



Rainbow Saver Anglia Credit Union Ltd

The Credit Union is still able to open new accounts and to process transactions such as wages or DWP benefits, and issue Debit cards even if banks have refused to offer an account. However, all our branches are temporarily closed to the public until further notice. We are doing this to protect our members and staff from Coronavirus.

During this national emergency, please contact us by text message or email, you can scan and email forms, or type the information into an email if you don't have easy access to scanning or our online documents.

All wages, benefits and payments are being processed as usual. If someone is querying non-receipt of incoming wages or benefits, we need to know the date it was issued with the exact amount including pence so that we can search in our suspense account. The usual reason for a delay is that the incoming payment had not been given an ID number such as NI number or payroll number

New members can be sent a new prepaid Debit card with a unique sort code and account number, provided they can give an address to send it to. If someone has a care of address or a temporary address it is very important that the phrase c/o is used so that we suspend the usual online address check.

Contact us by any of these methods:

For head office in Lowestoft, covering Suffolk and Cambridgeshire (apart from Peterborough)

Text: 07745 795865

Email: patsy@rainbowsaver.org.uk

Landline: 01502 584854 (but voicemail is switched off)

Or you can post mail to the address in the footer

For Peterborough PE1 - PE7

Text: 07549 237364

Email: stephanie.mccombie19@gmail.com

Landline: not available as team all working remotely

Or you can post mail to the address in the footer as we are unable to receive post in Peterborough at present – the indoor mall is locked !

Rainbow Saver Anglia Credit Union Ltd www.rainbowsaver.co.uk

Registered under the Co-operative and Community Benefit Societies Act 2014

Authorised by the Prudential Regulatory Authority and regulated by the Financial Conduct Authority FRN 213617

Head office: 229 London Road South, Lowestoft, NR33 ODS Tel: 01502 584854