



FROM OUR CEO

I write this introduction in early March. When you read this, the events in the Middle East may have escalated further or may have stabilised, if such a word can properly be used when referring to what is currently a volatile region.

We are already seeing the effects of these events which no doubt will affect us all to some degree. Prior to hostilities, financial markets were predicting another Bank of England Bank Rate cut on 19th March, however, the effective closure of the straits of Hormuz, as I write, where around 20% of the world's oil is transported threatens supply and has already significantly increased crude oil prices. That only means one thing while it lasts: higher inflation. If this happens, the Bank of England will need to delay any further cuts and may indeed need to increase rates depending on where inflation lands. On the first day of hostilities, the Chancellor's spring statement predicted that inflation would be around 2% in the autumn. That now is unlikely if higher energy prices feed into all aspects of the economy.

Looking back at 2025, it has been an interesting year for your Society. It was certainly a good year for depositors with rates available higher than inflation. Quantitative tightening by the Bank of England, as the significant funding that was provided into the market to help the economy during Covid had to be repaid across 2025, kept competition for deposits high amongst providers. The mortgage market also remained very competitive. The difference between the rate that we can charge for mortgages and what we pay our depositors is being the margin from which we need to build a sustainable business and continue our investment in our people and operational infrastructure, in particular our IT systems. You will have seen the results of that investment in the launch of our new Online System in May of last year. While we recognise that moving to any new system and having to re-register your details is always a bit of a faff and something we could all do without, overall the feedback we have received on the new system has been overwhelmingly positive.

Full details of our financial performance are contained in our 2025 Members' Update, and while the Group made a small statutory loss before tax of £0.4 million, it was expected given the significant investments we are making in the future of the Society and the competitive nature particularly of deposit pricing. The underlying Group profit before tax in 2025 was £2.4 million

and the underlying result for the Society was a profit before tax of £6.8 million for 2025. The underlying result excludes the accounting for financial instruments, which creates volatility in statutory results due to the short-term valuation of long-term assets and liabilities. Our mortgage business remains strong. I am pleased to report that we received mortgage applications totalling £624 million in 2025 and made advances of £416 million, slightly up on the previous year. Net new lending was £162 million and total loans and advances ended the year at £2.3 billion. A record.

Our capital base grew slightly to £172.5m. We remain strongly capitalised, meaning that we are well placed to withstand economic shocks and surprises and meet our obligations. Indeed, we hold a material excess of capital over that which the Board and Regulators believe that we require to operate prudently day to day.

Sustaining a sensible margin for 2026 and beyond is key to our continued growth. We will continue to provide mortgages to those often not catered for by the high street lenders like those in or nearing retirement. At the other end of the spectrum, we have recently launched our new Family Mortgage which can provide a 100% mortgage for those who have family members willing to help through providing additional security.

We have said many times before that this country needs a coherent, integrated, long term housing policy formulated and delivered.

Particularly as the Government has set its sights on delivering 1.5 million new homes during this parliament. Something that currently looks unlikely given current building rates and local government planning issues, to name but two.

We believe that the delivery of housing policy requires statutory oversight, like the Office of Budget Responsibility or the Climate Committee – there should be an independent Housing Policy and Delivery Oversight Committee. To evidence that it might be a worthwhile body to establish, the Society set up a shadow one in 2025. It is chaired by Sir Vince Cable and has representatives from across the political spectrum with particular areas of relevant expertise, for example housebuilding, economics and public policy. It meets every 3-6 months and aims is to comment to Government and the media in a positive, helpful and constructive way on how to improve the current situation. I am pleased to say that the committee's views and the reports we have commissioned from the likes of the London School of Economics containing relatively easy to implement 'quick-fixes' have been widely reported, but sadly not yet acted upon.

