



# Making our services accessible

Find out what we can do to help

**COVENTRY**  
Building Society



# Why it matters to us

Managing your money can be tricky for lots of reasons, whether that's physical or emotional challenges or your personal circumstances. As a building society we're owned by our members — this is your building society, so it's really important to us that you can access all of our services. That's why we offer extra support.

Hold on to this leaflet in case you need it in the future — and let other members know what we can do to help them.

**Our services are for everyone.  
If you find banking difficult,  
here's how we can help**




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.

# How can we help?

All of our staff are well trained and able to help you look after your money. By joining Communication Access UK, several departments across Coventry Building Society have the skills and confidence to engage and communicate more effectively with those who may have communication difficulties. Please talk to us if you're struggling — we're always happy to help, and we have a whole range of things to make the process easier for you.

Take a look at the list of services that we offer (page 4-5) to support you physically, mentally or emotionally.

We have also added Userway, an online accessibility tool, to our website. When browsing through our website look out for the Userway icon . Simply click this to modify the page to suit your needs. Please note Userway is not available for our Online Services or our app.

If for any reason you feel like you might need some extra support — on a short or long-term basis — there are lots of ways we can help. Scan the QR code or go to **[www.coventrybuildingsociety.co.uk/member/supportingmembers](http://www.coventrybuildingsociety.co.uk/member/supportingmembers)** for more information on how we can help or to download the Making our services accessible leaflet.



# Making our services accessible — what we offer

Here are some things we can do to help you with hearing, speech, sight, reading, mobility, dexterity and sensory difficulties. Remember, if you let us know, we can arrange for this help to happen when you visit or call us.



## Mobility impairment

- Offer physical assistance
- Provide a signature template
- Provide a pen grip
- Offer you a seat when you visit a branch
- Help you access the branch or our services
- We accept the use of a signature stamp for certain transactions.



## Communication impairment

- Let someone you trust be with you for support
- Provide written communication i.e. write things down for you
- Say things out loud instead of writing them down
- Speak slowly and more clearly if required
- Give you plenty of time to answer or respond
- Ask us not to give you multiple tasks or ask multiple questions at one time.



## Hearing and speech impairment

- Use a hearing loop and microphone
- Accept and make calls using textphone
- Reduce noise levels where we can
- Take you somewhere private to talk.



## Neurodiverse conditions

- Provide a colour film sleeve to place over text to help with reading
- Dim the lights for you where we can
- Support you with numbers
- Reduce noise levels where we can
- Support you with reading or completing forms
- Take you somewhere private to talk.



## Visual impairment

- Support you with reading or completing forms
- Provide a colour film sleeve to place over text to help with reading
- Give you a magnifying glass
- Send leaflets to you in large print, Braille or on audio CD
- Give you a signature template.

## Our materials and leaflets

We've got a range of leaflets to help you with all kinds of different things from how to protect yourself from fraud to how you let us know about a bereavement. As well as that, all of our standard leaflets are available in:

- Large print
- Braille
- Audio CD.

Call us on **0800 121 8899** or pop into a branch to ask us to make a note of the support you may need, so that we can help you every time you get in touch.



# Manage your account online

If you find it easier you can manage your account(s) using our Online Services and our app. We've designed Online Services and our app to give you fast, secure and easy access to your account(s). You can log in 24 hours a day, from anywhere in the world (whether you're on holiday or at home on the sofa).

## To set up Online Services, you can:



Visit [www.coventrybuildingsociety.co.uk/online-services/register](http://www.coventrybuildingsociety.co.uk/online-services/register)



Call us on **0800 121 8899**



Visit a branch

## If you haven't used our app before and want to register

To register for our app you'll need to be registered for Online Services. You can download our app directly from the Google Play Store or App store; just search for 'Coventry Building Society'.

Once you have downloaded our app, you'll need your Online Services Username and Online Password to register.



## If you don't have any Security Details

Call us on **0800 121 8899** or ask at any branch and tell us which services you'd like to use. We'll arrange to send you the details you need.

Remember, you only need Security Details if you want to use our Telephone or Online Services, or our app.

## Forgotten or lost any of your security details?

If you forget any of your Security Details, call us and we'll be able to help.

For more information on how to take care of your Security Details, visit the Online Services help section on our website at **[thecoventry.co.uk](http://thecoventry.co.uk)**





# Need more help?

We offer as much support as we can, but sometimes it makes sense to have someone you trust to support you. Or maybe you're the one who needs to support someone else with their money. If this is the case, we can help guide you through the process as there are various options.

## Trusted helper withdrawals

This is when you have an emergency and need us to let someone else access your money as a one off request. If you can't get to us, you can nominate someone you trust to pop into a branch for you, to help in the short-term. Please just check with us first that you can do this on your type of account.

## Power of attorney

A lasting power of attorney (LPA) is a legal document that lets you appoint one or more people (known as 'attorneys') to help you manage your account or to make decisions on your behalf when you're unable to.

This gives you more control over what happens to your finances if you have an accident or an illness and cannot make your own decisions.

For information about LPAs, call **0800 587 4525** and speak to our specially trained team, or visit:

**[www.coventrybuildingsociety.co.uk/member/power-of-attorney.html](http://www.coventrybuildingsociety.co.uk/member/power-of-attorney.html)**

or visit the Government website:

**<https://www.gov.uk/power-of-attorney>**

# Need more support?

- Pop into branch to talk to our friendly staff.
- If you're Deaf, we're able to arrange a British Sign Language interpreter if you want to open an account or for a more complex meeting. Just ask our staff to arrange this ahead of the meeting.
- If you'd like some support with payment difficulties call us on **0800 121 8765**. If you'd prefer a call back, you can fill in a Mortgage support request form online and we'll be in touch. The form can be found by visiting **[www.coventrybuildingsociety.co.uk/consumer/mortgage-support-request.html](http://www.coventrybuildingsociety.co.uk/consumer/mortgage-support-request.html)**
- To register a bereavement, call **0800 587 4565**, let us know online or visit a branch.
- Call us on **0800 121 8899** to see if we can support you with anything else you may need.
- Visit the help section on our website which has lots of useful information at: **[www.coventrybuildingsociety.co.uk/member/help.html](http://www.coventrybuildingsociety.co.uk/member/help.html)**







## Contact us



### At a branch

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

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

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority ([www.fca.org.uk](https://www.fca.org.uk)) and the Prudential Regulation Authority (firm reference number 150892).

For more information, visit our website [thecoventry.co.uk](https://www.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. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

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