

Coronavirus Update

Friday 4th September 2020

THE WELLBEING OF OUR VISITORS, MEMBERS, COLLEAGUES AND THEIR FAMILIES IS OF UTMOST IMPORTANCE AND WE WOULD LIKE TO REASSURE YOU THAT WE ARE CONTINUING TO MONITOR GOVERNMENT ADVICE CLOSELY AND WILL ACT APPROPRIATELY AS THE SITUATION EVOLVES.

Still ensuring that operations will be maintained in a way that is safe for everyone, we will be revising certain previously implemented measures from Monday 7th September 2020. Other measures will remain in place that may impact how you interact with us:

- Our Earl Shilton branch will return to normal opening hours of 9.00am to 5.00pm Monday to Friday and 9.00am to 12.00pm Saturday. Barwell branch opening hours are 9.00am to 2.30pm Monday to Friday and 9.00am to 12.00pm Saturday.
- We will again accept cash transactions up to our usual limits.
- Until further notice, we will continue with 2m social distancing and we ask that transactions are essential only, and that conversations between customers and colleagues are kept to a minimum. As per current government guidance, unless exempt, customers must wear face coverings within our branches. Please note you may be requested to remove your face covering when entering the branch or carrying out transactions. This is in the interest of security, for identification purposes and in order to avoid financial crime. Face coverings for employees is a personal choice, is not currently mandatory and has not been deemed essential by the Society given the measures we have already put in place for the safety of colleagues and customers.
- A number of colleagues will remain working from home in order to optimise our service to you.

THESE MEASURES HAVE BEEN DESIGNED TO HELP US MAINTAIN BUSINESS CONTINUITY. WE WOULD LIKE TO THANK YOU FOR YOUR ONGOING SUPPORT.

 If you have any queries please contact us on **01455 844422** between **9am and 5pm Monday to Friday**. Any further updates will be made available in branch, via our website and on social media.

Kind regards,

Paul Tilley

Chief Executive

Savings and Mortgages as individual as you.

esbs

22 THE HOLLOW, EARL SHILTON, LEICESTER LE9 7NB

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Branch office: Malt Mill Bank, Barwell, Leicester

