

# Coronavirus Update

Tuesday 5th January 2021

**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.**

**In view of the new lockdown measures effective from today we want to reassure you that operations will not be changed and will be maintained in a way that is safe for everyone. Current measures include:**

- Our branches will continue with normal opening hours. For Earl Shilton these are 9.00am to 5.00pm Monday to Friday and 9.00am to 12.00pm Saturday. Our Barwell branch opening hours are 9.00am to 2.30pm Monday to Friday and 9.00am to 12.00pm Saturday.
- Cash transactions will be accepted 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.
- You may have seen the press announcement late last year about the availability of payment deferrals for those who have not had one so far, or further availability for those borrowers currently in a payment deferral period, or for those who have resumed paying but need further assistance. If this affects you then please contact us so we can discuss options available. The key message is if you can pay please do so.

**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**

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