As always, I hope you can join us at our AGM at our Epsom head office on 29 April. If you're unable to attend but would like to ask a question of the Board, please email agm@ncbs.co.uk

MARK BOGARD CEO

ANNUAL GENERAL MEETING

Our AGM is an opportunity to have your say in the way the Society is run. Members can attend the meeting in person at our head office.

This year's AGM will be held at
**2pm on Wednesday
29 April 2026.**



MEMBERS' QUESTIONNAIRE

Summary

Thank you for sharing your thoughts in our recent Members' questionnaire. Your feedback plays a key role in guiding our progress, showing us what's working well and where we can focus more attention.

This year over 4,000 surveys were completed, with 99% submitted online. As in previous years, for every 10 surveys completed online we'll plant a tree, and thanks to your participation, we're proud to plant another 400 trees with eforests. Since 2014 we've partnered with eforests and have planted 3,988 trees around the UK in community woodlands, nature reserves, community farms and urban areas.

To find out more about eforests, visit eforests.co.uk



HERE ARE MEMBERS' KEY FINDINGS FROM THIS YEAR'S QUESTIONNAIRE

Following our survey, we're pleased to say that Members who responded said they were satisfied or very satisfied with:

- Quality of information provided: **92%**
- How easy it was to complete the application: **90%**
- Speed of application: **91%**
- Customer service: **89%**

Our Members also rated our customer service as very satisfactory or satisfactory on the following:

- The friendliness and helpfulness of our staff: **87%**
- How quickly we dealt with your query: **85%**
- How well we understood your needs: **85%**
- How easy it was to contact us: **87%**
- Overall contact: **87%**

We're grateful to those who took the time to provide comments which are extremely insightful. We recognise that there is always room for improvement, so rest assured we'll continue working hard to improve our service and the products we provide you.



YOUR FEEDBACK

WE RECEIVED SOME WONDERFUL FEEDBACK FROM MEMBERS ABOUT OUR PRODUCTS AND SERVICE. HERE ARE SOME OF THE GREAT COMMENTS WE RECEIVED:

"Received the usual comprehensive, professional and friendly assistance when discussing my mortgage arrangements. Family Building Society always provide the information I require in order for me to make an informed decision."

"The phone was answered quickly and the adviser could not have been more helpful. She was clear and friendly."

"They consistently offer some of the best savings rates and I have been a customer for many years. I use them online, but their branch is fairly local if I ever need them."

"I'm always provided exceptional service in a friendly and professional manner. Good range of products and rates are broadly competitive with other building societies."

"As per usual, the customer services were second to none. Such a breath of fresh air. Having had mortgages for the best part of 40 years, this company is by far the easiest company to deal with. Thank you!!"

