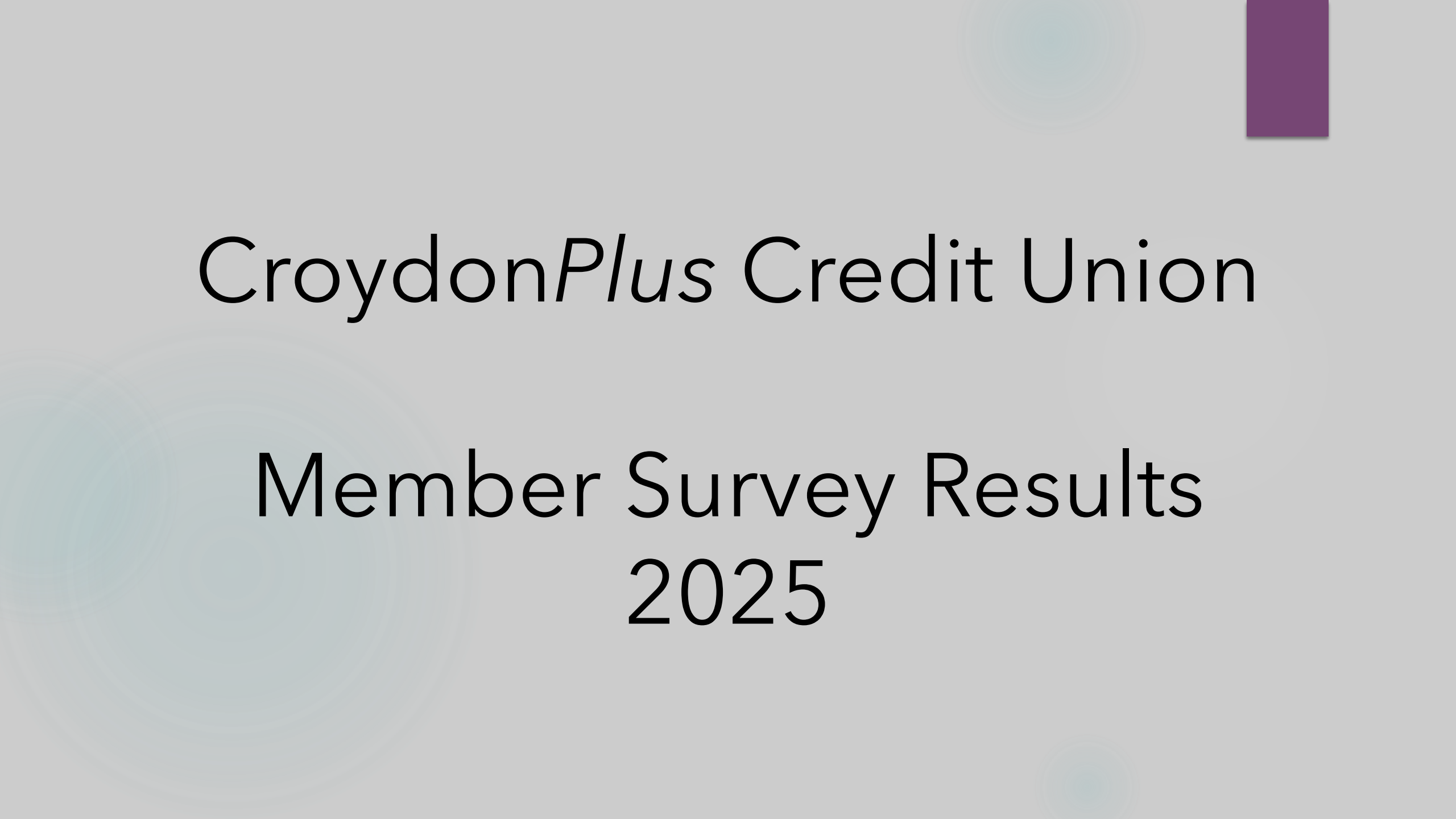




Croydon*Plus* Credit Union

Member Survey Results
2025

91% of members who have access to their **accounts using the online services on our website** are happy with them

