



West Orchards ATM closure

Feedback update

Published August 2024



In June, we communicated our plans to permanently remove two of our ATMs from the second floor of the West Orchards Shopping Centre on Friday 30 August, while confirming we will be keeping the ATM on the ground floor.

We published an impact assessment to give people more information about why we were making these changes and what alternatives were available. You can still read this on our website and copies are available in our Coventry City Centre branch.

We also said that two weeks before we remove these ATMs from service, we'd publish an update with any feedback we'd received and how we were going to answer any issues or concerns raised.

How we communicated this service removal to members

- On 1 June 2024, we published an impact assessment on our website and copies were also made available in our City Centre Branch. It included information about alternative local services, including the nearest free to use ATMs.
- We've displayed posters on the ground and second floors of West Orchards Shopping Centre, with information about the nearest services that will be available when the two ATMs are removed.
- We've published a message on our website informing members of the removal.

Customer feedback

- Since we published our impact assessment on 1 June 2024, to date we have received no comments from members or the community around our plans to remove the two ATMs from service.



Other ways of using your account

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

Manage your money by popping into a branch. For details of our opening hours, visit **thecoventry.co.uk**.

Managing your money using Online Services and our app – it's quick and convenient. 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**.



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

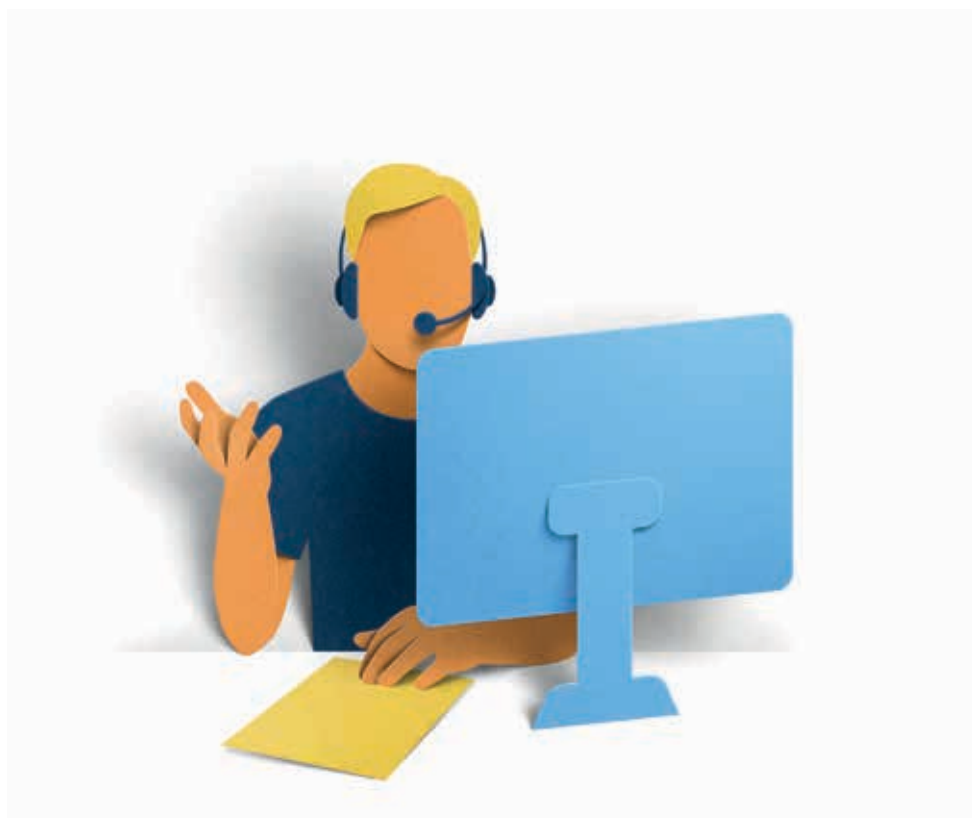
thecoventry.co.uk

By phone

0800 121 8899

By post

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



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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.

Information correct at August 2024.

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