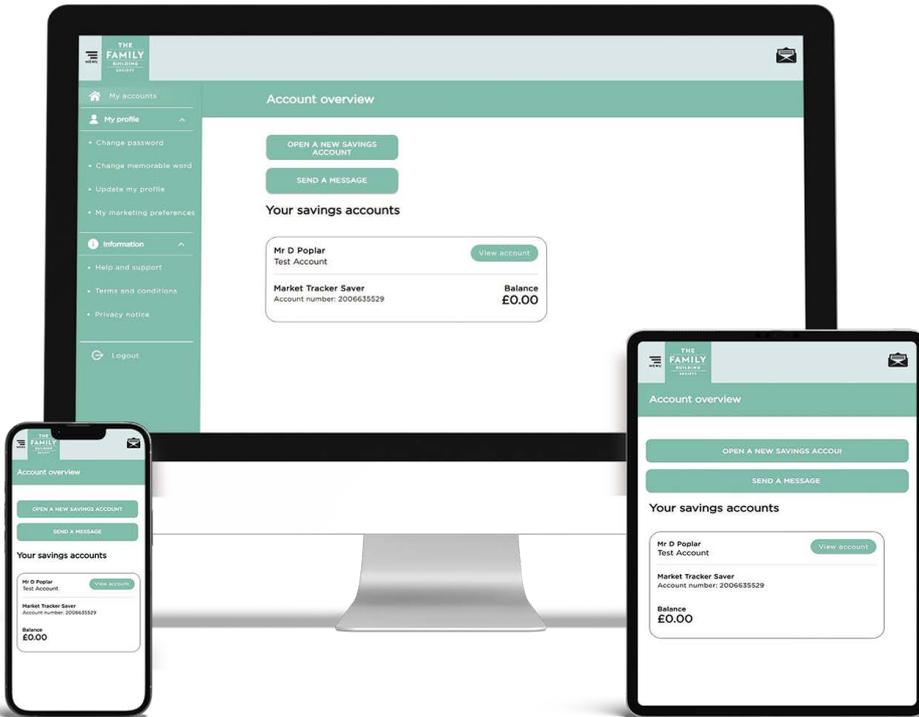
IMPORTANT REMINDERS

For all our Members: Are your contact details up to date? To make sure we can keep in touch, please notify us of any changes such as your phone number, email address, or home address. You can check that all your details are correct either via the Online Service or by giving us a call.



For ISA holders: Remember the deadline for using your ISA 2025/26 allowance is 5 April 2026.

BENEFITS OF OUR NEW ONLINE SERVICE



On 12 May 2025, we launched our new Online Service, designed to be easier to use with improved navigation, a modern look and several new features.

You can now view, download and print your

- Annual ISA statements
- Annual savings account statements
- Annual mortgage statements.

How to view your statements

- Log in to the Online Service
- Select your account
- Click on 'Manage account', then 'Statements'.

Please note: monthly statements and annual savings interest summaries are not currently available through the Online Service.

Go Paperless

You can choose to stop receiving postal statements and access them online only. To update your preference:

- Log in to the Online Service
- Select 'Update my profile' from the left-hand menu
- Scroll down to 'Secure messages and statements'.
- Select 'No' to the question 'Do you want to receive postal statements?'

If you select online-only statements, we'll email you when they're ready to view. If you choose to continue receiving paper statements, your online statement will be available at the same time your postal copy is sent.

For joint accounts, we will only stop sending paper statements when both account holders select online statements. If either person hasn't chosen the online option, we'll continue sending statements by post.

Haven't logged in since 12 May 2025?

If you haven't logged in since 12 May 2025, you'll need to register again.

- Visit familybuildingsociety.co.uk/online-service-register
- Follow the simple steps.

You'll receive a new Username and Activation Code by email, and a Verification Code by post (which can take up to five days to arrive).

New to Online Service?

If you've never registered, it's simple to get started. Once registered, you can:

- View your balances
- Send secure messages
- View and download your annual statements
- Apply online for a range of savings accounts.

To register, visit familybuildingsociety.co.uk/new-online

Helpful reminders

Your account will be locked after three incorrect password attempts. To avoid being locked out, please reset your password before your third unsuccessful attempt, as password reset emails cannot be sent once your account is locked.

If you're unable to reset your password or Memorable Word, please contact us. We can issue a temporary password, which you'll then need to change.

COULD YOU BE EARNING MORE ON YOUR SAVINGS?

If your account allows, you may get a better rate by moving your money to one of our other savings accounts.

Visit familybuildingsociety.co.uk/compare to see our full range of savings products or call us on 03330 140144.



£120,000

FSCS PROTECTION

In December 2025, the Financial Services Compensation Scheme (FSCS) increased the protection limit on your eligible deposits from £85,000 to £120,000.

This means that the first £120,000 of savings you have with us is protected. If you have a joint account, up to £240,000 is protected in total.

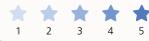
You do not need to take any action to benefit from the increased deposit protection.



