

COMMSAVE

Friendly • Ethical • Professional



Winter 2023/24 Edition

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The easy way to save, the better way to borrow

 hello@commsave.co.uk  0303 0402 660  commsave.co.uk



Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (213407)



Exciting news!

After 20 years, we're thrilled to announce a fresh new look for Commsave!

Change is in the air, and by now you may have already seen our new look!

If you haven't, here it is.

This change is a significant step for us, and we believe it reflects our growth and adaptability over the years. We're grateful for your support and can't wait to embark on this new visual journey with you.

Thank you for being part of our incredible journey for the past 32 years, and here's to many more exciting years ahead!

Commsave Credit Union Ltd, 2 Summerhouse Road, Moulton Park, Northampton, NN3 6BJ

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FRN 213407).

commsave.co.uk

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You're invited!

Our Annual General Meeting takes place on Sunday 21st January at the Northampton Town Centre Hotel, (formerly known as the Park Inn by Radisson). We'd love to see you there!

The meeting starts at 11:00am, but you're welcome to join us for refreshments and registration from 10:15am.

All members are invited and there is plenty of parking on site. All travel expenses will be paid, based on 45p a mile from your home address to the venue.

After the meeting, a buffet lunch will be provided with various menu options, which will give you a chance to chat with other members and to meet our team.



Members attending will be able to vote on the board's proposal to pay a **4% dividend and interest rebate**, and in elections to the board of directors.

If you can't be with us in person, remember that you can participate online. You will have the opportunity to live-stream the AGM, ask questions, and engage in the voting process in real time, all from the convenience of your own home.

You should by now have received your e-mail invitation to register for the meeting. If you'd like any help or more information, just give our friendly staff a call on **0303 0402 660**.



International Credit Union Day: Celebrating 75 years of Financial Co-operatives.

International Credit Union Day holds great significance to our movement. It is a day of celebration and reflection that highlights the unique and essential role that credit unions play in the world of finance and in the lives of their members.

When you choose Commsave, you're supporting a financial institution that gives back to the community (your savings contribute to helping fund initiatives that benefit all members).

For example, our Community Fund, which is funded by the Friends of Commsave Lottery, allows members to nominate causes close to their hearts including various charities, projects for young people, and

community ventures. Since the Community Fund began, we've donated nearly £60,000 to great causes that are important to our members. This is one of the many ways in which we give back to you.

For the second year in a row, we celebrated ICU Day with an online call with the Members First team – our sister Credit Union based in Georgia, USA. It was a pleasure to catch up with them and share what each of our credit unions has been up to over the year.

To continue with our ICU Day celebrations, we created a quiz to test our members' knowledge on all things credit unions and Commsave. We decided to reward the winner with a £50 boost to their savings, as well as a £50

donation towards a charity of their choice. However, there could only be one winner, which was Samantha, whose charity of choice for the donation was Cancer Research. Her kind words were "Thank you, I love Commsave very much and they have helped me out over the years, I really do recommend them."

Make sure to give us a follow on our social media channels and keep your eyes peeled for our next quiz or giveaway!

On the topic of financial education, we also took the opportunity to launch our brand new financial wellbeing app Doshi. Head over to the next page to find out more!

**Go to page
8 to see how
the Community
Fund has
helped our
members**



@commsavers



@commsavecu



@commsave



Goodbye CURight, Hello Doshi!

We are thrilled to announce the launch of our brand-new financial education app, Doshi! As an organisation committed to empowering our members with knowledge and resources for financial success, we believe Doshi will be an invaluable tool on your journey towards financial wellbeing and help you take control of your money - all while earning rewards along the way! Here's how it works.

Get Smart About Your Money:

Say goodbye to complex financial jargon and dive into interactive lessons designed to improve your knowledge. Doshi makes it fun and easy to get started!

