

Hi Society

WINTER 2017/18



Welcome to the latest Hi Society magazine. You should also have received the Business Review and Summary Financial Statement which includes your invitation to the 150th AGM and Society results for the year.

Please take time to read them and vote either on line or by returning your form. Each vote counts toward making a charitable donation and this year we have selected the British Lung

Foundation in memory of the previous Chairman, Scott Mellors, who sadly passed away last year. If you can join us at the 150th AGM please contact us via the website or call 01509 631955.

Reaching 150 years old is a magnificent landmark and we've been marking this achievement in various ways since early 2017. We shared some highlights from our activities with you in the summer edition of Hi Society and you'll find more in the next couple of pages.

In the final page we've included important news about protecting your personal information. You'll also find an insert in your AGM pack seeking your consent to contact you for various reasons; please read it and give consideration to the questions we would like you to respond to, especially those related to receiving communications by email.

The Society continues to invest in **better services**

INCREASED MORTGAGE LENDING

Gross lending increased to over £42m during the year despite the fierce competition in the mortgage market which led to all time low mortgage offers. We consciously decided not to follow the market in some areas in order to help protect income for savers. As a consequence mortgage assets fell back slightly.

Pre-tax profits increased in the year to £807,000. The Society continues to remain consistent to its purpose of providing mortgages for those who want to own their own home funded by investors. This year we have added a Family Assist range which enables family members to help each other out in buying a home. We have started with those going to University and First Time buyers with more options to follow.

The Loughborough
Building Society

theloughborough.co.uk

SAVERS

This competitive mortgage rate environment created further downward market pressure on rates paid to savers. The Society cannot remain immune from such conditions. There is an on-going need to ensure the rates offered to investing members are sufficiently competitive whilst not attracting too high levels of retail cash which, if unchecked, could imbalance our business and disrupt our standards of service.

new **family assist**
range added

INVESTMENT

The Society continues to invest in better services for members as well as retaining and attracting talent to the organisation. Both are critical to the ongoing success of the Society and to meet changing customer expectations. During the year the Society refurbished the Loughborough Branch and has received much favourable comment from members. Society costs are being carefully managed although the levels required to meet new technology standards and the continuous flow of Regulation creates an upward pressure.

YOUR BOARD

This year has seen some further changes. David Bowyer took over as Chairman at the start of the year having served on the Board since 2010 as Chair of Audit Committee and Chair of Risk Committee. During the year we were joined by Helen Sachdev who brings with her expertise in Financial Services and Property Markets. You will have a chance to meet all our Directors at the AGM.

OUR MEMBERS

I would like to thank all our members for their continued support and loyalty to the Society. We are especially grateful to those who have joined our Talkback member panel during the year.

Thank you for all your support and comments during 2017. Please keep them coming. The staff work hard to serve members needs and we are delighted with your positive feedback provided either directly to us or via our customer surveys which have shown some great results. We are here for you, our members. On behalf of the Society I hope you have a prosperous and enjoyable 2018.

CELEBRATING 150 YEARS

Founded in 1867, Loughborough Building Society remains true to the ideals of the group of local businessmen who got together to provide the people of Loughborough and District with opportunities to save and borrow money.

For 150 years the Society has been helping people buy their homes and save for their future and is proud to have remained an independent, mutual provider of mortgages and savings.

Throughout the past year we've been celebrating in various ways to mark this amazing business milestone. From our exhibition, to volunteering, to branch events and Picnic in the Park, being 150 has never felt so good!

SIGN OF THE TIMES

We kicked off our 150 year celebrations with an exhibition at Loughborough Library. The exhibition was a great success, giving those that attended an opportunity to step back in time into the Society's archives.

For members that were unable to attend you can still discover all about our history via the online timeline. All the way back to 1867 and our humble beginnings, follow our exciting journey against a backdrop of local, national and international events. www.theloughborough.co.uk/yourloughborough/timeline



BE OUR GUEST

Throughout the autumn our branches in Derby and Long Eaton, and our agency in Southwell, celebrated our 150th year by inviting members, local volunteer groups and others to be our guests. From balloons and bunting, to prosecco and prizes, members that popped along were able to soak up the party atmosphere.

If you missed out, there's a final opportunity to join in the celebrations at the Loughborough branch on 21 February 2018. It's just a week ahead of our 150th AGM on 26 February, so another standout milestone for The Loughborough.

