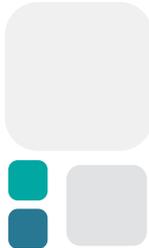
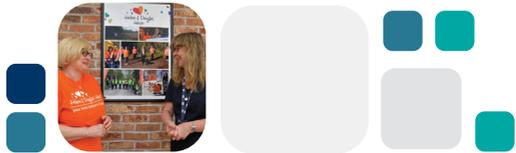


YOUR SOCIETY 2022

THE MAGAZINE FOR MEMBERS



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In partnership with the Institute of Customer Service

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Ways to keep in touch...

- 01635 555700
- enquiries@newbury.co.uk
- newbury.co.uk
- twitter.com/NewburyBS
- facebook.com/NewburyBS
- instagram.com/newburybs



A warm welcome

from Phillippa Cardno,
Chief Executive

I'm delighted to welcome you to this year's Your Society magazine as your new CEO.

I am both honoured and privileged to have been appointed to succeed Roland Gardner as Chief Executive in March this year. Roland retired after 15 years as the Society's Chief Executive and after 35 years total service to the Society.

Roland has left the Society in a strong and resilient position in its 165th year. Together with my colleagues, I am committed to maintaining our strong customer and financial foundations by continuing to provide you, our members, with great value and exceptional service.

Three strategic priorities for this year will be building on our 'customer first' approach, digital improvements, and our green community.

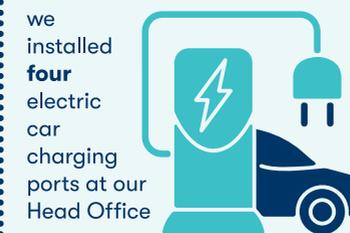
We are justifiably considered as leaders in customer service and evidence of this can be seen on page 5, where our Head of Customer Service, Melanie Mildenhall, shares the outstanding results of this year's Institute of Customer Service Survey results. Last year we also won two British Banking Awards – 'Best Building Society' and 'Best Specialist Mortgage Provider', these are based solely on customer feedback, so we thank you for your ongoing support and for providing feedback on your experiences with us.

The technological revolution in banking continues, and although we are not a bank, we offer services closely aligned to them and therefore we are on a path of digital improvement for our members. This year we are improving our online systems and services, more of which you can read about on page 12. These improvements complement our commitment to providing counter service and using passbooks, which will not change.

We continue to focus on the importance of climate change through our Green Ambition. We are working to reduce our own carbon footprint and to help our members and branch communities lead greener lives. More detail of this on page 8.

I hope you enjoy this update from your Society. I very much look forward to working with my colleagues to continue to provide you with savings and mortgage products in both traditional and modern ways and to maintain our support of the communities in which our branches are located.

Our 2021 results at a glance



2,431



A full copy of our 2021 Annual Report and Accounts is available in branch and on our website www.newbury.co.uk/about-us/corporate-governance/annual-reports-and-accounts

2021 Snapshots

JANUARY

During lockdown remote working employees took part in the Samaritan's fundraising event Brew Monday – a way to speak to others and feel involved. Over 40 colleagues joined in this event, and we raised **£500** for the Samaritan's services in our branch towns.

FEBRUARY

Newbury and Thatcham branches raised funds for Newbury Cancer Care by running book stalls in each branch through lockdown raising an amazing **£408**.

MARCH

Our Basingstoke team raised over **£700** by taking part in the Julian House Big Sleep Out.

APRIL

A new online mortgage appointment booking system launched on our website. Mortgage appointments are available by telephone, in person or by video.

MAY

We were finalists in two categories in the national What Mortgage Awards 2021: **'Best Local Building Society'** and **'Best Shared Ownership Mortgage lender.'**

JUNE

Our Hungerford branch team walked the Kennet and Avon canal to raise funds for their branch charity partner Prior's Court. They raised **£854**.

JULY

DOUBLE AWARD WIN! Newbury Building Society won two awards in the 2021 British Bank Awards. **'Best Building Society'** and **'Best Specialist Mortgage Provider.'**

AUGUST

Six superheroes from our Basingstoke branch took part in the Basingstoke Moonlight Walk 2021 to raise funds for their branch charity partner St. Michael's Hospice. They raised **£278**.

