, Fairfax Street, Coventry. You'll find other free cash machines nearby.

Impact Assessment - how we decided to do this

The FCA requires us to publish an Impact Assessment when we remove an external cash machine. This helps to keep you up to date with our plans.

When we look at the facilities we offer, we think about a number of things. First, we consider the impact to members. Then we look at how the facilities are used and if there are other options in the area or nearby in branches.

Two weeks before the ATM is removed, we'll provide an update with any feedback we've had. This will also include how we're going to answer any issues or concerns raised.

You can find more information about our decision in the rest of this report.

Customer engagement

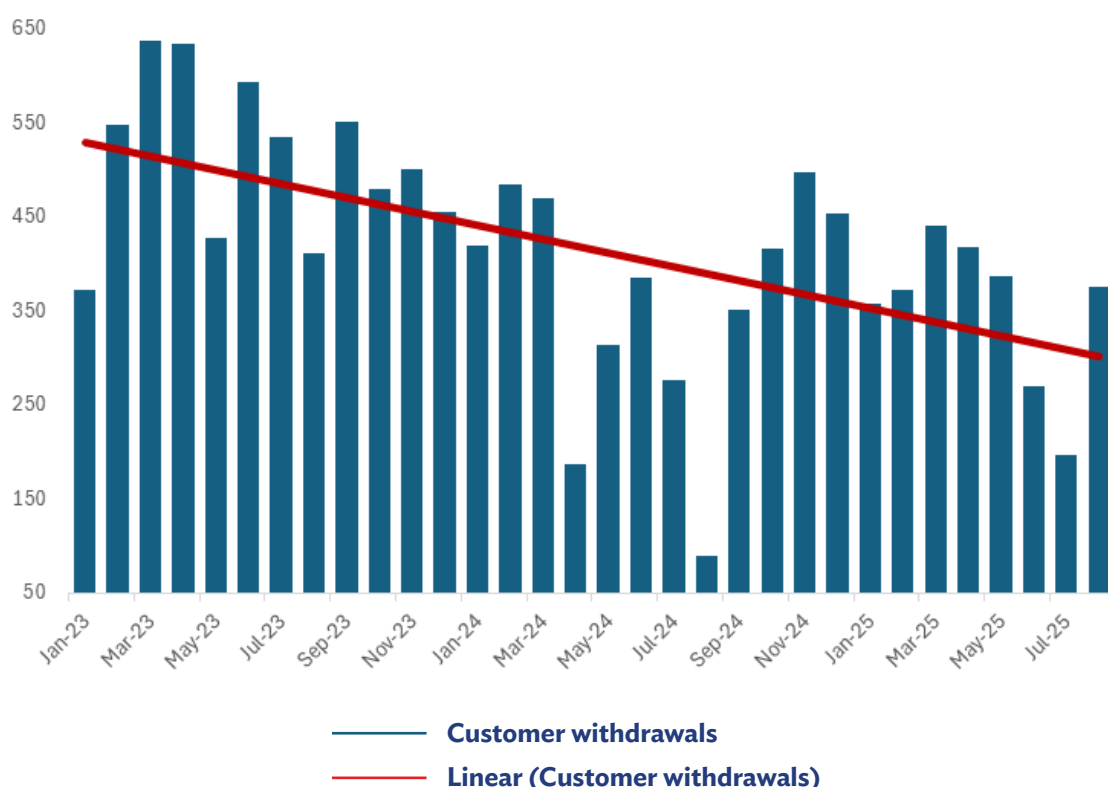
We will be writing to our main stakeholders, MP, Council, Citizens Advice Bureau and Age UK advising them that we'll be removing this ATM from service and inviting them to discuss any concerns.



Why are we removing this cash machine?

Over the past few years, we've seen a decrease in how many of our customers use this ATM. In 2023, an average of 15 customers used this ATM a day. And in August 2025, this went down to only 12 customers a day.

This is shown in the graph below. It highlights the total numbers of withdrawals a month by Coventry Building Society customers.



Our local facilities

We want to continue to deliver great service and value to our members in Coventry. Our city centre branch is located right in the heart of town. The branch is at 5-11 Upper Precinct, Coventry CV1 1DD which is opposite West Orchards Shopping Centre – 0.22 miles away.

The branch is open Monday to Friday 9.00am-4.45pm (Wednesday 9.30am-4.45pm) and 9.00am-2.00pm on Saturdays. It has counter facilities during these times for members to access cash, as well as three cash machines (two inside and one outside). The branch also has multiple meeting areas and facilities to support members and their needs.

Alternatives in the local area

We've found that there's good access to other bank and cash services nearby. Below you'll find a list of the closest free cash machines – plus, the local branch.

Alternative free cash machines

Cash machine	Location	Distance	Accessibility
YourCash	Unit 1 Pool Meadow Bus Station, Coventry CV1 5RX	0.02 miles	No accessibility information available
Sainsbury's	24-26 Trinity Street, Coventry CV1 1FL	0.07 miles	No accessibility information available
Casino Coventry	18 Trinity Street, Coventry CV1 1FL	0.08 miles	Audio assistance
Co-operative Food	Fairfax Street, Coventry CV1 5RY	0.13 miles	No accessibility information available
Yorkshire Building Society	7-11 High Street, Coventry CV1 5SB	0.17 miles	Wheelchair access
HSBC	5/6 High Street, Coventry CV1 4RE	0.17 miles	Wheelchair access and audio assistance
TSB	15 High Street, Coventry CV1 5RD	0.17 miles	No accessibility information available
Barclays	25 High Street, Coventry CV1 5RE	0.18 miles	Wheelchair access and audio assistance
Nationwide	62-64 Broadgate, Coventry CV1 1NF	0.18 miles	Wheelchair access and audio assistance
Halifax	22 High Street, Coventry CV1 5QX	0.19 miles	Audio assistance
NatWest	24 Broadgate, Coventry CV1 1NE	0.19 miles	No accessibility information available
Lloyds	30 High Street, Coventry CV1 5RE	0.20 miles	Wheelchair access and audio assistance
Eurochange	Unit A1 West Orchard Shopping Centre, Coventry CV1 1QX	0.21 miles	No accessibility information available
Coventry Building Society	Ground Floor, West Orchard Shopping Centre, Coventry CV1 1QX	0.21 miles	Wheelchair access
Coventry Building Society (branch)	5-11 Upper Precinct, Coventry CV1 1DD	0.22 miles	Wheelchair access and audio assistance

Who you can speak to

If you think you might be affected by this, you can contact us using any of the details below.

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.



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).

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. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

Information correct at October 2025.

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