

Impact Assessment Our agency in Martock

March 2021

About Coventry Building Society

Coventry Building Society is a mutual organisation owned by you, our members. Our story is a strong one: for over 135 years, we've put our members first. We keep your money safe and provide great value and service.

Our agencies

An agency is an independent business that provides services on behalf of Coventry Building Society. These services include opening savings accounts, withdrawals, deposits, transfers and updating details.

What changes are happening in Martock?

Our agency based at Derek J Read Limited in Martock will close permanently at 1.00pm on Wednesday 9 June 2021.

The agent has informed us that with regret, due to operational challenges, they are unable to continue to provide the agency service. We won't be appointing a new agent in the area.

Derek J Read Limited will remain open.



We can also send you this leaflet in large print, Braille or on audio CD. Call us on 0800 121 8899 and we'll be happy to help.

Impact Assessment – why this is happening?

The Access to Banking Standard requires organisations to publish an Impact Assessment when an agency is to close.

Although it's not been our decision to close this agency, 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, our agency in Martock will be permanently closing.

As part of this, we've looked at what alternatives there are for members in the area.

We'll provide an update with any feedback we've received and how we're going to answer any issues or concerns raised, two weeks before the official closure date of Martock agency.



Who you can speak to

If you think you might be affected by this, and want to talk through your options, please call us on **0800 121 8899**.

Why is Martock agency closing?

Unfortunately, Derek J Read Limited are no longer able to provide this service due to operational challenges so we've agreed the closure of the agency.

We're not appointing another agent in the area. Instead we'll use our agency in Somerton which is approximately 6.5 miles away, together with telephone and Online Services to support members in the area.

We've shared below how many people have transacted at the agency over the last two years.

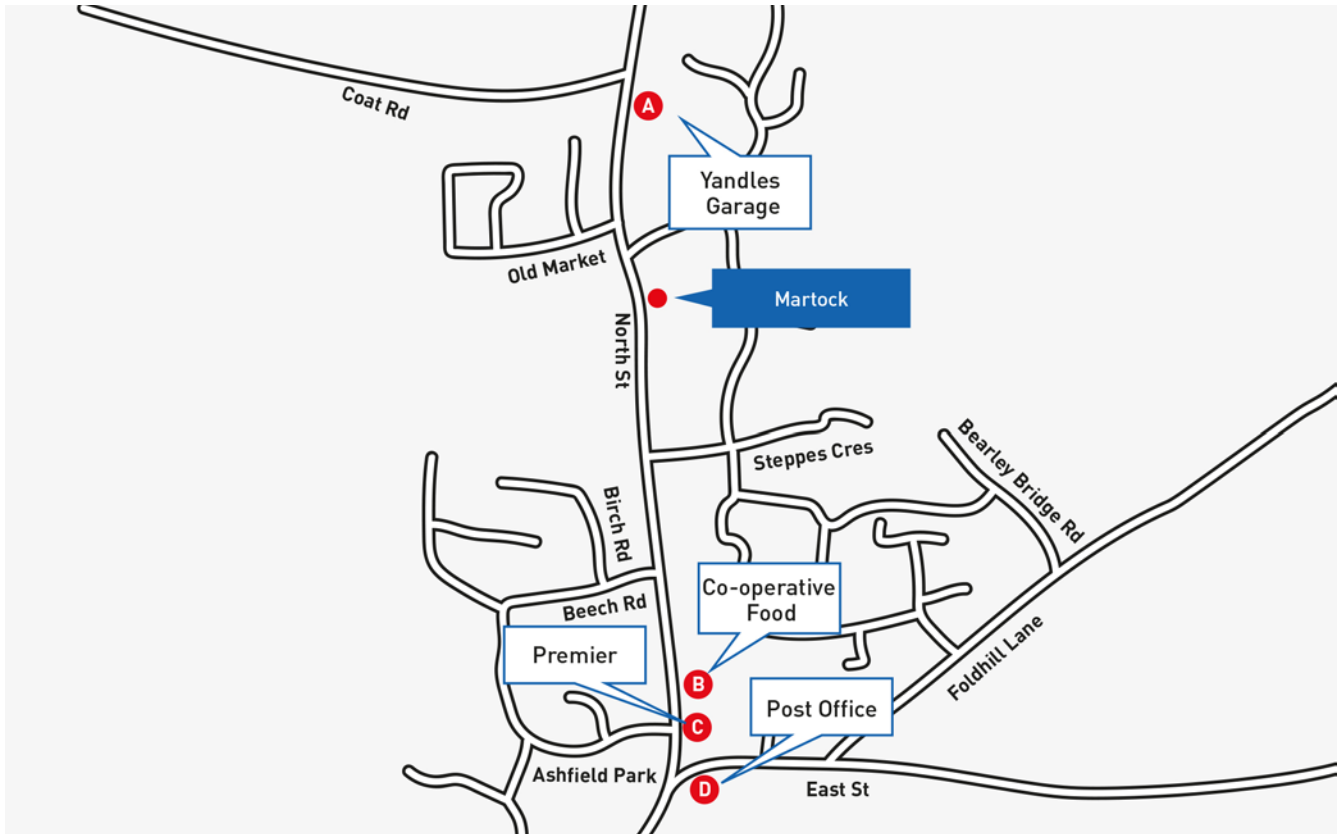
We chose to publish figures from 2019 and 2020 as there were restrictions and lockdowns in place in 2020 due to coronavirus. This meant that Martock agency was closed for a little while, opening hours were reduced and members were encouraged to use other ways to access their account unless they needed to visit the agency.

