



# Ballymena Causeway Credit Union

Financial Wellbeing Survey  
Results 2023



# Ballymena Causeway Credit Union

Ballymena Causeway CU is proud to serve almost 20,000 members in the Mid & East Antrim and Causeway Coast & Glens Borough Council areas.

The last 12 months has presented a series of economic challenges to our members, with everyone feeling the impact of the cost-of-living crisis.

As a credit union, we have seen in real time the everyday impact this is having on our members and their families.

To help gain insight into how best we can support our members, we launched an inaugural Financial Wellbeing Survey in April 2023.

The results of the survey are contained within this report.

## OUR VISION

To be the lifetime financial partner of our members and assist them achieve their financial goals

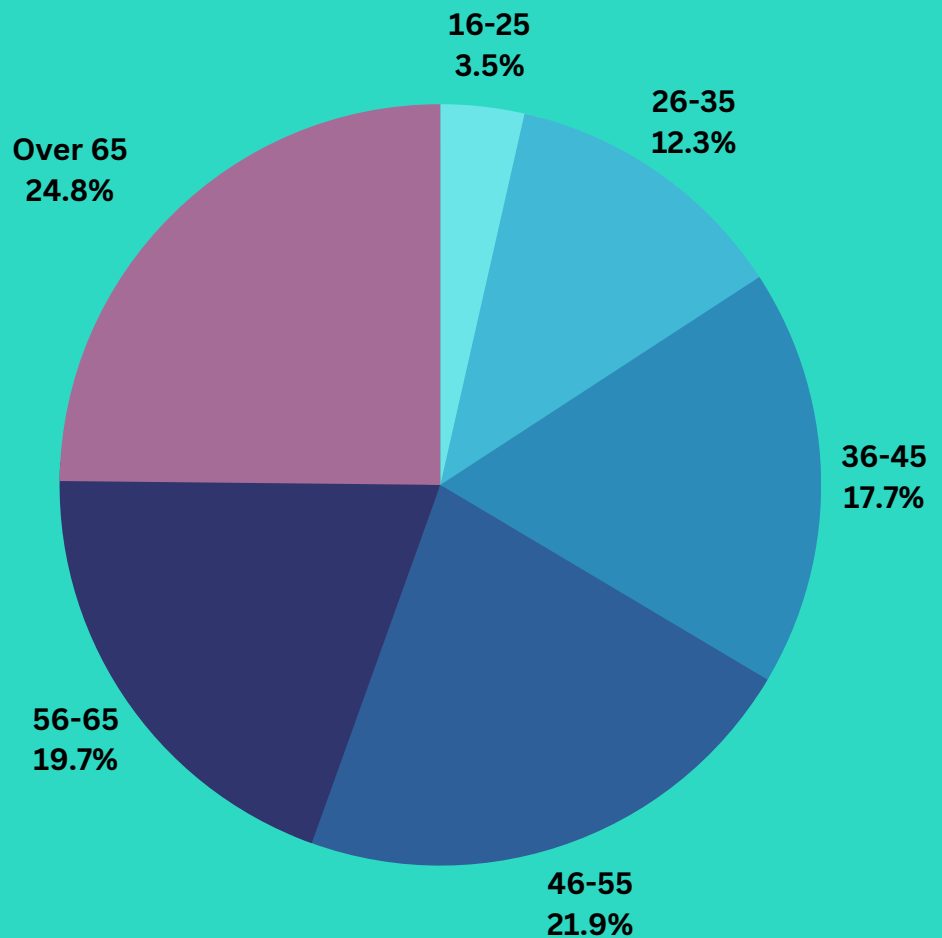
## OUR MISSION

Dedicated to providing quality financial services to members whilst maintaining our tradition of security, stability and trust.

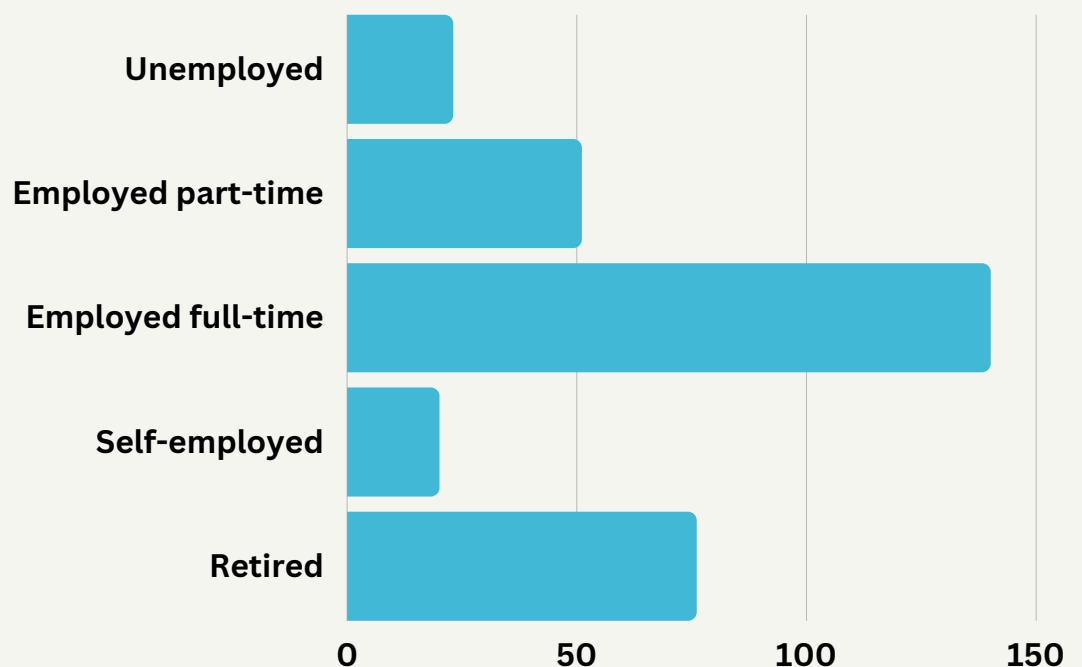
**Survey completed  
by 310 members in  
April 2023**

