



Enterprise
Credit Union

MARCH 2021

NEWSLETTER



THE FUTURE OF ECU: Our first newsletter of 2021 is here, and we want to let our members in on our plans. The past year has proved we can handle the unexpected and whatever challenges we face, we can stay connected to our members. Now armed with the tools for a brighter future, we're ready to get back on track with our plans to improve your credit union experience.



POP-UP BRANCH

From lockdowns to tiers, to quarantine, if 2020 has taught us anything, it is that we miss human interaction. Now with the roll-out of the COVID-19 vaccine well underway, we're hoping to return to a level of normality, or something close, very soon.

When those days come, and it is safe, we plan on bringing ECU into your neighbourhoods & workplaces, with the launch of our 'pop-up' branch, making the credit union more accessible to the communities we serve.



EXPAND OUR COMMON BOND

As you may already know, we also plan to expand our common bond to the whole of Merseyside, including the Wirral, Halton and Sefton areas. We aim to reach, and show even more people, the benefits of joining ECU and how we can improve their lives and financial wellness.



COMMUNITY GROUPS

The credit union was founded on the principle of 'People Helping People' and we believe it's our responsibility, to help those who need it most.

This year, we'll continue to support the local organisations and highlight the heroes, who are making a vital difference in our communities.



FOCUS GROUP

We want to hear from you! Your say is important to us, and we're asking you, our members to help us understand how ECU can better serve you!

We're looking for volunteers to take part in a virtual focus group, where we'll ask you, to share your views and experience with the credit union.

Would you be up for getting involved? Be part of the conversation and help shape the future of Enterprise Credit Union...get in touch at sam@enterprisecreditunion.org for more info!



DIGITAL TRANSFORMATION

The impact of COVID-19 has both accelerated and strengthened our commitment to a digital transformation, and to adapt to an ever-changing world. It is important for us to keep up with the increased demand for digital solutions, and how we'll do this...

We plan to reshape our entire digital member journey, this will include a complete redesign of our website, to create a much more cohesive, user-friendly experience. We are also constantly making improvements to our mobile app, so expect new features and updates over the coming months.

What we have encountered over the past year, has led to the absence of in-branch interactions, and many members have now made the leap to digital. However, even in the digital-age, there will always be a demand for the traditional, and our existing branches will be undergoing their own transformation. It is our responsibility to make sure no one is left behind.

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Enterprise Credit Union

Share the love, refer your friends and family to take out a loan at Enterprise Credit Union, and for every successful referral, **you will both receive £5 in your account.**



Refer a Friend

There's no cap on the number of people you can refer, they'll just need to be a new member and qualify for a loan - T&Cs apply.

ECU SPOTLIGHT: MEET PAULINE SMAJE, PAYMENTS TEAM

Welcome to the first of our employee spotlight series, featuring profiles of the team members at Enterprise Credit Union. We're kicking it off with **Pauline Smaje**, who has worked at ECU for over 15 years and was recently promoted to a new position on our Payment Team.

Pauline grew up in Stockbridge Village and prior to joining ECU, worked as a legal secretary, before leaving to raise a family. When asked how she come about the role Pauline said: "I bumped into Karen Bennett at the Knowsley Flower Show, Karen asked me to call into Hall Lane for a chat, and from then, I volunteered for around 12 months before starting as a Cashier in the Pilch Lane branch, I then transferred to Page Moss 2 years later."

Since then, Pauline has been Branch Manager at the St Helens branch and was recently promoted to a new role on the Payment Team, Pauline said: "I am thoroughly enjoying the new position, I get to speak to a variety of people from all walks of life, every day is interesting and there is so much to learn!"



Pauline with Awah Richard Nдох (Bamanda Police Co-operative CU) at the WOCCU Conference in The Bahamas, July 2019

When asked what she liked most about working at ECU, Pauline said: "The best thing about ECU, is it's not only a job, I have also made lots of friends. I honestly feel like we are one big happy family and we do lots of things together outside of work. Another highlight for me is when I won a trip to the Bahamas in July 2019 for the WOCCU Conference, I met so many amazing people, it was an experience of a lifetime."

What are you currently binge-watching?

Given we're still in a lockdown, I'm watching a lot more TV. I'm currently binge-watching the crime-drama Unforgotten on Netflix.

What is your idea of the perfect day?

My idea of a perfect day is to wake up, open the windows and get out in my garden. I love having BBQs and entertaining my family and friends, I also enjoy spending time with my three grandchildren.

One of your earliest memories of working at ECU?

I was given the task of organising member files and shredding old documents with another volunteer when we realised we had also shredded the original membership applications. We had to go through tons of bags of shredded paper to retrieve the documents, it was nearly the end of a career before it even started.

And finally, describe ECU in three words?

It's a passion!



BOB IS UNDER CONSTRUCTION

Our virtual assistant Bob, is undergoing a well-deserved makeover, stay tuned...

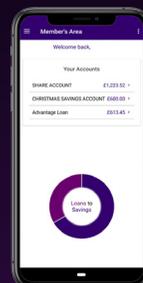
CYBER ESSENTIALS CERTIFIED

Cyber-attacks have been on a continuous rise since the start of the pandemic, and in an era of remote working, and the increase in online presence, organisations are strengthening their efforts when it comes to security.

We're staying ahead of the cyber criminals with Cyber Essentials, a Government-backed scheme that provides our credit union and its members, the first line of defence against cyber-attacks.



DOWNLOAD THE APP



Accessing your membership has never been easier, take Enterprise CU wherever you go, with our mobile app