Achieve real-life financial goals: With hundreds of fun and interactive modules, you can tackle topics like:

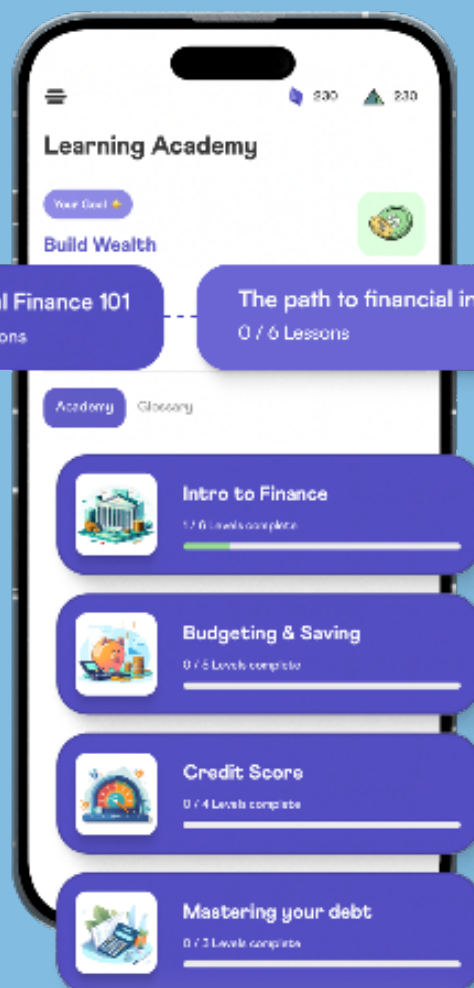
- Improving your debt
- Making wise investment decisions
- Understanding Open Banking

Rewards Just for You:

As you progress and earn points, unlock exclusive rewards from popular brands like Apple and Amazon.

Complete quizzes and daily missions to level up and unlock exciting rewards. With Doshi your dedication to financial education pays off!

Head to the Marketplace section and browse our diverse range of rewards. Redeem your Dosh for gift cards, charity donations, chat personalities, and more!



Doshi is not just another financial app - it's your personal guide to financial education and empowerment.

Whether you're looking to manage your budget, invest wisely, or plan for your financial future, Doshi offers a wide range of features and resources to help you achieve your goals.

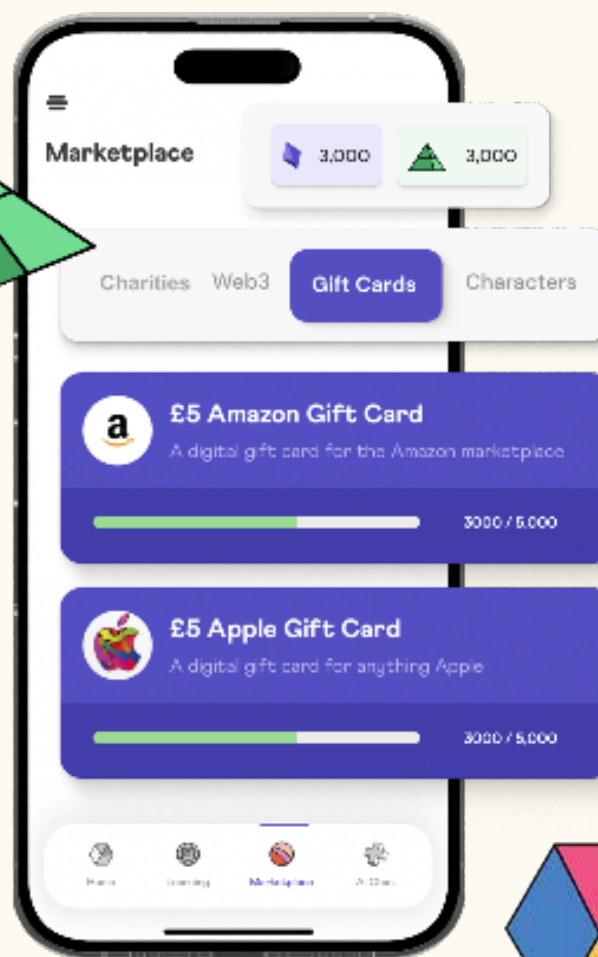
Our app includes:

- A learning academy with bite-sized lessons and quizzes
- Missions, competitions and quizzes to gain Dosh and knowledge points
- An AI-powered conversational learning tool
- A referral engine to refer friends and get rewards
- A marketplace to swap Dosh for sponsored rewards

We are confident that Doshi will be a valuable addition to your financial toolkit, helping you make informed decisions, achieve your financial goals, and ultimately lead a more secure and prosperous life.

