

23.2.23

Agenda Item 7e Changes to Paying In cash

From: Website enquiries <us@unity.co.uk>

Sent: 26 January 2023 10:45

To: Town Clerk <info@wem.gov.uk>

Subject: RE: [EXTERNAL] Paying in cash [ref:_00DD0rcuJ._5004G2VeCko:ref]

Good Morning,

Thank you for your email.

Important changes to Post Office counter access. From 5th May 2023, you will no longer be able to deposit cash at the Post Office counter, this is due to our partner ending the working relationship with us.

Alternative Solutions

You can continue to deposit and withdraw cash from any NatWest*, RBS, and Ulster Bank branch counters. Please use any of the following links below to find your closest branch:

<https://www.natwest.com/locator>

<https://www.rbs.co.uk/locator>

<https://www.ulsterbank.co.uk/locator>

You can also reduce the amount of cash in your business by using our merchant services, provided in conjunction with Elavon. Please follow the link below for more information:

www.unity.co.uk/business-banking/accepting-card-payments/

What does this mean for Unity's Post Office Cash Account (POCA)????

No new applications have been accepted for this service since 20th December 2022.

No reduction in service for existing POCA customers until May 2023 and replacement cards will continue to be issued.

We will continue to keep customers informed throughout this period of change.

Please note that we must instruct that all POCA cards should be returned or destroyed as of 5th May 2023.

Customer satisfaction and convenience remains important to us, which is why we wish to provide you as much notice as possible regarding this change.

We understand that this may not be a welcome announcement, however we are committed to working with each customer to better understand how our alternative solutions can help you.

If you choose to not accept this notice and wish to close your account, you must tell us before this change takes place.

If you hold restricted access accounts, you must advise us within 60 days of the date of this notification.

If you wish to close or switch your account for this reason, we won't charge you and you'll continue to earn interest until the date your account closes. You'll still need to pay back any money you have borrowed from us under any overdraft before the account is closed.

If you don't tell us you want to close your account or end the service, then we'll treat you as having accepted the change at the end of the notice period.

Contact Us:

Should you require any further details please do not hesitate to contact us on 0345 140 1000**, or email us at us@unity.co.uk or you can write to us at: Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall WV1 9DG

Visit our website for more details at unity.co.uk/contact-us.

Thank you for banking with Unity.

Unity Trust Bank PLC
T: 0345 140 1000
E: us@unity.co.uk

Cash Income

This change will impact on the Town Council as cash received will now need to be paid in at a Nat West (Market Drayton, Oswestry, Shrewsbury). Outlined below are details of the cash payments received into the office along with options to reduce this.

Public Toilets – currently cash from the public toilets is paid into the Post Office soon after it is collected. Any cash received will now require at least 1 member of Town Council staff to travel to a Nat West to pay in which will take up staff time even if the trips to the bank are reduced to once a month with the cash being held in the office safe.

To address this the toilets on the car park could be changed to a contactless payment system in the same way that the recreation ground toilet operates. This will have a cost associated with it, however there is £5000 in earmarked reserves for the public toilets which could be used. A quote for this

Other cash payments into the Town Council include

Allotment rents – all allotment holders are to be advised that from 1.4.23 we will only accept direct payments or cheques

Market Traders – in preparation for 1.6.23 a contactless payment machine could be purchased for weekly rent collection. All market licence payments will need to be made by cheque, contactless or via direct payment.

Burials – These are never paid in cash

Story of Wem – one off book purchases could also be paid via a contactless machine.

Recommendation

That the Town Council considers its preferred option for paying in cash from 5.5.23