COMMUNITY MATTERS

At Loughborough Building Society we are committed to supporting our community through a whole host of local events, from the Shepshed Carnival and Santa Fun Run, to the much loved pantomime at the Town Hall.

In October we continued our support for the Loogabaroooga Festival, an exciting annual event for families who love books and illustrated literature. This year featured Waterstones Children's Laureate, Lauren Child as well as local authors and illustrators such as Dave Shelton, Andrew Everett-

Stewart and Gemma Denham. We provided a number of £150 One4all vouchers both through social media in the lead up to the event, and during the festival itself as prizes for the Dog Show and Town Trail.

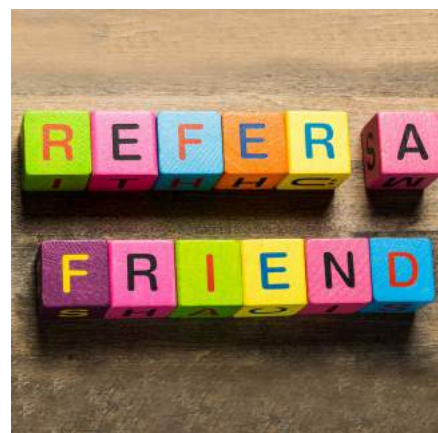
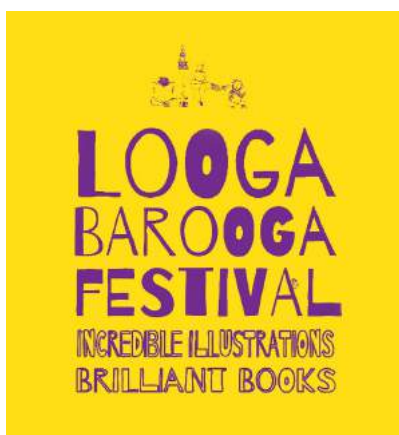
SPREADING THE NEWS

To celebrate our 150th birthday we're extending our 'Recommend a Friend' scheme, with the reward increasing from £100 to you guessed it £150!

So if you have a friend or family member who is looking for a mortgage to buy a new home, a buy-to-let or looking to remortgage, why not recommend The Loughborough? As long as you're an existing member of the Society, simply fill out the form, then pass it on to your friend or family member.

They hand it in along with their mortgage application and when their mortgage completes, provided that this is on or before 1 November 2018, a cheque for £150 will be on its way to you.

If this is something that would be of interest to you, you can find out more by calling us on 01509 631960 or by visiting any of our branches or agencies.



CHARITY BEGINS AT HOME

As well as the support we offer through our community sponsorships, in recognition of our 150th year, staff at The Loughborough have donated 150 hours to a number of local and national charitable organisations. Here is just a small selection of some of the groups we have helped in 2017. The feedback from both our staff and the charities has been so amazing that we've decided to continue this initiative in 2018. We'll share our endeavours in future issues of *Hi Society*.

THE PADLEY GROUP

The Padley Group is the local adopted charity of our Derby Branch. Padley is a Derby-based charity delivering services to people with complex needs including homelessness, mental health issues, learning disabilities, addiction and long-term unemployment. Since the 1st August 2017 Derby Branch has been working to support the work of Padley, selling wristbands and food vouchers, running table sales and volunteering at The Padley Centre peeling apples that were donated from harvest festivals. "Over £200 has been raised in the branch in the last three months", says Assistant Manager Greg Bates-Lay. "It's meant so much to the team to see the work the Padley Group do and we look forward to working closer with them in the years to come."

RUSHCLIFFE CARE HOME

Katharine and Chris from the Loughborough Branch, volunteered their services at the local nursing home in Castle Donington. The home escorts its residents each month to St Edwards Church Hall, for a concert performed by the local Community College. The more volunteers they have the more residents can attend, so Katherine and Chris' assistance was greatly appreciated by Edie and Mary who they accompanied to the concert. "They all seemed to enjoy themselves singing along with the music" said Katherine, "Afterwards we escorted them back safely, although Chris' and my wheelchair pushing skills have much room for improvement!"

RAINBOWS

Rainbows was a popular choice for many of our staff. Not only is the charity dedicated to providing specialist respite, palliative and end of life care to children and young people, but it has touched the lives of some of our staff and their families too. "My niece Kendell passed away in September" explains Rachel, "and throughout her life and even after her death Rainbows were a constant support to both her and her family." Rachel and the team including Fiona, Ruth, Dan, Julieanne, Sue, Sharon, Sarah and Alex, helped Rainbows by sorting through donations for the retail shops, changing stock displays and pricing items.