97% of those surveyed said they **found the Croydon*Plus* Team to be friendly**

95% of those surveyed are **happy with our overall lending services**

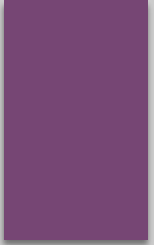
98% of members who have **visited us in-person at JCP Croydon** have been happy with the service they have received

99% of those surveyed said they **found the Croydon*Plus* Team knowledgeable**

81% of those surveyed **save regularly with us**

90% of members surveyed said they **would recommend Croydon*Plus* Credit Union to family/colleagues/friends**

93% of those surveyed said they are **'Proud to be a member of Croydon*Plus* Credit Union'**



We know that the majority of our Members do not follow us on social media.

Social Media is a great way for us to get information on our services and products out to our members.

Please follow us on Facebook by searching 'Croydon Merton and Sutton Credit Union and hit the FOLLOW Button!

98% of the members who completed our survey **would look to our Website first if they wanted to look for Service Updates and Member Information.**

Our Team are currently looking at new ways of getting important information out to members. **Please make sure that we have your most up to date contact details on file, to allow us to keep you updated in real time.**

Where are our members making changes?

With the ever-increasing cost of living, we asked our members how they are making changes to reduce costs. Here are some responses:

Cancelling TV Subscriptions

Creating a meal plan before going shopping

Shop around for cheaper alternatives

Fewer take-aways and more home cooking

Making a conscious effort to use less energy

Consolidating debts to make monthly payments more manageable

Having 'No Spend' Days

Shopping only for what I need and not for extra supplies

Member Feedback

One of the highlights of our annual survey is asking our members to sum up Croydon*Plus* in a few words.

Here are some examples of both the positive and the constructive feedback we received this year:

'An asset to the local community that I wish more people knew about'

'Wonderful service. 10 out of 10'

'Excellent service. Excellent team. They go above and beyond to help in every way possible I think it's an amazing service and I couldn't be happier. Thank you for a great service'

'I love being a customer. It's like a secret place to save away from the high street banks'

'Good local service'

'I feel everyone that works there wants better outcomes for their members and offer great advice and alternatives'

It's excellent and long may it live!'

'You always put members first'

'Thanks to CroydonPlus and the team for excellent work and good delivery to customers'

'I am proud to be a member!'

'It's a fair way of borrowing money and an excellent way to save'

'it is so good. Will always recommend to family and friends. I find it very useful and fantastic!'

'Wow! Always a safe service in time of need, I have really benefit from this great service. Thank you so much for rescuing me several times'

'Providing a useful service - People Helping People!'

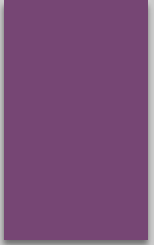
'Efficient, Helpful and Convenient'

Where can we improve?

'a long, drawn-out process to be cleared for Loan approval'

Unlike many lenders, we prioritise helping our members manage their finances. This means we lend responsibly and will not approve a loan if it puts a member at risk of falling further into debt. We also have a responsibility to our members to ensure that their funds are lent in a responsible manner.

Continuously striving for improvement, we are always working to streamline our processes and services to provide a better experience for all our members.



'CroydonPlus outcomes for customers were second to none until the advent of Suites ME taking over from Engage.'

We understand that some members are unhappy with the transition from Engage to Suites ME, particularly regarding the fees they are being charged.

We want to clarify that this change was not a decision made by Croydon*Plus*, but rather the result of Suites ME acquiring Engage in late 2024.

We have been in ongoing communication with Suites ME and have shared the feedback we've received from our members. They have assured us that, after the initial 12-week transition period, their team will be available to assist members in selecting the most appropriate and cost-effective account options tailored to their individual needs.

Croydon*Plus* will continue to pass on feedback to Suites ME and ensure our members are kept up to date with any developments via our website.

THANK YOU

to all our members who took the time to complete this year's survey!

We welcome ALL feedback from our members. Without it, we don't know where we are succeeding and what areas we need to work on!

If you have any thoughts that you would like to share with us, please email them to:
events@croydonplus.co.uk

Croydon *Plus*

YOUR COMMUNITY BANK