# Member Demographics

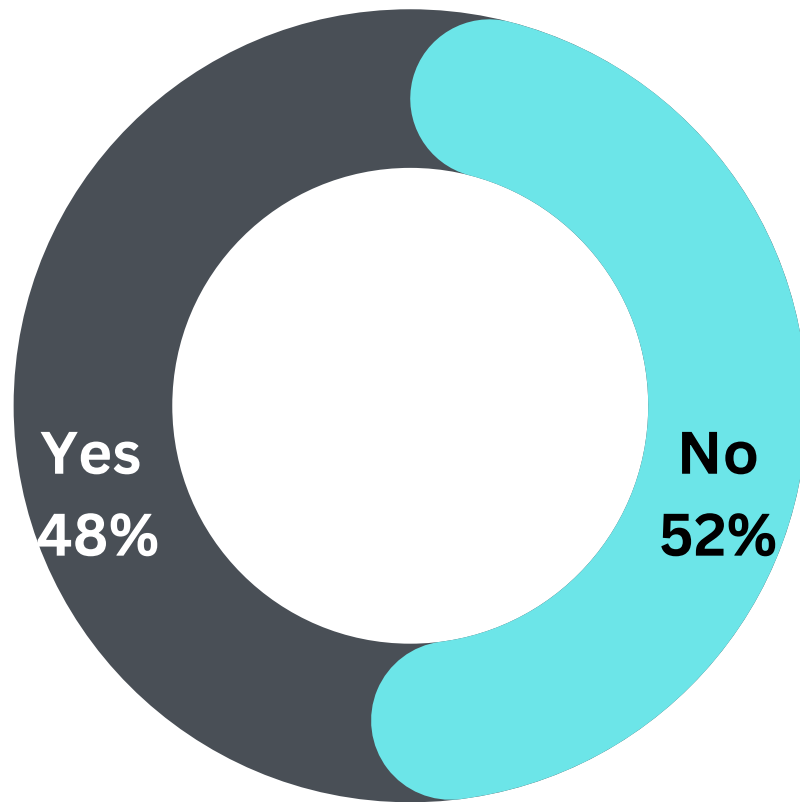
**What age  
bracket do you  
fall into?**



**What is your  
current  
employment  
status?**



Could you cope financially with a change in circumstances, such as a relationship breakdown, unemployment, or sickness?



Compared to this time last year, how is your current financial situation?

