

Credit Notes Spring 2021

OUR COVID-19 YEAR

As for everyone, the last year has brought many challenges. The introduction of our New Loan Policy in March was followed almost immediately by the first lockdown. Then, just after printing new leaflets and stationery, we were allocated a different telephone number (01603 989675).

As our team of three part-time employees plus volunteers, currently work mainly from home, the office time available to speak to members has reduced and face-to-face contact is no longer safe or practical.

The Board understands the difficulties and anxieties this causes. Our priority is to provide a normal service for loan and share withdrawal enquiries and options for members who need to restructure repayments due to loss of income.

Being a small team with no capacity for cover, a major risk is one of us being in contact with, or catching the virus. Fortunately, everyone has kept safe and by forfeiting some holiday have been available to fully support members during a difficult 12 months.

We aim to increase online engagement to keep you informed of any opportunities or changes. If you have a new email address, please let us know. It is a legal requirement that all your contact details are up to date.

We publish the latest information on savings, loans and opening times on our website.

ONLINE [APPLY HERE](#) LOANS

After months of planning, we finally launched our online loan application facility at the start of December. Members report that its user friendly and as we no longer depend on post, the loan process is normally far quicker.

So if you have a repair bill, want to buy a car, renovate your kitchen, book a holiday or event, then click on the Apply Here button on the Personal Loans page on wherrydragon.org.uk.

After submitting an online application, you will see an on-screen message confirming receipt. It may take up to seven days to process. There is no need to contact us again during this period.

If we require more information, or you fail our affordability checks, then we will be in touch. Otherwise we will email your Loan Agreement for you to check, agree and return. This may drop into your Junk mail, so monitor both.

If you have no online access, you can still ask us to send a paper application form.

ANNUAL GENERAL MEETING

You are welcome to join our virtual AGM on Monday 29 March 2021 at 4pm

Register by 19 March if you wish to attend, by emailing creditunion@norwich.gov.uk. We will reply with an invitation and link to the meeting. The Report will be available to view in advance.

Hope to see you there!

For the 26th consecutive year, we are sharing out the profit to our members as a dividend. The Board will be recommending a **1.25% dividend** and once agreed, it will be added to share balances at the end of March 2021. Your dividend is based on your average savings balance from October 2019 to September 2020. Withdrawing savings will reduce your dividend.

We are only required to complete a Return for members who have received a dividend of £250 or more. It is your responsibility to declare and pay any tax owed.

Thank you to all members for your support.

INSURANCE BENEFICIARY

Your valuable membership benefits include free Life Insurance cover on savings.

When you joined, you nominated a beneficiary to receive your savings and insurance on your death. If this has changed or they have moved, please notify us, so we can update our records.



The office is currently staffed Monday and Thursday 10.30am-12.30pm
Telephone 01603 989675 Email creditunion@norwich.gov.uk
Website wherrydragon.org.uk

MEMBERSHIP NUMBER REMINDER

Always quote your membership number when making an email or telephone enquiry, as we cannot enter into any discussion regarding your account without it.
You can find this at the top of your statement overleaf.