SEPTEMBER

Head office colleagues organised a Bake Off and raffle for Macmillan's Coffee Morning and raised more than **£500!**

OCTOBER

Our Wokingham branch team raised **£1,016** for their branch charity partner Sue Ryder by completing a 5km walk.

NOVEMBER

Happy Birthday to us! **165 years old!** We celebrated with cake in Head office and our branches.

DECEMBER

Our Alton branch team volunteered at their charity partner, Alton Foodbank, and helped to pack Christmas food boxes for local families.



Making sure our customers are at the heart of everything we do

In January this year, as part of our membership of the Institute of Customer Service (ICS), a survey was conducted by the ICS to measure how well we provide service to our members and how we can make it better. This year's survey scores also count towards the re-accreditation of our ICS ServiceMark, which is being assessed in June.

The results are in, and we are incredibly proud to announce we have qualified for distinction level accreditation. The results speak for themselves, and we thank our colleagues who consistently provide such great service to our members, whether that is face-to-face in branch or supporting them from behind the scenes.

Our customers are most satisfied with:



Helpfulness of employees



Competence of employees



Reputation of the organisation

72 Net Promoter Score (2018: 67)

Measures loyalty of customers (UK Banks & Building Societies average score is 30).

89%

of customers said the Society got it **RIGHT FIRST TIME**.

Overall customer satisfaction score

91/100

(2018: 90) (UK Banks & Building Societies average score is 80).

9/10 of our customers intend to remain a customer.

9/10 of our customers intend to recommend us to others.

Words you used in your feedback

satisfied efficient
happy reassured
reliable
confident helpful

...whether that be in our branches, in writing, on the phone or via email.



"We are incredibly proud and delighted with the results and would like to extend our thanks to our members who took the time to provide feedback. We are committed to putting you, our members, first and every decision we take is with your interests in mind. We are proud to be a member-owned, mutual organisation and will continue to do all we can to continually provide this high level of service." *Melanie Mildenhall, Head of Customer Service*



Having a positive impact

Emma Simms, Marketing and Communications Manager, reflects on a successful and rewarding year in support of our communities and our charity partnerships.



Branch charity partners

Last year our members and employees raised more than **£40,000** for our charity partners through our community support scheme, our charity account, sponsorships and donations. An extraordinary amount of money at a time when communities have needed support more than ever.

"We are extremely grateful to Newbury Building Society for the wonderful support they have continued to show Newbury Cancer Care, particularly throughout the last 2 years. They have raised a very impressive amount, despite the pandemic, and equally important, they have publicised the name of Newbury Cancer Care to the local community. We cannot thank the members of staff and the customers enough for their contribution to help local cancer patients and their families." **Helen Milroy, Director of Operations at Newbury Cancer Care**

Second-hand book stalls, charity walks, festive competitions, calendar sales and many more activities contributed to fundraising efforts. One of the biggest contributors was our **charity account**, where we make an annual donation of 0.3% interest to each account member's preferred charity in addition to interest paid to the member. This raised £23,828 and we thank our members for choosing to save with this account.



Our current branch charities, as chosen by our members and employees, are Alzheimer's Society, Alton Foodbank, The Countess of Brecknock Hospice, Helen and Douglas House, Prior's Court, St. Michael's Hospice, Sue Ryder and Newbury Cancer Care.

A new charity partner for our Winchester branch

We are delighted to welcome **Trinity** as the new charity partner of our **Winchester branch**. Trinity provide specialist emotional and practical support to homeless and vulnerable people in the local area, and their services are open to anyone from chronic rough sleepers to young people who have recently left care.

Have you heard about our Charity account?

Our charity account gives you the best of both worlds, improving your finances and helping improve the lives of others. With this account you can still earn interest on your money, and we will make an annual donation to the branch charity partner of your choice, based on the interest you've earned. Visit our website or pop into branch for more information.



Community Support Scheme

As a mutual organisation, giving back to the community is something we are passionate about, and one of the ways we do this is through our **Community Support Scheme**, which accepts applications from local groups, organisations, or charities for funding twice a year.

In addition to the money raised for our branch charity partners, we also donated a total of **£11,432 to 22 local groups** last year. Recipients included:

- Dingley's Promise
- Be Free Young Carers
- South Central Ambulance Service
- The Radley Lakes Trust
- SeeAbility Basingstoke
- Maggie's Oxford

"Thank you so much to Newbury Building Society for their incredible support. The money donated will help the people who use our centre whether they are facing a cancer diagnosis themselves or are supporting a loved one who is. The Community Support Scheme will help us to continue to offer free specialist help, support and reassurance for all who need us." **Pip Dingle, Fundraising Manager, Maggie's Oxford**

Donating 165 days of volunteering!