**16%**

Better

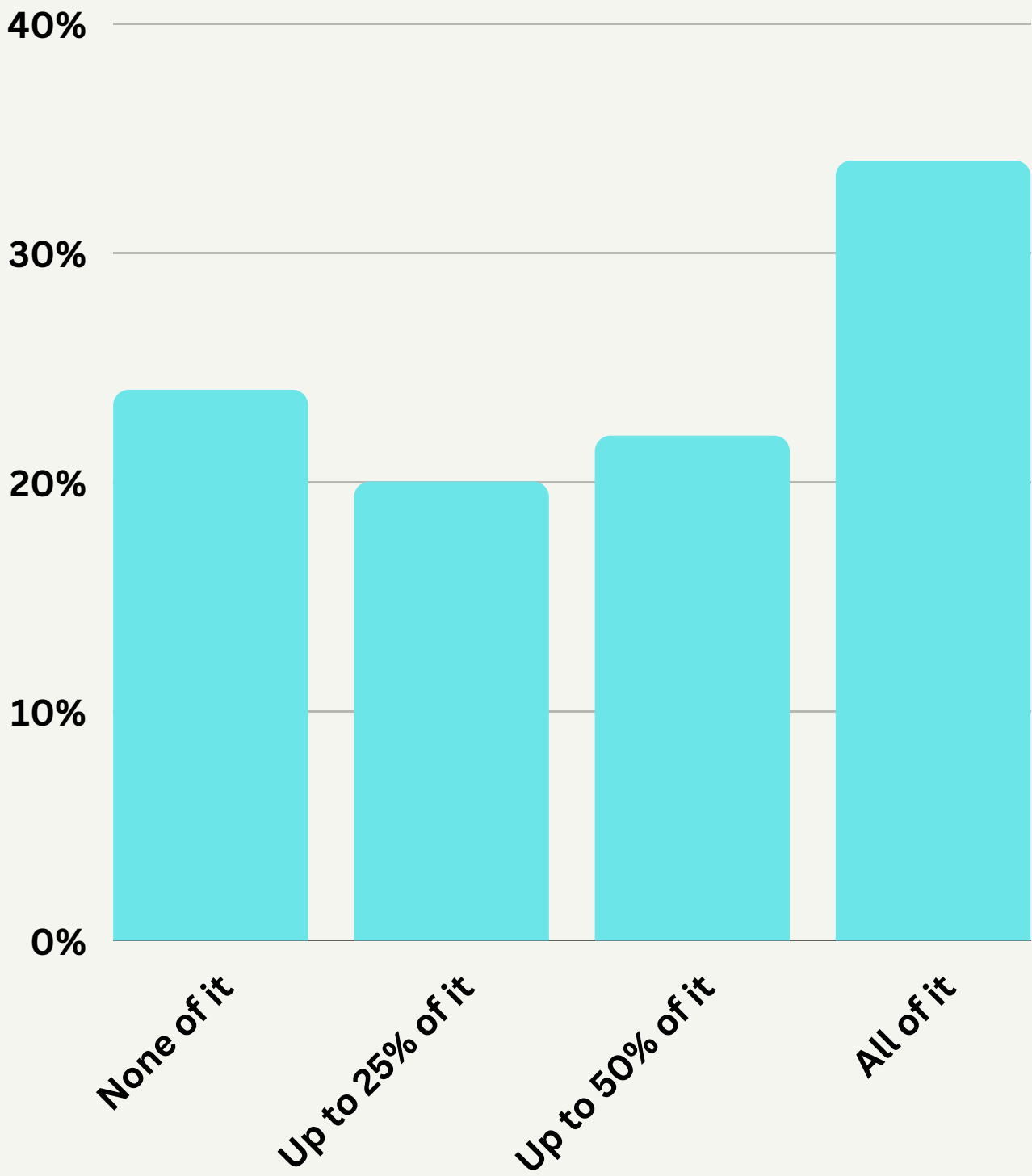
**53%**

About the  
same

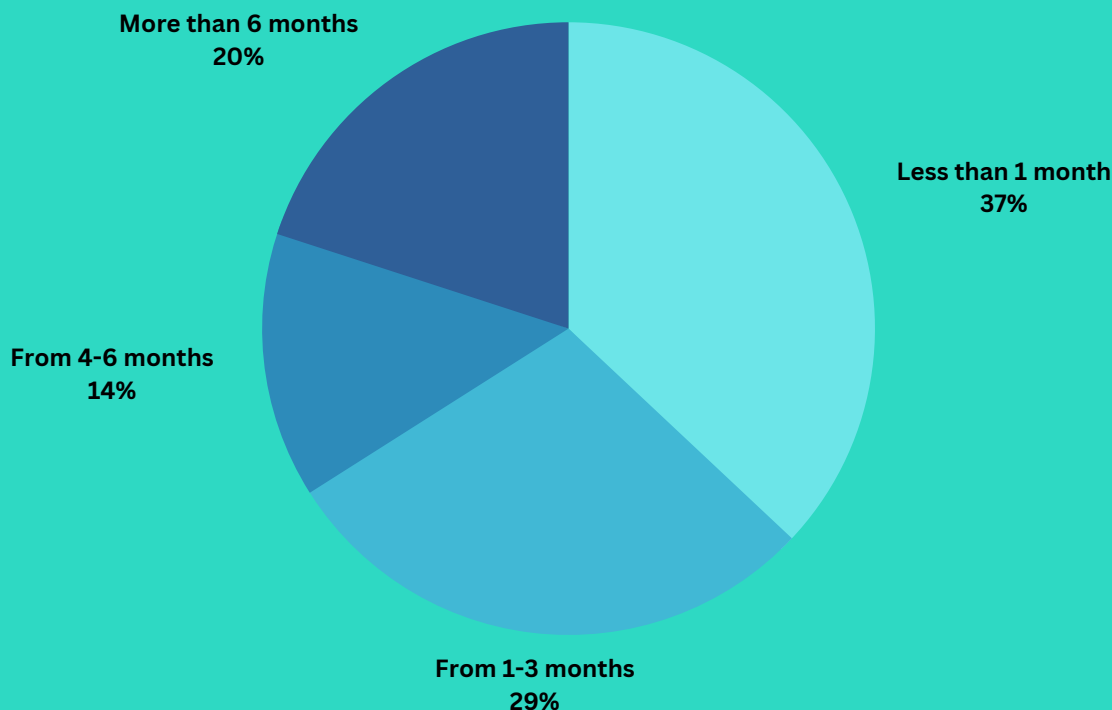
**31%**

Worse

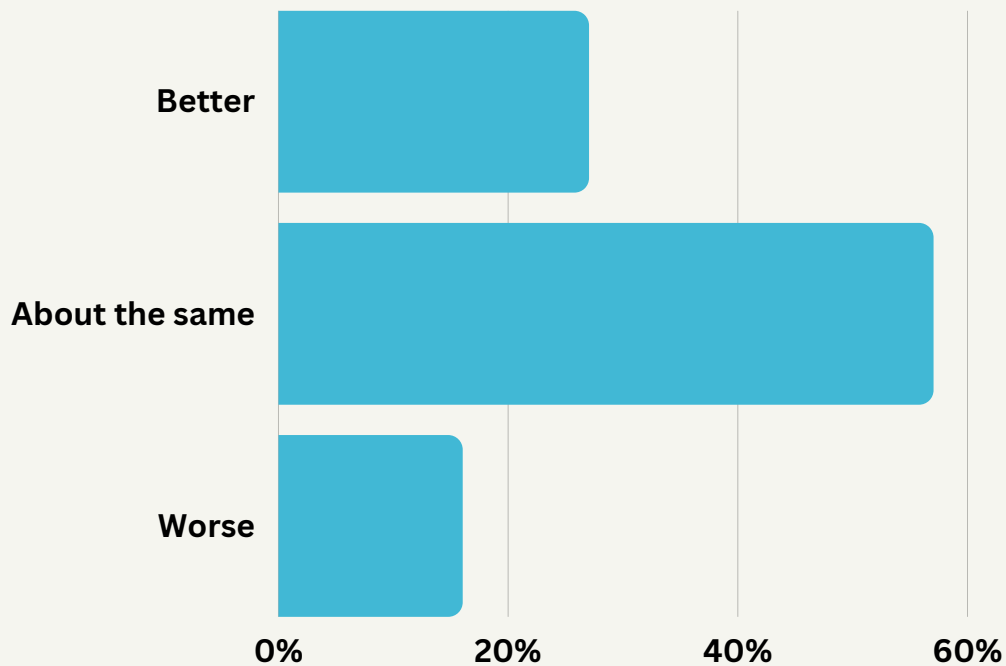
If you had to pay an unexpected expense equivalent