

Frequently Asked Questions (FAQs)

Please see the answers to some of the questions you might have about the changes to London Plus Credit Union's services.

If you have questions that we haven't answered here, please call us on 0207 471 2620, email us at memberservices@londonpluscu.co.uk or come into branch on Wednesdays or Fridays 10.00 - 16.00.

If you would like to book an appointment with us to discuss cash alternatives in more detail, please call us.

Questions about London Plus services

Why are you removing your cash over the counter service?

The most important thing to know is that if you *are* a member who uses cash, we will support you with other cash services.

We opened our doors in 2008, and over the years, we've seen a clear shift as more of our members transition from cash to digital banking solutions. Despite this trend, we've continued to offer a cash service, supported by the secure office structure we have in place.

However, with our premises lease up for renewal in the coming months, we've had to carefully evaluate the costs and usage. Maintaining the current office is no longer sustainable, especially as only 1% of our members still rely on this service.

I rely on getting cash from you, what can I do?

Although we are removing the counter cash service, we have a range of alternative ways to bank, depending on your needs.

We have included an information sheet with more details on available services, including access to money through your local Post Office or via selected ATMs. We also have a new partnership with a pre-paid card provider.

Can I have a debit card?

We will be partnering with a new provider, OnePay, to offer a pre-paid debit card account. If you want to find out more, please ask staff. It is not the same as the previous card account and we're not able to see balances or manage the account for you. However, we would be happy to arrange an appointment to help you understand these alternatives and support setting this in place for you.

Questions about moving premises

When are you moving?

We will be stopping cash services from 29th August and will be seeing people in our new location from 1st October 2025.

Where are you moving to?

It was important to us to stay in Fulham and we will be moving to a shared building a 5–7 minute walk away from the current branch, on Dawes Road.



Our full address will be London Plus Credit Union, Dawes Road Hub, 20 Dawes Road, London, SW6 7EN. Maps and step-by-step directions are available on request.

Why are you moving?

There are many reasons, and this is something that we have been looking at for a while.

Although we plan to keep a presence in Fulham to continue serving our local members, we are expanding our horizons to work with other partners and residents across the wider areas we serve. This development will be funded in part by the savings we'll make by moving.

Hammersmith and Fulham Council have generously supported us since our opening, providing discounted rent that helped us serve the community effectively. However, the rising costs associated with delivering a cash service, combined with a projected doubling of our rent upon renewal, have led us to carefully reconsider our current setup.

The current building would benefit from some love and attention, which London Plus would need to pay for and there are other savings that we'd make by being in a shared building and removing cash services.

Questions about the new premises

Do I need an appointment to visit?

No, as now, services will be offered on a first-come-first-served, drop-in basis during our open days.

Which face-to-face services can I access at the new premises?

We will continue to offer the same level of service you're used to, however, we will no longer be able to provide cash withdrawals directly.

We will be happy to:

- Discuss your account and answer account queries
- Make transfers to your external account or send cash for withdrawal via the Post Office or the PIN4Cash service*
- Help you set up the new OnePay prepaid debit card**
- Help you apply for loans and to complete paperwork
- Help you set up payments into your London Plus account
- Help you set up and use our digital services

*Fair usage applies, see our Information Sheet for more information.

**Various plans available, some with charges

We will be open to members on Mondays and Wednesdays, from 10am-4pm (although this may change in the future). Phonelines will be open 09.00 - 17.00 Monday to Friday and digital services will be available 24/7.

Does the new premises allow dogs?

Yes, well-behaved dogs are welcome at our new office!