In November 2021, we celebrated our 165th birthday, and to mark the occasion we're aiming to donate 165 days of volunteering to our branch communities.

We will match up employees from across the Society with volunteering opportunities throughout our branch network. If you know of a local community initiative, group, or charity that could benefit from this, please visit the 165 Days of Volunteering page on our website **www.newbury.co.uk** or ask in branch for further details of how to get involved.

GREEN Community Support Scheme

This year we are inviting applications from our branch communities for financial support for environmental or sustainability projects. Visit our website **www.newbury.co.uk** or ask in branch for further details.



If you know or are part of an organisation that could benefit from funding this year, why not apply? The details are available on our website and in branch. Deadlines for applications are as follows:

- **Saturday 30 April 2022**
- **Monday 31 October 2022**



Seeking a greener future

With energy bills rising and the planet warming, there has never been a better time to start considering the green credentials of your current (or future) home.

With Newbury Building Society's **GoGreen Further Advance** and **GoGreen Self Build** mortgage products, you can take your first steps on the journey to future-proofing your property. Here are some changes you could make to save money on your energy bills and reduce your home's carbon footprint:



ROOF

As one of the most visible green property updates, you may have considered making the most of the sun by installing solar panels. Solar photovoltaic (PV) can be used to run your electrical appliances, whilst solar thermal heats water only. Your loft can also be an enormous culprit for heat loss – make sure you check the space for the quality and level of insulation to see if you can make improvements.

WINDOWS AND DOORS

Replacing any single glazed windows with double or triple glazing can be a big help in keeping your home warm. Similarly, any external doors can be replaced to prevent heat escape, with modern designs containing integrated insulation. Some suppliers offer eco-friendly products with special finishes such as inert gas fillings to really help you take your green improvements to the next level.

WALLS

Did you know that around a third of heat loss happens through your home's walls? Although newer homes already have cavity wall insulation, this is a key area to look at if your home was built before the 1990s. Savings on your energy bill will vary from home to home, but the Energy Savings Trust estimates you'll make your initial outlay back in five years or less.

HEATING

Most homes in the UK are heated using mains gas, but to meet the government's zero carbon goals, this is going to have to change. One of the suggested replacements are heat pumps, which come in different forms and are suitable for almost all homes. Although they use electricity, heat pumps are considered efficient because the heat produced to warm your home is more than the electricity required to run them.

Creating a more sustainable Society

We understand that our operations will undoubtedly have an impact on the environment, so we have identified three areas of focus to lessen that impact and cultivate a Society of which we can all be proud:

1. Minimise our carbon footprint by improving the energy efficiency of our buildings and conserving energy through new technology.
2. Help our members lead greener lives by providing guidance, funding, and support to help with home improvements.

3. Support initiatives to make the homes on which we lend more energy efficient and better prepared for regulatory and environmental changes.

Over the course of the year, we've made lots of great changes throughout our buildings. These include installing LED lighting and sensors, removing plastic cups from water coolers, introducing mixed recycling points, installing smart meters to monitor electricity usage in our branches and installing four new electric car charging ports at our Newbury Head Office.

Whether you want to improve the energy efficiency of your existing home or build an eco-friendly new home...

Newbury Building Society's GoGreen mortgages help you to help the environment.

Our GoGreen Further Advance is for our existing mortgage customers who would like to take further lending to fund energy efficient home improvements.

Our GoGreen Self-Build Reward is designed to encourage borrowers to implement sustainable, energy-efficient features into the build of their self-build project.

For more information visit our website
www.newbury.co.uk or call **01635 555700**

YOUR MORTGAGE IS SECURED ON YOUR HOME. THINK CAREFULLY BEFORE SECURING OTHER DEBTS AGAINST YOUR HOME. YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

Saving money is a family affair

Having had a building society savings account at an early age, mother of two Subah Akhtar, nostalgically wanted to share the same excitement she felt when saving money to help encourage her sons form a healthy savings habit.