to one month's income, how much would you be able to cover without needing to borrow?



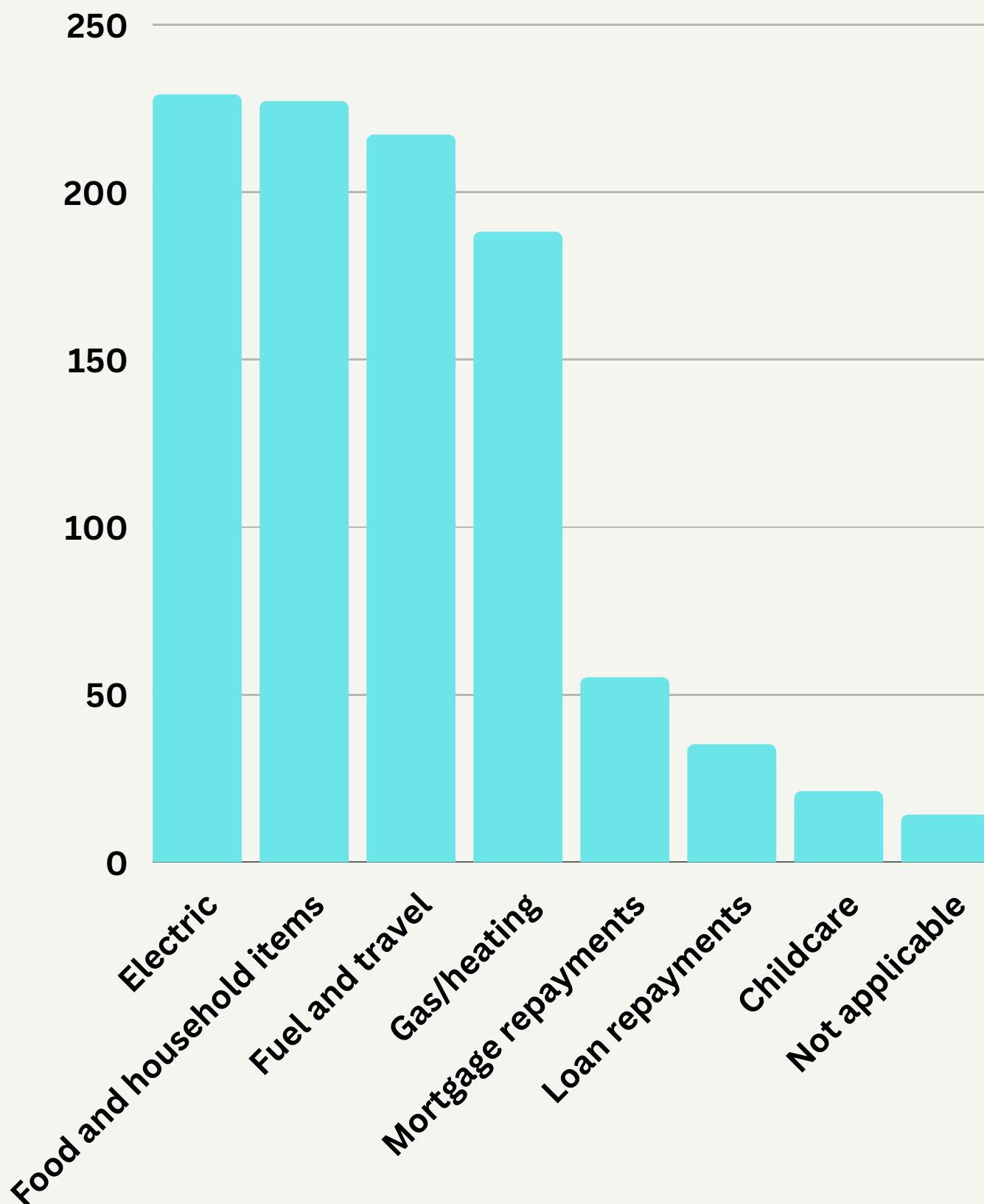
**How long would you be able to live off savings if you were to lose your job or regular income?**



