

# Closing the Colu East London Community

We have been delighted to help you discover and enjoy quality local independent businesses, and are extremely proud of the positive impact we have made in the community.

During the past year, Colu changed its model to work mainly with city councils and municipalities around the world as a platform to [create better civic engagement](#) and help the city achieve its city goals in urban development, mobility, health in the city and more. Together with cities around the world, we are [using our city coin](#) to nudge people for small actions that create a big change.

Unfortunately, we couldn't transform the East London community model to the municipality-supported city model that we have been applying elsewhere and is at the focus of our business. Therefore, **from 12.1.2020, Colu will no longer be operating in East London**, as we have taken the strategic decision to focus our resources elsewhere.

## Thank you for going local

You have been an important part of our efforts over the past couple of years in building a thriving local economy, with community at its centre.  
Thank you for using Colu and empowering the community.

## So now what?

We recommend that you continue to support local independent merchants and try to spend the money in your balance with businesses that accept Colu before operations end in East London on 12.1.2020. While you will not be able to top-up your account with new funds, you can use your available balance with any of the local independent businesses in the Colu community. If you still have money remaining in your Colu balance after 12.1.2020, we will refund your available balance. However, this amount will not include bonuses awarded by Colu for using the platform, such as a friend referral bonus, registration bonus, top-up bonus, etc.

## And after 12.1.2020?

If you still have money left on the Colu app on 12.1.2020, we will transfer your available balance (not including any bonuses) to the registered credit/debit card currently linked to your Colu account within 10 business days from **12.1.2020**. Following the refund to your payment card, we will send you a confirmation email with the information related to the transaction.

If the refund to your payment card fails for any reason, we will be sure to email you and offer you an alternative mechanism to be refunded.

Please contact [Close@colu.com](mailto:Close@colu.com) with any questions or concerns you might have.

## Good Luck!

We hope you continue to buy local, empowering independent local businesses and your community, so everybody wins. Keep on making the community thrive!

Cheers,  
Colu.