

Credit union change to service

A Dudley town centre-based credit union will be making a change to its service from April but will continue to provide a wide range of services for customers.



From April 4 Castle & Crystal Credit Union will no longer be providing an over-the-counter facility for cash withdrawal at its New Street office.

This small change means people will not be able to withdraw cash from inside the branch.

However, this will not affect the other facilities for members who will still be able to use online banking, telephone banking and BACS transfers. A pre-paid card is also available for members to use at ATMs, supermarkets and online.

Councillor Rachel Harris, cabinet member responsible for Castle & Crystal credit union, said:

“There have been misleading reports about Castle & Crystal that simply are not true – rest assured Castle & Crystal will continue to provide its fantastic services for thousands of customers.

“Castle & Crystal Credit Union will no longer provide an over the counter cash withdrawal facility from 4 April 2016.

“They have been absorbing the rising costs associated with this service for a number of years because as a not for profit institution they do not believe in passing these costs onto their members.”

People can still sign up to become new members at the branch at 25 New Street. Credit Union staff will be happy to offer advice and support on all aspects of accounts held, including internet banking registration, obtaining a prepaid card, using the telephone banking system or amending credits.

For full details of the services available at Castle & Crystal Credit Union and for any queries that members may have with regard to the change to service visit www.castleandcrystal.co.uk call 01384 815771 or visit the branch at 25 New Street, Dudley.

Alternatively visit the facebook page [CastleCrystalCreditUnion](#) or contact them through twitter @Castle_Crystal.

Credit unions are not-for-profit financial co-operatives that provide an alternative to banks and other financial institutions.

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