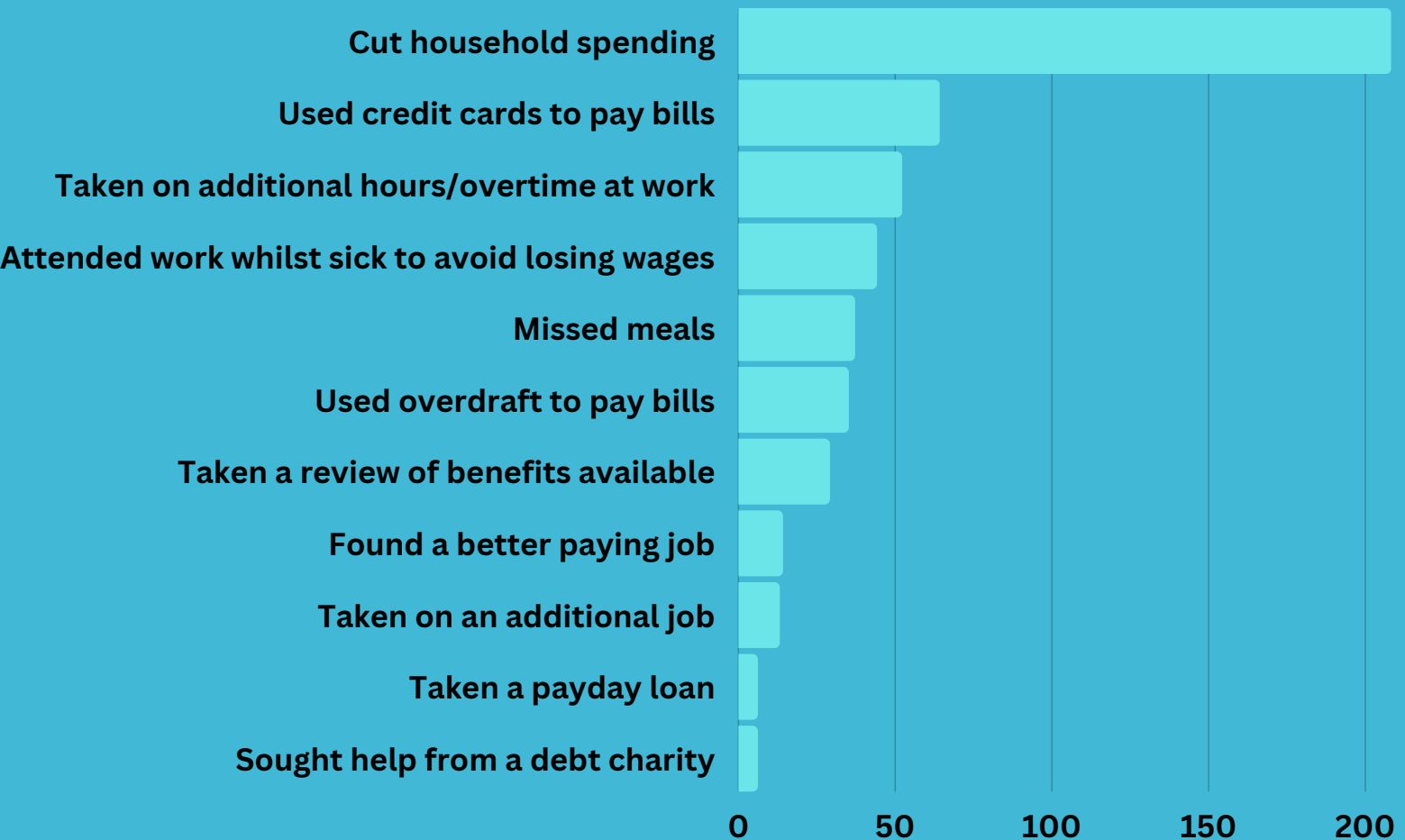
**Over the next year, how do you expect your financial situation to get?**



From the following options, please indicate if you are concerned about rising costs (tick all that apply)



