

IMPORTANT INFORMATION – IT Changeover May 2016

At the end of this month (May), **Police Credit Union** will be moving from its current IT platform to a new one, which should bring to our members many new facilities and improved service, some very quickly and some over a period of time.

This change will be the end of a very long project and it will be the largest administrative challenge for PCU since the original merger of seven credit unions into one in 2003.

In order to achieve the changeover in the lightest possible way for all our members, of which Cleveland officers and staff form an integral part, Stockton Branch will end on the current IT platform at close of business on **Wednesday 25 May**. Whilst it will be open with limited service (telephone or visit) on Thursday 26 and Friday 27, staff will not have access to any electronic or online facilities until Tuesday 31 May. Of course, the office would be closed anyway on Monday 30 May (Bank Holiday).

So, if you need withdrawals or a loan advance, please note the above restriction on what we can do for you on 26 and 27 May. Please accept our apologies for any inconvenience caused. We believe the service after the change will make the temporary disruption well worthwhile.

Once the system is up and running, we will ask members to register online, check all personal details are correct and let us know the preference for hard or electronic copy of newsletter and statements.

Beyond that, please watch out for our completely new website and soon-to-follow app, plus new product offerings over the next twelve months.

The next stage of the Police Credit Union development begins for current members in June. New members are more than welcome to join to save and borrow. Visit www.policecu.co.uk.

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