To get started with Doshi, scan the QR code to the right and register for access. You'll soon be learning and moving towards claiming your first reward!

We are excited to embark on this financial education journey with you and look forward to seeing you thrive with Doshi!



Scan to download

If you have any questions or need assistance, please do not hesitate to reach out to us at hello@commsave.co.uk.

Here's to a brighter financial future with Doshi!

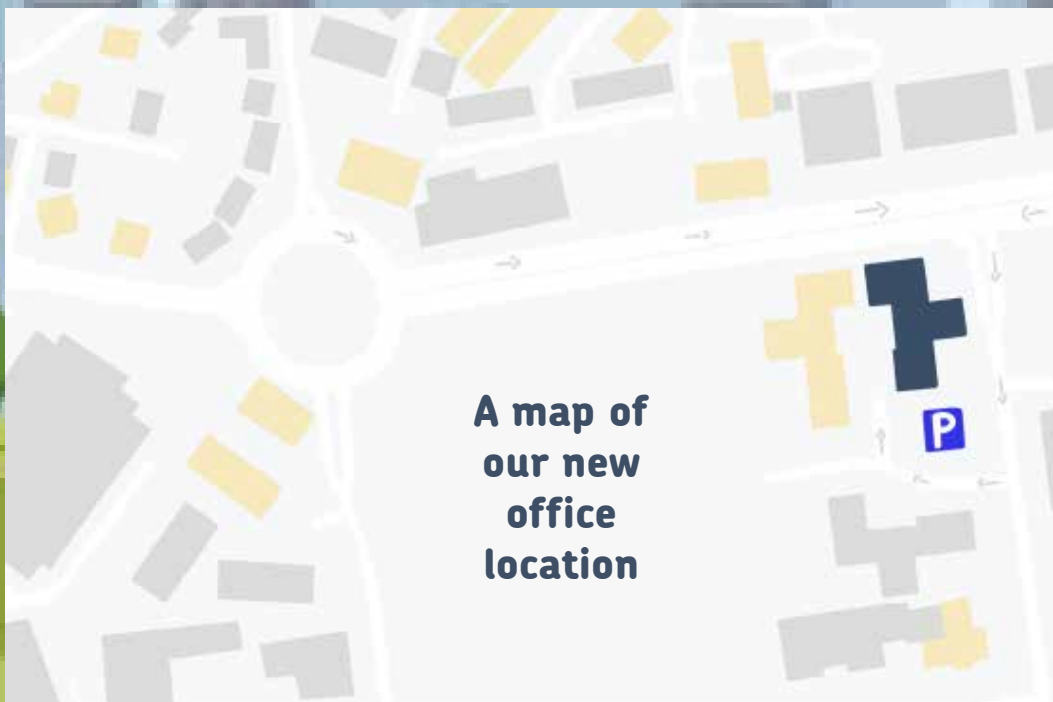


Our forever home

You'll now be able to find us at **2 Summerhouse Road, Moulton Park Industrial Estate, Northampton, NN3 6BJ**. Don't worry, it's still very near Duncan Close, so if you've been there before – you should have no problem finding us!

Our move is a significant step forward as we continue to grow and evolve, and we look forward to welcoming you at our new space. Our commitment to delivering exceptional products and services remains the same, and we're excited to show you what we have in store at our new home.

Thank you for your ongoing support, and we can't wait to see you at our new location on Summerhouse Road. If you have any questions or need further assistance in finding us, please don't hesitate to reach out. Your satisfaction is our top priority, and we're here to make the transition to our new home as smooth as possible.



Getting to us by car

Summerhouse Road is easily accessible and well-connected, located 15 minutes from Northampton town centre and approximately 30 minutes from the M1, so you'll have no trouble reaching your destination.