# Have you taken any of the following actions over the past year to cope with the cost of living (tick all that apply)





16%

No impact  
at all

35%

A little

21%

A moderate  
amount

16%

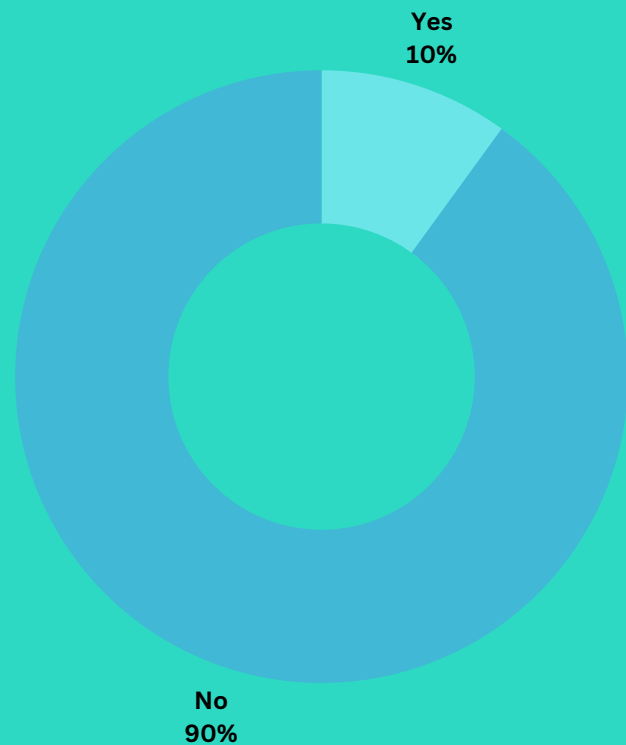
A lot

12%

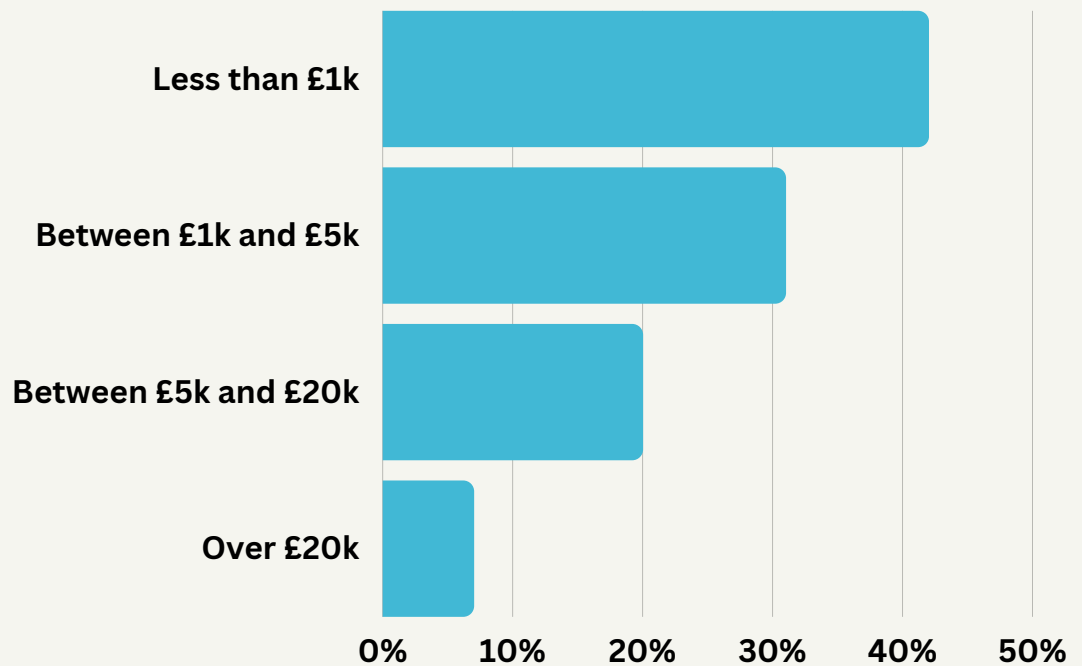
A great  
deal

In the past  
year, how much  
of an impact  
have money  
worries had on  
your general  
feeling of  
wellbeing /  
mental health?

