

WELCOME



2020 WAS TOUGH FOR EVERYONE. SADLY, WE HAVE SEEN SOME OF OUR MEMBERS SUCCEED TO THE EFFECTS OF THE PANDEMIC, AND SOME HAVE SEEN THEIR OWN AND THEIR FAMILY'S INCOME REDUCED.

It is a year that will be remembered for generations. Some sectors in the economy have been devastated, but our Society has come through a turbulent year well.

We have been able to support members who needed help with their mortgage payments, with the mortgage payment deferral scheme. Just over a thousand of you used the arrangement – nearly all of whom would never have missed a mortgage payment in your lives. We also know from a survey that we conducted last year, that many of you are helping others in your family – because that is what families do in times of need.

As the vaccination programme continues at pace, hopefully we are seeing the light at the end of the tunnel. However, we have learnt more than ever over the last twelve months, that predicting the future is somewhere between tough and impossible. If I had said in March 2020, as we entered the first lockdown, that later in the year lenders would see demand for mortgages reach levels not seen since before the financial crash in 2007 and that the Bank of England would moot the idea of negative interest rates, you may have thought that I had taken leave of my senses! As we went into the first lockdown, many thought we would see falls in the residential property market of perhaps 10% or even 20%. In the end, it went up in 2020 by around 7%.

While some would argue the pent-up demand for house purchases was created during the first lockdown and may account for some of this growth, the stamp duty holiday on properties up to £500,000 has been a significant reason why demand has risen. We were pleased to see the Chancellor extend the holiday in the budget. He should make it permanent.

As many members will know, we have been campaigning consistently that reform of stamp duty is urgently required. It stops people moving and constrains family housing stock by reducing downsizing. People moving bring real benefits to the economy; greater than the stamp duty foregone. The country really needs this economic activity now – it would be perverse to bung up the housing market with this tax again that many people avoid simply by not moving when they'd like to.

Throughout 2020 our staff have continued to work hard both in the office and now at home, to provide the service and standard you expect from us. I am proud of the way they have all pulled together to ensure the disruption to you was minimal, if at all. I'm pleased to report that our annual overall customer satisfaction survey result was again very strong. You can read more about the results of the survey in this newsletter.

We continue to face the future with optimism. We are investing in that future. If we offer customers what they want – innovative, good value products that meet their needs sensibly, delivered efficiently but with old-fashioned customer service – we will continue to prosper.

Despite a turbulent year and much lower interest rates than savers would want, our results have been good, and I am pleased to report a sound profit and growth in our balance sheet. You can read more on our results in the enclosed Members Update.

Our AGM will be on 28 April at 2pm and if you would like to ask me or any member of the board a question in advance of the meeting, please email agm@ncbs.co.uk

MARK BOGARD CEO

CUSTOMER FEEDBACK

Take a look at some of the recent unsolicited feedback our customers have provided:

"FBS is a rarity in this financial world. You're so friendly and helpful. Thank you for putting yourselves out and thanks for all your help."

"Without exception, on every occasion I spoke on the telephone to any of your FBS colleagues, I was impressed with their tone, their capabilities and their desire to ensure the tasks were completed as efficiently as possible."

"As a company, I have only good things to say about Family Building Society. This is 21st century home-buying and I wish that everyone buying a house could experience the same high levels of service."

Smart Money People

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 despite such a challenging year.

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

Overall Rating

GREAT

4.45



ANNUAL GENERAL MEETING

Our AGM is an opportunity to have your say in the way the Society is run. Due to the Coronavirus pandemic it will not be possible for members to attend the meeting in person. However, your views are important so we have made arrangements for members to attend remotely – please refer to the Proxy Form for full details. We hope you will be able to participate.

Members' Questionnaire 2020 FINDINGS



Thank you for taking the time to respond to our Members' Questionnaire. Your feedback is really important and gives us confidence that we're making improvements in the right areas, as well as highlighting where we can work harder.

Over 2,800 surveys were completed, with 95% completed online. As with previous years, for every 10 surveys completed online we'll plant a tree, so we are proud to plant another 270 trees with eForests.

We've now been partnering with eForests for eight years and have planted 2,534 trees around the UK in community woodlands, nature reserves, community farms and urban areas.