Getting to us by public transport

For those preferring public transport, you're in luck. There are nearby bus stops and train stations that can get you close to Summerhouse Road. If you're arriving by train, the bus station is about a 10 minute walk from the station. The number 7 bus goes directly to Moulton Park.

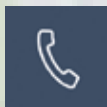
We suggest regularly checking the schedules and routes to make your journey as smooth as possible.

Getting to us by foot

If you live locally and are up for a little walk, Summerhouse Road is located just off the main road through Moulton Park. The area is pedestrian friendly, so you'll enjoy the surroundings on your way to the new building.

Keep an eye out for our Commsave signs when you arrive in the area!

Our contact details will remain the same:



0303 0402 660



hello@commsave.co.uk



commsave.co.uk

Supporting what matters to you

We're so proud to announce that our Community Fund has now made donations totalling nearly £60,000 since its launch. We've been able to spread some much-needed love and support to many good causes, including charities, projects for young people, and more.

Racing towards a better tomorrow!

The Barclay Karting Team is an out of school activity, open to boys and girls up to 18 years old. The karts are maintained in the Technology Department by team members using many items made at school.

The club is an amazing opportunity for the children taking part, to learn the basics of motor engineering including steering geometry, braking systems, and engine tuning, all in a practical rather than a theoretical way. The team

members are encouraged to use and develop practical skills acquired as part of the technology curriculum.

Since the team was founded in 1969, it has developed into one of the largest and most successful school racing teams in Britain with over 30 National Champions amongst its ex-members. Several of them have continued with motor sport, both as drivers and officials, after leaving school. The club values the contribution of past

members, as well as many parents, who regularly help at club evenings and race meetings. The team is mainly self-funded with occasional support from individual sponsors.

The donation from our Community Fund will go towards replacing crash helmets.



Bedford District Cerebral Palsy Society

A small charity based in Bedfordshire which, for nearly 70 years, has supported people with complex disabilities and their families. This donation will go towards supporting children with creative arts and activities during the half term and summer holidays. Enabling parents to participate in wellbeing sessions, outings, and family outreach support.

South Bank Events Group

We're delighted to have been given the opportunity to support a Halloween party, hosted by an organisation who put on affordable parties for the children in South Bank, Redcar and Cleveland - an area of high deprivation. The donation went towards buying the food for the event, as well as buying pumpkins and supplying games and prizes for the hundreds of children that attended.

**Remember,
25p from every
£1 entry to the
Commsave lottery
goes towards
the Community
Fund!**

You're never alone with The Never Alone Project

The Never Alone Project is one of the latest organisations to have received one of our Community Fund donations. We are overjoyed to be supporting this Northamptonshire charity, which provides support to children, families, and professionals dealing with grief.

Ilze Lee, founder of The Never Alone Project, said: "Nobody would choose to be in a position where they use our services. Yet so many need it. Being able to take a memory box to the children when we first introduce ourselves, is such a lovely and gentle way to welcome them to our folds. It provides a talking point, practical things they can do to keep their memories safe, and a book to help them process what has happened.



"Having this grant is really making such a difference, knowing that we can keep providing the support during a family's most vulnerable time. A huge thank you to Commsave."

The Never Alone Project is the perfect example of a deserving cause for a Community Fund donation. We wanted to support the incredible work they do for

children, families and anyone dealing with grief. Our donation will fund more than 100 memory boxes and will feature one of the workbooks to help children understand and cope through a tough time.

It is so important to start the conversation about grief, and Commsave feel privileged to help this amazing charity to continue their vital work.



Remember, all Commsave members can nominate a cause close to their heart to receive a Community Fund donation.

To find out more about the Community Fund, or to make an application, scan the QR code or go to commsave.co.uk/community-fund.

We've got another winner!

Darrell from Nottingham was our latest PrizeSaver headline winner. Here's what he had to say:

"I joined Commsave back in 2021 as I was looking for a more effective savings account. Commsave not only had a very competitive savings rate, but they also have a super convenient app too!