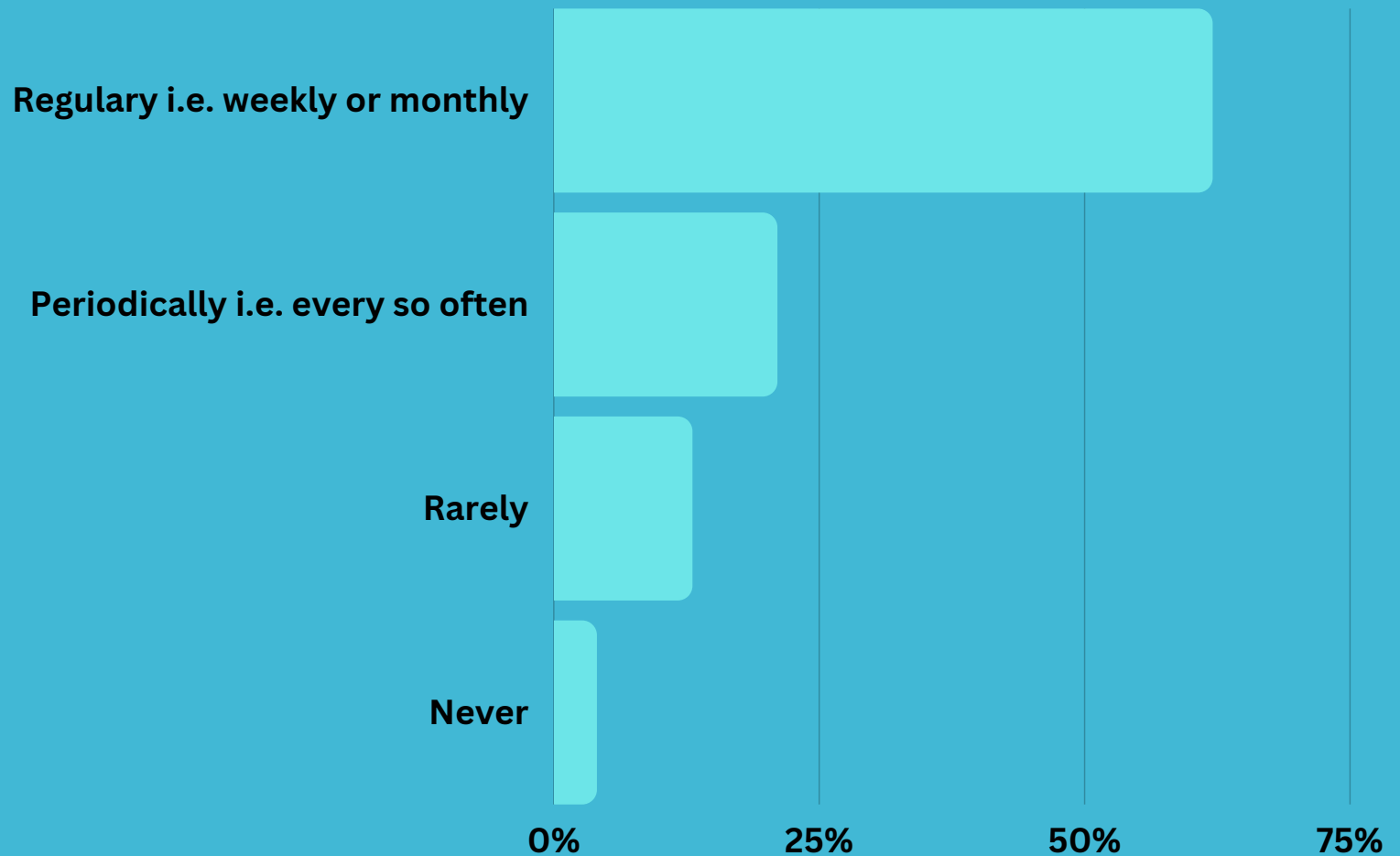
**In the last 12 months, have you fallen behind on, or missed any payments for credit commitments or domestic bills for any 3 or more months**



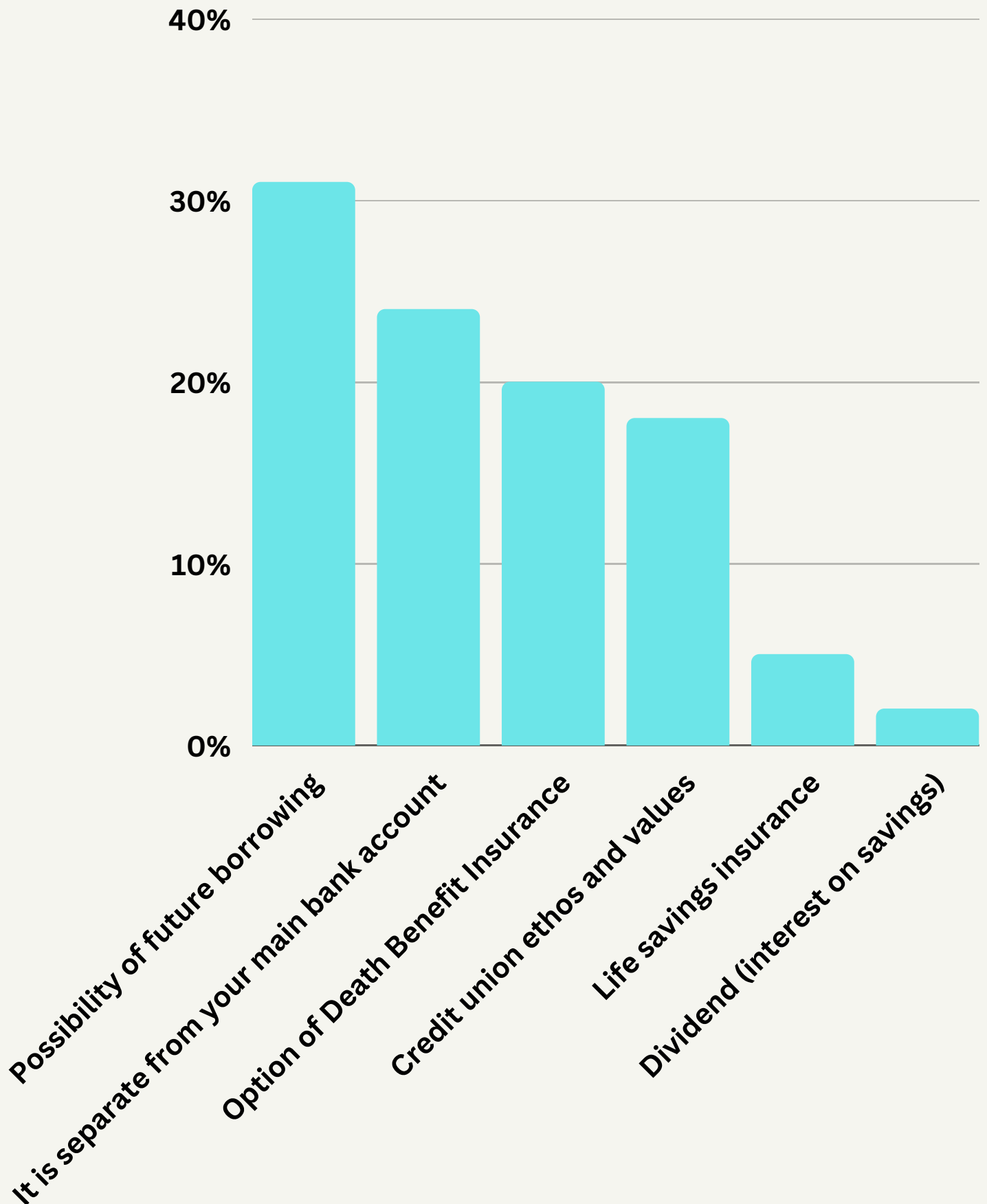
**What is your current level of household debt (excluding mortgage)**