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

Our products

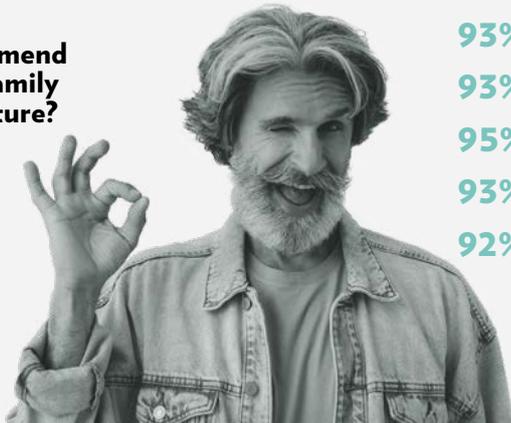
It's great to hear that 83% of you were satisfied with the products we offer.

The factors important to you when selecting a product include:

- The competitiveness of our interest rates
- Specific product features that met your needs
- You had an existing relationship / other products with us
- Ease of application
- Convenient online access to your account
- Preference of dealing with a building society

Would you recommend us to a friend or family member in the future?

Yes!
3 out of 4
of you would



Opening and managing your account

Those of you who'd opened an account in the last year, rated us as very satisfactory or satisfactory for:

- 91%** the process of opening your account
- 95%** quality of information about the product
- 92%** ease of completing the application
- 93%** how quickly we completed your application

It's good to know that managing your account is also a positive experience. You rated us as very satisfactory or satisfactory for:

- 88%** ease of managing your account on an ongoing basis
- 90%** how well we communicated and kept in touch with you

Our service

We're thrilled that we've been able to maintain our high service levels throughout the pandemic - a year where we've been navigating a new way of working with the majority of our staff working from home.

You rated us as very satisfactory or satisfactory for:

- 92%** overall service we provide
- 93%** ease of contacting us
- 93%** how quickly we dealt with your query
- 95%** staff were helpful and friendly
- 93%** how well we understood your needs
- 92%** staff were knowledgeable about our products

We're really pleased that as a result of the improvements we made in 2019, you rated us more positively across all areas of the Online Service.

FURTHER IMPROVEMENTS WE'RE WORKING ON

Managing your product online

We want to give you control over how you manage your finances with us and this is something we're always trying to improve.

This year we're working to give you more flexibility on how you manage your savings or mortgage products when they come to the end of their term, by enabling you to choose your new product online, and receive more communication by email and text message. You may prefer to continue receiving information by

post, and that's absolutely fine. Our goal is to give you more choice and flexibility, not to take it away.

So that we can contact you in the way you want us to, it's really important that we have your up-to-date details, so if your postal address, phone number or email address changes, please do let our Family Service Team know.

Online banking

When you register for our Online Service, we currently need to send you a verification code by

post. We're aware this can be frustrating and cause a delay in setting up your account so we're working to improve this process, by sending you the verification code by email.

We're also planning to offer you the option to receive your monthly statements which show electronic transactions on your account, and are a regulatory requirement, by email. Of course you can continue to receive these by post if you prefer, but we know many of you would prefer electronic communication.

OUR NEW WEBSITE

WHY DID WE MAKE THE CHANGES?

Our new website is the result of a long process which started in late 2019. We had plans to update our website, but before we did, we needed to understand what you, our customers, wanted.

From your feedback, and the focus groups we held, you told us that you wanted an easier way to find financial information, be able to view information more clearly and have the ability to compare products. With the increased use of tablets and mobile phones, we also wanted to improve the way the website displayed across different devices.

Following this research, we created several design and functionality concepts and tested these with customers to get further feedback on the layout, content and imagery and the overall experience of the site.

Your views and comments have been vital to the development of our new website and we wish to thank all of you who helped throughout the process. In fact, you could say, the new website is entirely down to you!

OUR KEY IMPROVEMENTS

- **Streamlined design and easier navigation** – New layouts and simplified menus make it easier to find what you're looking for.



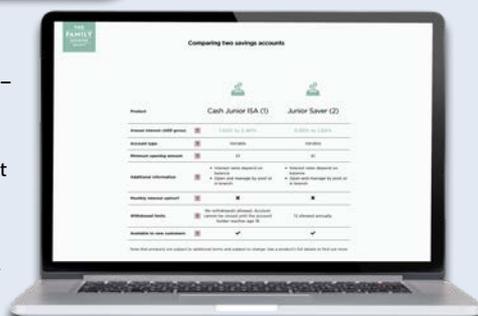
- **Simplified content** – We've stripped back the information to make the important details clearer.