Subah turned to Newbury Building Society and opened a Young Saver savings account. By doing so, visiting her local branch soon turned into a family affair.

What type of savings account do you hold with Newbury Building Society?

A Young Saver savings account for my children.

How do you encourage your children to save?

We first encouraged our eldest son to save by getting him a money box. He has specific chores he has to complete in order to get some pocket money. As he is only 4 years old at the moment, he receives 5p per chore! This includes any tasks he does not like, such as brushing his teeth and bathing. I have explained to him that once his money box is full he is allowed some money to spend on whatever he likes; some money he has to put into a savings account (the bank shop as he calls it); and some money he has to give to people who have less than him.

Why did you choose to open a savings account with Newbury Building Society?

Having access to a local branch means I can take the children and further add to their understanding of money. Newbury Building Society is somewhere the boys can go on a routine basis with their passbooks and actually take part in the depositing and withdrawing of funds making it seem less of a chore!

What was your experience like with Newbury Building Society during the opening of account stage?

The whole process was very positive. We were greeted by a member of the Newbury branch team who was very polite and professional. He was well informed about the Society, the savings accounts available, and what account would be suitable for our savings goals.

What has the service continued to be like following the opening of your savings account?

The customer service I have received has been excellent from start to finish.

Would you recommend Newbury Building Society to friends and family?

Based on my personal experience, the level of service received in branch and how friendly the staff are, absolutely. Everyone I dealt with had the information I needed, accurate timescales of the account opening process and much more. It was a relief to have an idea of what to expect and when – especially with two boys in tow!

Why did you choose to open a savings account with a building society and not a high-street bank?

I wanted a savings account with a building society in order for the saving process to be more visual (we were given a passbook and piggy bank for example) and to get the boys used to going into a branch in which they will hopefully grow up using.

I used to have a building society savings account myself when I was younger and it helped grow a savings habit. I used to go weekly to the local branch to put in pocket

money and I want to do the same with my children. It was always an exciting trip and made me feel grown up knowing my money was going into my very own account. I am quite nostalgic about it - I'm not sure we'd get the same experience with a larger bank.

If you have any questions about our savings accounts or would like to open one with us, pop in to your local branch or contact us by using our online form and one of our qualified savings advisers will be in touch.



What's new at Newbury Building Society?

In a year in which we were named **'Best Building Society'** and **'Best Specialist Mortgage Provider'** in the 2021 British Bank Awards, it remains of utmost importance to us to continue to deliver the highest levels of service to our members.

That's why in 2021 we continued to consider the ways in which we could improve our in-person and digital offering, to ensure members benefit from our ongoing 'bricks and clicks' approach.

Updates to our online offering during 2021

- Our new **online mortgage appointment booking system** was launched, allowing you to book appointments with a qualified mortgage adviser from the comfort of your own home, at a time convenient to you.
- Our **new telephony system** ensures you are directed straight to the relevant customer services teams.
- Mortgage brokers are now able to use an **Instant Chat service** to communicate with our Intermediary Sales team.
- We undertook a **pilot of a Newbury Building Society App** – over 100 members took part in the learning phase of this, and we will be utilising the learnings from this to develop an app in 2022.

A new, updated branch for Abingdon

Our updated Abingdon branch reopened on 27 July 2021 after relocating to a larger and more modern space in the Bury Street Shopping Centre. This is the first in a planned programme of refurbishments across our network of branches. The branch has been carefully designed to provide members with a light, airy, open plan space that mixes modern design with comfortable furnishings, and of course, our own brand of excellent customer service.



What's coming next?



We will be extending our **online appointment booking service** to savings customers.



We will be **developing our own app** with transactional capabilities for our mortgage and savings customers which we plan to launch early in 2023.



We will be completing an **upgrade to our branch telephony system**, making it easier to transfer calls between branches and our Head Office and maintaining a great level of service.



We plan to begin work on the **refurbishment of our Newbury branch**.

Saying 'thank you' to our members

In April 2021 we launched **NBS Rewards**, a reward scheme for our members. NBS Rewards features a wide range of discounts on products and services, which have been chosen to help you save more on those day-to-day purchases and expenses, covering things like household products, health and wellbeing, entertainment, fashion, and tech.

Find out more here: www.newbury.co.uk/nbs-rewards or ask in branch for a leaflet to call the NBS Rewards team if you are not online.

