

Hello

These are uncertain times. But at The Cambridge there's one thing we're certain of – that we're committed to being here to help you when you need us.

Many of us are sharing similar concerns. About paying our mortgages or accessing our savings. So I wanted to reassure you that our services will continue, and that our team will support you in any way we can.

To help us keep our customers and team members as safe as possible, we'd ask that you please refrain from visiting our locations if you're feeling unwell or have been unwell in the last seven days. And if at all possible, please call us on 0345 601 3344, or use our [website](#) or app, as alternatives to visiting us in person.

We've outlined some more specific guidance below.

But first, please remember. This challenge will bring out the best in us. It will bring our communities together. And we will promise to do all we can to bring our 170 years' of commitment and expertise to the forefront in supporting you.

Your Mortgage with The Cambridge

If you're worried about making your mortgage payments, please let us know as soon as possible. Many people will be in a similar position. So don't hesitate to call our team on 0345 601 3344 or take a look at our [payment difficulties guide](#). We want to support you.

Your Savings with The Cambridge

We know many people are unable to leave their homes, which means some customers might be worried about managing their savings. If you have concerns, please call our team on 0345 601 3344. Alternatively you can contact us through [Live Chat](#) or by [email](#).

Your local stores and branches

As you would expect given the government's announcement of further travel restrictions, there are some changes to the way we're operating our locations, to reduce the opportunity for the Coronavirus to spread and to manage our resources as effectively as we can. Our stores and branches will be changing their opening hours. Click [here](#) to find out more or call 0345 601 3344 for the latest position.

Our Head Office reception will also be closed temporarily from Monday 23rd March, whilst all mortgage appointments are now being held over the phone.

The situation is changing by the day. But at The Cambridge we're continuing to monitor things closely, and we're following government advice at all times. We'll be in touch soon with another update, but if you need support – don't hesitate to ask.

Thank you for your patience and understanding. Things will continue to change fast, but we're here for you always. I wish you, your families and your loved ones the best of health in these unprecedented times.

Peter Burrows
Chief Executive Officer

The Cambridge Building Society

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