

A message from Margaret Willis, CEO

For more than 35 years, Unity has been committed to supporting organisations and businesses that share the same values as we do; to play our part in helping to create a better society.

The outbreak of coronavirus is one of the biggest challenges we have faced, and it has naturally caused a great deal of concern amongst colleagues, our customers and the communities we serve. Now, more than ever, we must work together to support each other.

My thoughts go out to all the people who have been affected by coronavirus and I want to personally assure you that the entire Unity team is committed to do everything we can to support our customers through this challenging period. We are working tirelessly to continue to deliver the first-class personal service you have come to expect from Unity, and I'd like to take this opportunity to inform you about the measures we have put in place.

Ensuring the wellbeing of customers and employees

First and foremost, the safety and wellbeing of our customers and colleagues is our main priority so we have made changes to our working patterns. We have already implemented procedures which enable the majority of our colleagues to work securely and effectively from home and plans are in place to increase this number further. In addition, increased measures have been introduced in our offices to reduce the risk of infection and we have stopped all non-essential business travel.

We're here to help you

We are committed to providing the advice and support that you may need during this uncertain period. To enable us to help those customers who need us most, we are asking all customers with routine enquiries to visit unity.co.uk in the first instance and view our tutorials or to send us a secure message through Internet Banking. This will allow us to release telephony capacity and assist those customers who have more complex needs.

Our customer phone lines are currently operating as normal, however if we do experience an increase in demand it may take a little longer to get through, please bear with us. I would also like to reassure you that we have robust plans in place to minimise any disruption to our services should any new issues arise.

Our Relationship Managers are liaising directly with their customers. We recognise your needs will differ and therefore we will be dealing with customers within this portfolio on a case by case basis. If you are concerned about the financial impact of coronavirus on your business and would like to talk to us, please call our Customer Service Team on 0345 140 1000.

Moving forward

We appreciate that there is a lot of uncertainty at the moment. The environment is changing rapidly and we will continue to respond at pace and in line with the latest government advice.



We are looking in detail at the wide-ranging interventions announced by the Chancellor this week, assessing the impact on our customers and exploring opportunities to provide additional support.

I want to reiterate that Unity Trust Bank is secure and resilient with a proven track record of safe and sustainable growth. We remain 'open for business' and will ensure that our purpose to support organisations that are making a positive societal impact is unchanged.

Now is the time for Unity. With the collaboration, support and kindness that we give to each other, we will get through these unprecedented times.

Stay safe and thank you for your loyalty and trust in Unity

Margaret