# Which of these best describes how often you save money



# What is your main reason for saving with BCCU (select your main reason)



Do you  
currently  
borrow  
from BCCU

43%

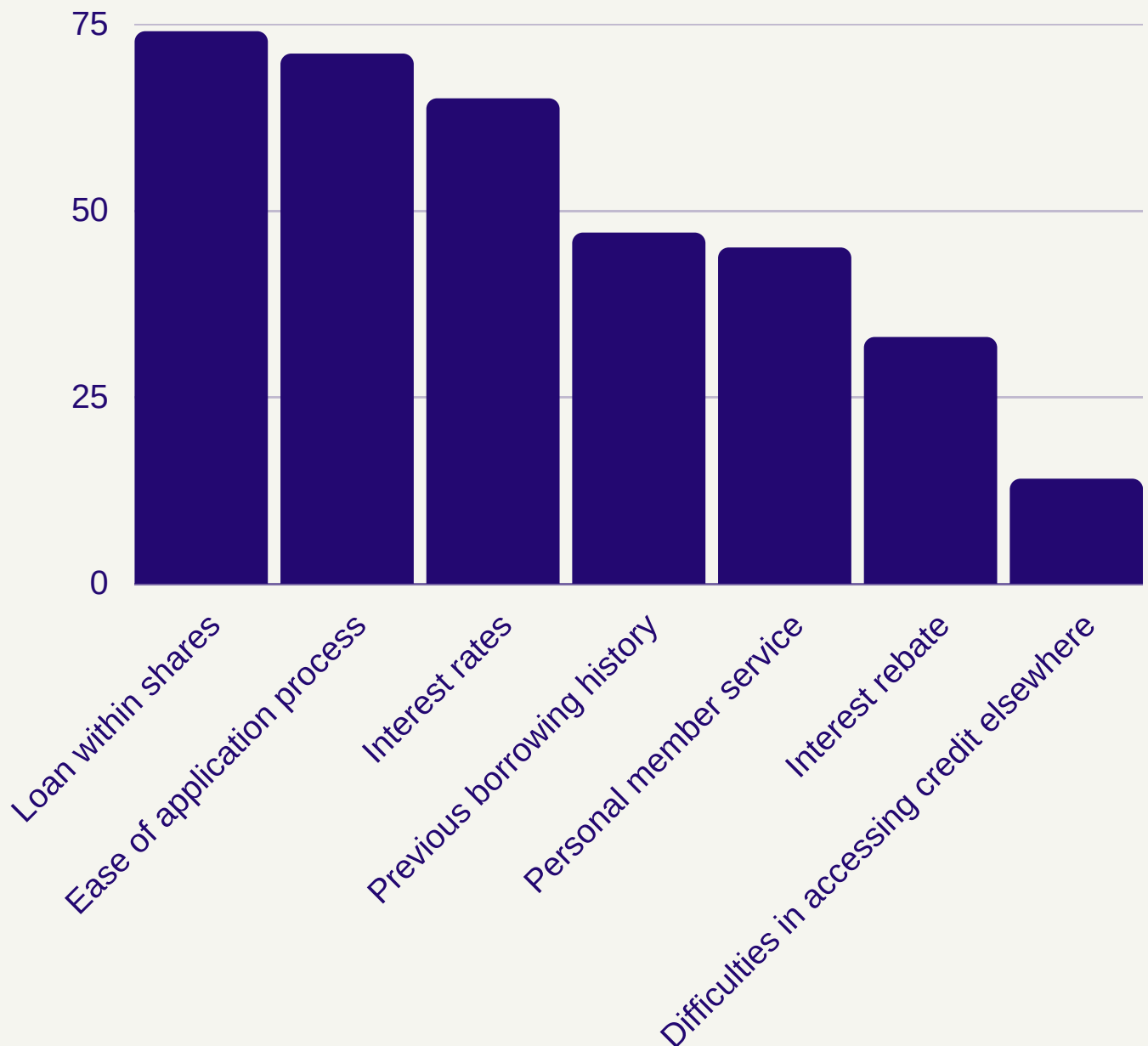
Yes

57%

No

## WHY DO YOU BORROW FROM BCCU

As opposed to other financial institutions



# Thank you to our members for taking part

Over the next 12 months, and beyond, BCCU will continue to support as many members as we can financially, as well as promoting the benefits of saving and borrowing from your local credit union.

Together, we can make a difference!



Ballymena Causeway Credit Union  
17-21 William Street  
Ballymena  
BT43 6AW

32 Abbey Street  
Coleraine  
BT52 1DU