To register for NBS Rewards, you will need to have a Newbury Building Society savings account with a minimum balance of £100 or be a current mortgage customer.

SAVINGS TO BE MADE USING NBS REWARDS!

The average annual saving a member can make using NBS Rewards is **£309.70!***

*data from information added to the savings calculator on the site during 2021.

Examples of actual savings individual members made in 2021 include:

- **£50.56** on a cottage holiday in the UK
- **£19.20** on an annual breakdown recovery service
- **£3,000** on a new Fiat car
- **£25.00** from a Virgin Experience Day



Terms and conditions apply. Offers subject to change without notice. NBS Rewards is managed and run on behalf of Newbury Building Society by Parliament Hill Ltd. Visit our website for further information or ask in branch for a leaflet.

Mortgage borrowing in retirement needn't be difficult

After several false starts with well-known high street lenders, Ian and Gill Steele found Newbury Building Society online, and hoped they had finally discovered their mortgage knight in shining armour.

How did your journey start with Newbury Building Society?

We needed an interest-only mortgage and after some extensive research we found Newbury Building Society's website. We live in Manchester so were unable to visit a branch during our search, and the Society was unknown to us at the time.

Why did you decide to remortgage your property?

We found the repayment terms of our previous mortgage held with a different lender were prohibitive, so we decided to switch.

Was there anything unusual about your situation?

With Ian being retired, our situation was unusual in the sense our circumstances would not allow a high street lender to grant us a loan due to his age (63).

How did you hear about Newbury Building Society?

We were researching mortgage lenders who may be willing to lend into our retirement and stumbled across information about Newbury Building Society on the Building Societies Association (BSA) website.

Why did you choose Newbury Building Society as your lender?

Newbury Building Society was the only lender who would grant an interest-only loan in retirement, plus the interest rate was good.

What was your experience with Newbury Building Society like during and after the mortgage application process?

Excellent – Newbury Building Society was very thorough during our application process. Having access to a qualified mortgage adviser and being able to talk to them directly about our mortgage really helped.

Would you recommend Newbury Building Society to friends and family?

Yes. The whole process was great and seamless. Having a mortgage adviser on the end of the phone was far better than what other high street lenders offer.

If you would like to discuss your mortgage options, please contact us or visit your local branch to arrange an appointment. We offer face-to-face, telephone and video advice mortgage appointments for those who cannot make it to a branch.



Help shape the future of your Society. Join our new NBS Member Forum!

Because we exist for your benefit it's only right we include your feedback and thoughts when developing our services, products and our future.

We want to know what matters most to you, so we'd like your help to enable us to continue to provide the services and products you want.

To do this we are creating a new Member Forum. The forum will give our members the opportunity to actively influence how we do things through taking part in a number of short surveys, forums and polls.

In return for joining and taking part in the Member Forum we will share with you first how we are using

MEMBER FORUM

the feedback and ideas to improve the Society for you and other members.

We will also thank you for your time and help by making a donation to our branch charity partners for each survey or poll completed.

If you would like to find out more or volunteer to join the forum please email memberforum@newbury.co.uk or complete an application form on our website or in branch.

Do you want to change how you communicate with us?

If you would like to register to receive our news and updates, by email, please visit <https://www.newbury.co.uk/contact/marketing-preferences/>

We shall use and take care of any personal information you supply as described in our privacy policy in accordance with data protection legislation. A copy of our privacy policy can be found online and in branch.

We want to hear from you

As a mutual Society run by and for its members, your thoughts are vitally important to us. We warmly welcome feedback about our products and the service you receive.



You can provide feedback in one of three ways:

1. Through independent review service, SmartMoneyPeople: www.smartmoneypeople.com/newbury-building-society-reviews
2. By visiting our website and submitting a feedback form
3. By completing a paper slip in branch

Your feedback is important to us.

Keep us updated!

If you need to update your personal details on your account, such as a name change or new address and telephone number, you can do so by completing a 'contact us' form on our website or by visiting your local branch.



This magazine is printed on Forest Stewardship Council certified recycled paper.

Call: 01635 555700 | Visit: www.newbury.co.uk

Newbury Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number 206077). English Law applies and we will communicate with you in English. We are participants of the Financial Ombudsman Service. We have a complaints procedure which we will provide on request. Most complaints that we cannot resolve can be referred to the Financial Ombudsman Service. 8630