	Number of people who transacted at Martock agency	% of people who transacted at the agency more than once a month
2020	324	19% (61 customers)
2019	444	19% (86 customers)

Data reflects transactions between 1 January - 31 December

What alternatives are there in your area?

It's important to us that members can still access their accounts after Martock agency closes. So we considered cash machines in the local area that are free to use.



Cash machines near our Martock agency

A - **Yandles Garage**, 133 North Street, Martock, TA12 6ER (0.16 miles away)

B - **Co-operative Food**, North Street, Martock, TA12 6DL (0.25 miles away)

C - **Premier**, 7 North Street, Martock, TA12 6DH (0.28 miles away)

D - **Post Office**, East Street, Martock, TA12 6JQ (0.31 miles away)

Distances by car are approximate.

Information about the nearest cash machines was found at www.link.co.uk/consumers/locator/

Edwards Estate Agents – your nearest agency in Somerton

The closest agency to our Martock agency is Edwards Estate agents in Somerton and it's approximately 6.5 miles away.

Address

Edwards Estate Agents
West Street, Somerton
TA11 7PR

Telephone: 01458 272667

Due to COVID-19, the opening hours for this agency have varied in the last 12 months. Please visit thecoventry.co.uk for the most up to date opening hours. Alternatively please call the agency.

Getting to Edwards Estate Agents, Somerton



By bus – the bus route between Martock and Somerton requires a change at Yeovil and the journey time is approximately 1 hour and 20 minutes.

By car – the drive from Martock to our Somerton agency is less than 20 minutes. There is free parking available in Somerton, including a car park to the rear of the agency.

Other ways of using your account

You can manage your money over the phone. Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm. The number is 0800 121 8899.

Managing your money online - it's quick and convenient to manage your money using our 24-hour Online Services. 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

You must be aged 16 or over and if you have joint accounts, each account holder will need to register separately. If you don't have a Coventry password, or you've forgotten it, please call us on 0800 121 8899.

Who you can speak to

If you think you might be affected by this and want to talk through your options, please call us on 0800 121 8899.

Contact us



At a branch or agency

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

Economic House, PO Box 9,
High Street, Coventry CV1 5QN

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 March 2021.

Coventry Building Society.
Principal Office: Economic House, PO Box 9, High Street, Coventry CV1 5QN.



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