- **New interactive calculator** – Whether you're saving for a house deposit, a big holiday or something else, you can use our new savings calculator to work out how long it would take to reach a savings goal, or how much you'd need to save to reach a timed goal.



- **New savings and mortgage product comparison features** – With this new feature you can compare two products side by side, to make choosing the right product easier.
- **Helpful money guides** – From looking after your money to planning for future life events, our useful guides can help and support along the way.
- **Easier searching** – Use our new search bar to find the specific product or information you need.



You can see our new look website at familybuildingsociety.co.uk

TIPS AND GUIDES

Did you know we have a Tips and Guides section?

It's an area packed with useful information including:

- **Helpful money guides** – A series of useful financial guides providing information about the things you may need to plan for financially, at different times throughout your life.
- **A-Z jargon-buster** – Use our easy to digest glossary to understand any mortgage, savings and financial terms you're not familiar with.
- **Bank of Mum and Dad guides** – Tips and guidance from our extensive research into how families can handle lending and financial planning together.

- **Mortgage guides** – A range of helpful guides covering various aspects of home ownership, from first time buyers to Buy to Lets.

You can also find FAQs and some useful links to well-known consumer and government organisations.



Coming soon – Financial education guides for children and young adults

We believe it's really important that young people have a good grasp of money – from the basics of what money is and its value, to how to save and budget and understanding borrowing and credit. We've been working with financial education charity Young Money, to develop a series of guides for children and young adults and will be releasing these later in the year.

The guides will be available for Key Stage groups 1 to 5 (age 5 to 18) with each featuring a different topic and involving several activities and challenges. We hope these will create great family discussions and be a fantastic way to develop financial awareness and confidence.



INSURANCE AND PLANNING FOR LATER LIFE - WE CAN HELP!



WE'VE PARTNERED WITH A RANGE OF INSURANCE AND FINANCIAL PROVIDERS WHO ARE EXPERTS IN THEIR PARTICULAR AREA:

INSURANCE

- Life insurance and critical illness cover

- Our partner, Cavendish Online, provide life insurance advice and policies from a panel of insurers.

- Building and contents insurance

- We understand how important your home is to you so we've partnered with 3XD, who specialise in home insurance.

- Car insurance for under 25s

- Getting affordable cover for young people aged 17 to 25 is a challenge, but ingenie may be able to help with their black box policy.



Inheritance tax planning, Will writing and some specialist legal services are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

LATER LIFE PLANNING

- Will writing, Probate and estate management and Power of Attorney

- Wellers Law Group, offer a comprehensive service for estate planning, as well as a range of Will writing services.

- Inheritance Tax, pension planning and planning for long-term care

- Quilter Financial Advisers can help with pension planning, and with a bit of forward planning could also reduce your IHT bill.

- Equity Release

- Equity release is a way of unlocking some of the value you have in your home. We can put you in touch with The Equity Release Experts who offer 100% impartial equity release advice.

To find out how we can help with insurance or later life financial planning, call us on **03330 140143** or visit familybuildingsociety.co.uk/insurance-and-later-life-support

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

 twitter.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

Please check our website for the most up-to-date opening times.

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.



C/024/0321/FBS/MKTG

SUPPORTING OUR CHARITIES

2020 was a tough year, and charities especially have struggled with limited or no opportunity to connect physically with the people they support or their supporters, much less raise money to fund their work.

Unlike previous years, we haven't been able to have fund raising activities, or take part in volunteering events.

But we have been able to provide some financial support to the charities chosen by our staff: Age Concern (Epsom), Epsom and Ewell Food Bank, Surrey Young Carers,

Princess Alice Hospice, Seeability and Glassdoor (a London charity for the homeless).

Other small things we were able to do were to help Age Concern by writing letters to some of their elderly and isolated clients, sell some hand-made poppies, again for Age Concern, and to take part in an employer's forum to help Seeability identify ways to get disabled people into the workplace.

We are looking forward to a more productive and participative 2021 - at least in the latter half!