QUEEN'S PARK

Our Risk and Compliance Team joined a local group of volunteers preparing Queen's Park for planting. The park which contains both the Carillion Tower and Loughborough Museum, is a huge part of the local community and a hub of activity throughout the year, including Picnic in the Park and the Remembrance Day events where poppies are dispersed from the top of the Tower. "Volunteering at Queen's Park was a great opportunity to enjoy the outdoors and give something back to the community", said Marco. "We had a fantastic time and would definitely like to do it again."

EREWASH CVS

On the 9th August 2017 Sharon Millington from our Long Eaton Branch, volunteered her services at the Erewash Voluntary Action CVS monthly tea dance. Sharon helped the regular volunteers by laying tables, organising the refreshments and chatting to those who attended. "About 15 elderly people came for the afternoon and enjoyed the tea, cakes, and dancing", said Sharon. "But mostly I think they enjoyed the company. Having a lone elderly parent myself I know that company is everything." The Erewash Voluntary Action CVS help to create inclusivity within the community, supporting both groups and individuals alike.

REDGATE FARM

Julie, Phil, Emily and Anne spent their charity hours at Redgate Farm Animal Sanctuary. They're all massive animal lovers and are concerned for the welfare of animals. The Sanctuary was founded in August 1986 at Shaw Lane, Markfield, Leicestershire by the Redmile family. All the animals in the care of the Sanctuary need support, from cats, rabbits, chickens and ducks looking for a new home, to their permanent, elderly and sick animals. The team spent their time at the sanctuary helping with all the little jobs that need to be done to keep the animals clean, fed, safe and warm.

ALZHEIMER'S SOCIETY

On 1st October 2017 Danielle Moore from the Loughborough Branch took part in the Alzheimer's Society Memory Walk, which takes place every year across various cities in the UK. Around 225,000 people develop dementia every year – that's the equivalent to one person every three minutes. "We walked for my friend Stacey's mum, who was sadly diagnosed with dementia at just 48 years old", says Danielle. "Stacey and her Dad cared for her Mum for over 10 years in their family home until 5 years ago when her conditioned worsened and she was admitted to Thorpe House in Loughborough. I'd encourage all to join in a Memory Walk and raise money for a world without dementia".



PROTECTING YOUR PERSONAL DATA



WHAT IS DATA PROTECTION?

Data Protection is about how personal information is **collected, used and stored** by organisations, businesses or the government. It's important because as individuals we should all know what happens to our personal information.

CHANGES TO DATA PROTECTION

The way everyone's personal information is handled by organisations is changing. From May 2018 the new General Data Protection Regulation (GDPR) will apply in the UK and will replace the current Data Protection Act (1998).

The new regulation updates and strengthens existing data protection laws increasing individuals' control and rights over their data and its protection.

WHAT THIS MEANS FOR YOU AS A MEMBER OF LOUGHBOROUGH BUILDING SOCIETY

In order to comply with the new regulation, we have to do a number of things including:

1. Update our Privacy Notice to include more information about how we use, store and manage any personal data we hold.
2. Ask our members to update or confirm their consent for us to communicate with them for various reasons. This means you need to actively agree that we can contact you for those reasons.

We'll only contact you with information about new accounts, products or services that we offer if you've asked us to. **We'll never pass your information** on to any third party for sales or marketing purposes.



KEEPING YOU INFORMED

There is certain information we are required to send you without asking for your consent. Examples of this include information that may affect the operation of your account and statutory notices, including notice of the Annual General Meeting and the Financial Services Compensation Scheme information sheet.

As a Society we take our environmentally friendly green credentials seriously so where possible we'd like to use email to send you these types of communications because it:

- **helps the environment**
- **helps to reduce costs**
- Is a much **quicker way** for you to receive information

However we need your consent to do that.

PROVIDING YOUR CONSENT



Within your AGM pack you'll find a form seeking your consent to contact you for various reasons. If you agree to the Society contacting you please complete the form to confirm this and return it in the envelope with your voting documents.

CHANGING YOUR PREFERENCES

You can change your preference or withdraw your consent at any time by writing to us at Loughborough Building Society, 6 High Street, Loughborough LE11 2QB or emailing us at enquiries@theloughborough.co.uk

