



Impact Assessment

Cash machine removal at West
Orchards Shopping Centre, Coventry

Published June 2024, Machine removal August 2024

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.

Members tell us they want to be able to talk face-to-face about their money and they prefer the human touch. People also need to be able to pay in and withdraw from their accounts and we haven't forgotten about that. That's why in recent years we've invested in the redesign of our branches, making them accessible, welcoming and easy to use. This includes relocating our flagship branch in Coventry City Centre.

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?

We'll be permanently removing from service our two cash machines on the second floor of the West Orchards Shopping Centre on Friday 30th August. We will be keeping the ATM on the ground floor.

We regularly review the services that are needed by our members at each location. The decision to remove the cash machines is due to a combination of the current usage of the existing machines, and alternative banking and cash machine services nearby.

Impact Assessment - how and why we decided to do this

The Access to Banking Standard requires organisations to publish an Impact Assessment when they remove an external cash machine.

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 we are permanently removing our two cash machines based on the second floor of the West Orchard Shopping Centre, Coventry. We are keeping the ATM on the ground floor.

Two weeks before their removal, we'll provide an update with any feedback we've received and how we're going to answer any issues or concerns raised.

When we review the facilities that we offer, we consider a number of things. First of all we think about how it may impact our members. We look at how the facilities are being used, what alternatives there are in the area and what facilities will remain at our nearest branches.



Why are we removing these cash machines?

Member usage

We want to provide facilities and services that benefit our members. The number of members making withdrawals on Coventry Building Society accounts using the cash machines on the second floor is very low. Our analysis shows that CBS cardholders account for only 1.6% of all cash withdrawals (which equates to around 23 per day) across both machines.

Investing in our local facilities

We're committed to continuing to service and benefit our members in Coventry. Our Coventry City Centre branch was relocated to a more prominent position right in the heart of the city centre. The branch is at 5-11 Upper Precinct, Coventry CV1 1DD which is opposite West Orchards Shopping Centre.

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 available during these times for members to access cash as well as three ATMs (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

Our research has shown that there is good access to alternative banking and cash services available in the local area. We have identified that:

- There are three alternative cash machines which are free to use within West Orchards Shopping Centre.
- There are a further 13 external cash machine which are free to use within 350 metres of the West Orchards Shopping Centre.
- In addition, there are a total of 10 financial institutions within 350 metres of the West Orchards Shopping Centre.

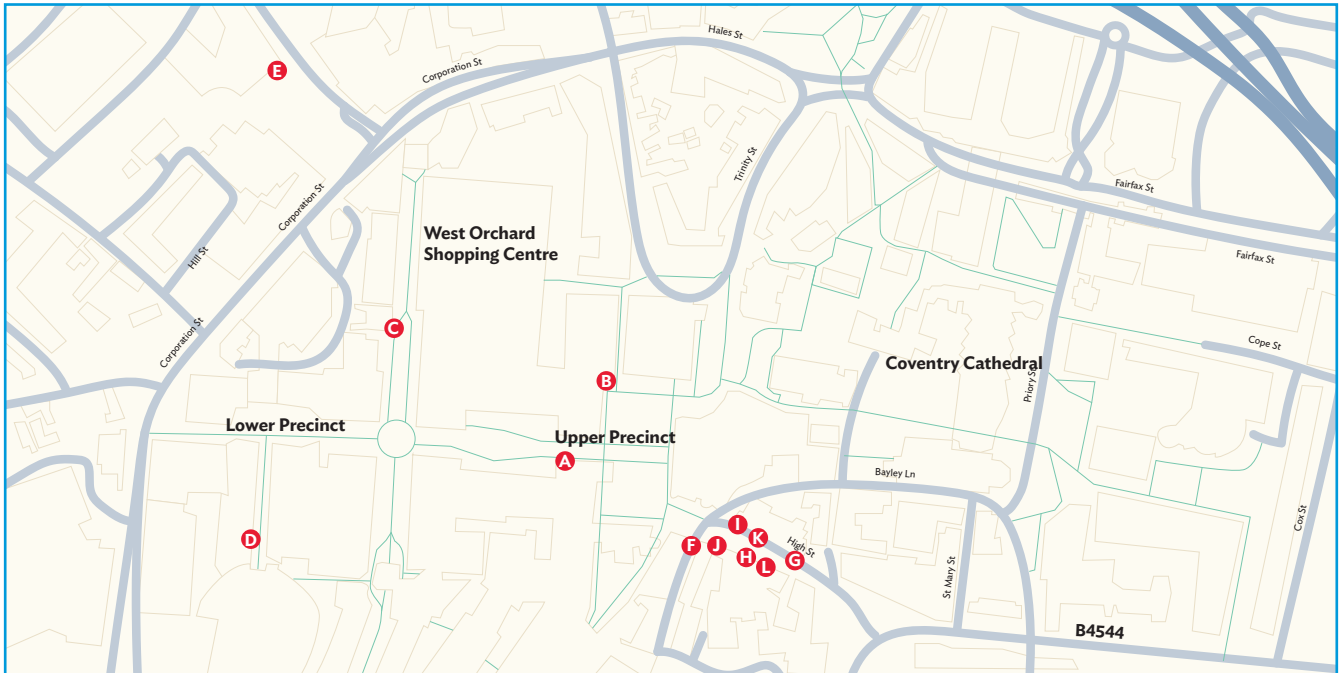
We feel that there are sufficient cash machines available to not only meet our members' needs, but also to support the needs of those who do not hold an account with us.

Cash machines inside West Orchards Shopping Centre

Ground floor - is the remaining Coventry Building Society ATM. In addition there are two further ATMs, one in M&S and one in Eurochange.



Cash machines outside West Orchard Shopping Centre



	Cash machine	Location
A	Coventry Building Society	5 - 11 Upper Precinct, Coventry CV1 1DD.
B	Nationwide	62 - 64 Broadgate, Coventry CV1 1NF.
C	Santander	21-23 W Orch Wy, Coventry CV1 1FY.
D	Coventry Building Society	Sherbourne Arcade, Lower Precinct, Coventry CV1 1DN.
E	Tesco	5 Belgrade Plaza, Upper Well Street, West Midlands CV1 4BF.
F	Nat West	24 Broadgate, Coventry CV1 1NE.
G	TSB	15 High Street, Coventry CV1 5RD.
H	Barclays	25 High Street, Coventry CV1 5RE.
I	HSBC	5/6 High Street, Coventry CV1 5RE.
J	Lloyds	30 High Street CV1 5RE.
K	Virgin Money	7-11 High Street, Coventry CV1 5SB.
L	Halifax	22 High Street, Coventry CV1 5QX.

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](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 May 2024.

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