

Hello [REDACTED]

With the spread of the coronavirus (Covid-19) the safety and well-being of our colleagues, members and customers is our number one priority – and will remain so throughout the outbreak.

I wanted to contact you, as a member of Midcounties, to offer specific support if you are unable to shop in your normal Midcounties food store at the moment, and to help you stay in contact with loved ones through the Phone Co-op.

Clearly things are changing for all of us on a daily basis, and for some of our members we recognise that visiting our food stores to shop will not be possible over the coming weeks, as they follow the Government advice to self-isolate and remain at home.

Helping with Shopping delivery

We are teaming up with local volunteering organisations to allow your normal Midcounties food shopping to be delivered to those most in need at this time. If you need this support, then please contact the **Midcounties Membership Team on 0800 435 902*** and we will make arrangements to help where we can.

Keeping in contact

In these challenging times, connecting and communicating with others has never been more important – at home and in our communities. The Phone Co-op, as part of Midcounties Co-operative, are committed to helping you keep in contact with the people who are important to you.

If you are concerned for another vulnerable family or friend because they have no fixed line broadband or telephone at this time, Openreach have now made clear that this type of new installation will be considered a priority and is one we can escalate. Our telephone number is 01608 434000, and you can contact us from 9am – 5pm Monday to Friday.

I'm incredibly grateful, as I'm sure you are, for the way our colleagues across the Society have responded to ensure that you, our members and customers, still receive the best possible service during difficult times.

Please don't hesitate to get in touch should you need us to help with your shopping delivery or your telephone requirements.

In co-operation



Phil Ponsonby
Group CEO