When I found out I had won the £5,000 prize, I was utterly

speechless - a rarity for myself. I thought it almost certainly had to be a mistake, but then Commsave confirmed it and I was just blown away.

I plan on using this prize to have a wonderful Christmas with the family and to have a sunny holiday next year."

Commsave members have now won a total of £147,710 with the PrizeSaver Account.

Our next headline winner could be you, why not sign up for a PrizeSaver Account today? You can open one by giving us a call on **0303 0402 660**, emailing **hello@commsave.co.uk**, or sending a **secure message** via the app or website.

Follow us on Facebook where we announce the PrizeSaver Winners each month!



Help us do our part for the planet

How can I receive my newsletters digitally from now on?

You can let us know how you'd like to receive communications from us, whether it's by text, phone call, or post.

If you'd like to start receiving your newsletters digitally all you need to do is:

- 1 Sign into your online account.
- 2 Look for the 'Loans and Services' tab on the main accounts page.

- 3 Simply scroll down until you find the section that says 'Update personal information' and click on it. It should open up the next page.

The new form allows you to update lots of useful information related to your account:

- 4 Follow through the form by checking the relevant boxes at the bottom of the page until you reach the 'How we send you news and information' section.
- 5 All you need to do is check that box and continue through the form.

- 6 Once you've selected all the areas you need to update, click the green button that states 'Proceed to the next page to update information.'
- 7 Any items you have chosen to update should appear. Use the drop-down box to select 'Yes' to News by Email. Then, press the submit button and you're done! The details you'd like to update will come to us and we'll do the rest!

Facebook - @commsavers

Instagram - @commsavecu

Twitter - @commsave

Helena's Heartfelt Journey

In 2013, I first became a member of Harvest Money, a Credit Union that later merged with Commsave. I can't recall the name of the lady I spoke to over the phone, but I do remember the exceptional service I received.

My journey with Commsave first began when I took out a loan. I was so impressed with the service that I wanted to share my experience with others and, after attending your Annual General Meeting, it was there that I recognised the importance of giving feedback.

I trust Commsave's products and services and always refer

people to Commsave instead of resorting to loan sharks,

My life took a turn when I found out that my sister had sadly passed away in July, leaving me with unexpected funeral costs. Facing financial struggles, I turned to Commsave for help. I'd applied for a loan and was pleasantly surprised when I received approval on the very same day.

During this challenging period, I was deeply touched by the support, sensitivity, and assistance I received from your Customer Service team. I found relief in knowing I could lean on you for support during my time of need.

Throughout the loan application process, I appreciated the outstanding communication and follow-ups from your team. You made sure I was informed every step of the way, which alleviated some of the stress I was going through.

More people should be aware of the services Commsave offers, I have since become an advocate for Commsave Credit Union, spreading the word to my friends, family, colleagues and community.

Thank you so much, Commsave!

**Fancy sharing your Commsave story with us?
Drop us an email to events@commsave.co.uk
and we'll be in touch with more information.**

Revamp your finances for 2024: start the new year strong with our Consolidation Loan!



'New Year, New Me' can be hard to stick to, especially when it comes to trying to better your finances.

Why not let Commsave give you a helping hand? With a Consolidation Loan, you can combine your debts into one manageable repayment at a fixed rate. You may also be able to reduce your monthly outgoings, as well as saving yourself money in the long run if the interest rates you're paying elsewhere are higher.

Apply for £1,000 up to £25,000 with fixed repayments for your loan, paid back over a maximum of 84 months – with no early repayment charges.

The rate we charge on Consolidation Loans is 13.8% APR if you are repaying by payroll deduction, or 19.6% if you use a different repayment method.

For example, if you were to borrow £20,000 over 60 months, you'd pay back £455.07 a month, and total interest of £7,303.48 (13.8% APR).

Consolidation Loans are available to new and existing members.

Whatever your needs, we're here to help.

To apply or find out more, go to **commsave.co.uk** and log in to your online account, call us on **0303 0402 660**, or **scan the QR code** below.



Not yet a member?
Join Commsave by scanning the QR code!