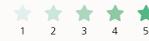
Current Rating on
Smart Money People



Current Rating on
Google

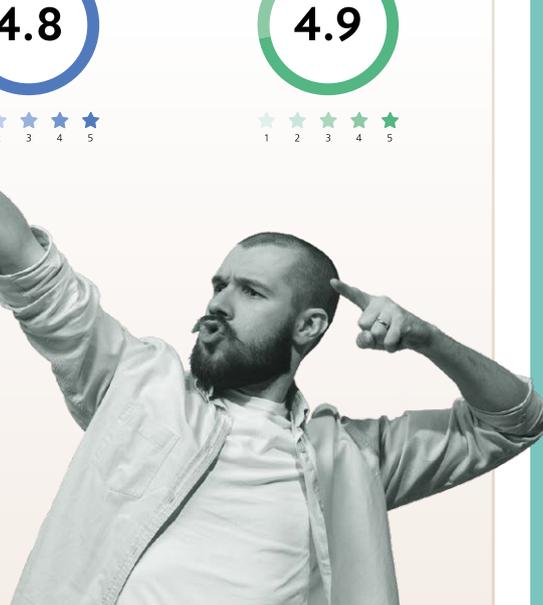


Current Rating on
Trustpilot



Smart Money People is the UK's number one review platform for financial services. We're really pleased to have maintained such positive reviews from our savings and mortgage customers.

To share your experience of us, visit smp.reviews/fbsreviews



WAYS TO STAY IN TOUCH

FAMILY BUILDING SOCIETY

familybuildingsociety.co.uk

Existing Account Enquiries:

Savings: 03330 140144
savings.service@familybsoc.co.uk

Mortgages: 03330 140146
mortgage.service@familybsoc.co.uk

New Business Enquiries:

Savings: 03330 140141

Mortgages: 03330 140140

newbusiness@familybsoc.co.uk

 facebook.com/FamilyBSoc

 x.com/FamilyBSoc

Epsom Branch:

Ashley Square, Epsom,
Surrey, KT18 5DD

Opening times:

Monday to Friday: 9am to 4.30pm
Excluding Bank Holidays

Head Office:

Ebbisham House, 30 Church Street,
Epsom, Surrey KT17 4NL

Opening times:

Monday to Friday: 9am - 5.30pm
Excluding Bank Holidays

We may record any phone calls we have with you in the interest of staff training, monitoring customer service or for security purposes.

Family Building Society is a trading name of National Counties Building Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference No. 206080.



CJ/024/0326/FBS/MKTG

FRAUDS AND SCAMS

Protecting yourself against frauds and scams

Cybercrime and other types of frauds and scams are risks that many people are aware of these days. This hopefully means most people are familiar with the steps they can take to stay safe, but here's a reminder of the key things to consider:

1. **Never tell anyone your PIN or password(s)**
2. **If you think something looks suspicious, don't open any texts, pop ups, links or attachments in emails; delete them**
3. **Never allow yourself to be rushed. A genuine organisation won't mind waiting or you calling them back.**

If something doesn't feel right, you're being asked to share information you think is private or make a payment that's unusual, don't feel embarrassed to turn away the person making the request.

Remember:

- **We will not** call or email you to ask you for part or all of your online password or memorable word
- **We will** ask you some other questions for security, to make sure we're speaking to the right person.

If you think you may have shared personal details with someone you thought was from Family Building Society either by phone, or online:

- Call us and if possible, use a different phone from the one you were on
- We'll talk you through what we can do to help
- We'll also monitor your accounts closely for any unusual activity.

To call us back you'll find our number on the Contact Us page of our website at familybuildingsociety.co.uk/contact-us or from your latest statement.

More information and useful links

- familybuildingsociety.co.uk/frauds-and-scams
- how to protect yourself against fraud and scams
- familybuildingsociety.co.uk/data-security
- how we ensure the security of your data and protection of funds from fraud
- familybuildingsociety.co.uk/hearing-or-speech
- if you have difficulties with hearing or speech.

Finally, stay safe, be alert and if someone contacts you and it doesn't feel right, question it!

