

# THE FAMILY BUILDING SOCIETY

# news



## WE'RE PROUD TO HELP

The Family Building Society: how we've made a real difference to our members.

Pat and Peter were able to move to their desired location with help from us, even when high street lenders wouldn't lend due to their age. *"Fortunately we have very good pensions. We knew we could afford a mortgage if it was reasonable."*

Gavin was able to stay in his marital home after being widowed and rejected by other mortgage lenders. We provided an interest only mortgage to see him through to his 80s. *"It's enabled me to remain where I want to stay until I feel the need to relocate, which I will do at some stage in the future."*

Terence avoided selling his home by extending his mortgage term in his retirement which enabled him to help support his daughters financially. *"At my age, there are a lot of people around with enough equity, enough money and enough ability to be able to pay a repayment or interest-only mortgage."*

A newly married couple, Lee and Nicole, used the Family Mortgage to buy their first home when other lenders would not lend. As they had a small deposit, the Family Mortgage allowed other family members to provide additional security. *"The Family Building Society considers people individually."*

We helped Roger stay in his beloved home and close to his family and friends by providing a mortgage that suited his particular needs. This also allowed him to continue to enjoy his retirement and have a holiday. *"I didn't want to go through the hassle of moving. The last thing I needed to do was to sell my house."*

## WELCOME

WHEN I PENNED MY WELCOME NOTE IN THE SPRING 2017 NEWSLETTER, I USED THE WORDS 'INTERESTING TIMES'.

Six months have passed and with ongoing Brexit "negotiations", surprising (for some) election results and events in Spain and north east Asia, the times are no less interesting.

What does this mean for your Society?

Irrespective of events elsewhere, what we can do is to keep doing what we do best. That is, continue to provide a safe and stable home for your deposits; offer innovative mortgages for those poorly served by the big providers; and help those nearing or in retirement, but who still have borrowing needs.

Some good news for savers - finally! The Bank of England announced on 2 November a reversal of their 0.25% Bank Rate reduction implemented after the Brexit vote. So the Bank Rate is back up to 0.5%, of course still very low by historical standards. It will be very interesting to see what the next move is and in what direction!?

Customers on fixed rate mortgages will not be impacted until the end of their term. We have had to put up our Managed Mortgage Rate by 0.25%, reversing our earlier reduction, and this will impact your variable rate mortgage.

We continue to make improvements to our service based on feedback from the annual questionnaire and received in person. Such a suggestion came at this year's AGM from a member who asked why we couldn't supply savers with one document listing all their accounts and the interest paid in a tax year, to help complete a tax return. I'm glad to say that from April 2018, all savers will now receive an "Annual Savings Summary" which does exactly that.

We've also acted to improve your online banking experience and are busy testing and developing a new service for you that will be available early in the new year. We'll let you know as soon as this is ready for launch and what you need to do to take advantage of its new features.

Another change on the horizon is the result of some of the reforms that have taken place since the banking crisis of 2008. Its reverberations are still with us. This is called ring-fencing and an explanation of what this means to you is included in this newsletter.



MARK  
BOGARD  
CEO

# LOOKING AHEAD TO 2018

## YOUR NEW ANNUAL SAVINGS SUMMARY

*From April 2018,  
all savers will  
now receive an  
“Annual Savings  
Summary”.*

This document will contain details of all your accounts held with us in the 2017/18 tax year including interest paid on accounts that you may have closed during this time. So that you have all savings information in one place, we will also include details of any ISAs that you may also hold or held with us during this time.

With all of your essential savings information in one place, we hope you'll find this new document helpful. We hope it will be particularly useful for those of you who need to complete an annual tax return.

You won't need to contact us to receive this. In April 2018 it will be sent to all current customers who held savings accounts with us in the 2017/2018 tax year, so please keep a look out for it in the post.

This change was due entirely from feedback received from our members. We are always looking for ways to improve our service to you, so please do take the opportunity to complete our Annual Members' Questionnaire and let us know of any other changes you would like to see.

## OUR BANK ACCOUNT DETAILS ARE CHANGING

Following the 2008 banking crisis, HM Government introduced a series of financial reforms. One of these reforms is known as ring-fencing.

One of the consequences of this reform is that many high street banks and building society account numbers are changing, including ours. You may find that some of the financial institutions you have deposits with will be unaffected by this change, however, we are.

This will have **no impact** on your existing direct debit for your regular mortgage payment. **However**, if you have a regular

payment arrangement via a standing order into a savings account, or make occasional top ups on savings accounts via online from your bank, you will need to change the details you use to make payments to us. We plan to introduce this change in early 2018, but for now, you can continue to use the bank details you currently have. **Rest assured, we will be contacting you when it is time to amend your records.**

In the meantime, if you want to keep up to date on our plans on ring-fencing, please visit: [familybuildingsociety.co.uk/ringfence](http://familybuildingsociety.co.uk/ringfence)

## YOUR NEW ONLINE SERVICE

Following feedback from the Annual Members' Questionnaire in 2016, we've been busy redeveloping the Online Service to make it even easier for you to manage your accounts online. Testing and development is well underway and we will be launching the new system in early 2018. We'll be in touch nearer the time with more information about what you will need to do to take advantage of this new, enhanced service.



## HELPING YOU IN MORE WAYS: YOUR NEW ONLINE SUPPORT



We recently launched a new phone line dedicated to helping you with using our Online Service. Whether you have questions on how to use the Online Service or are having issues logging on, the Online Service Support team is happy to help.

You can contact the team on **03300 243406** (Monday to Friday: 8am - 5.30pm and Saturday: 9am - 12 noon) for help and advice on how to make the most of your Online Service.





## PROTECTING YOURSELF AGAINST FRAUDS AND SCAMS

At a time when many changes are happening in the banking industry, such as account number changes as a result of 'Ring Fencing' (for more information on this, please see "Our bank account details are changing on the opposite page"), it is even more important that you should remain alert to the possibility of online fraud. There are some simple things you can do to make sure you remain safe:

### WEBSITES

Carefully check the web address you are using to make sure it is genuine – look for subtle differences, especially if you clicked through to it from a potentially suspicious email. You should never give out your account details or other personal details unless you are certain of who you are dealing with.

### KEEP YOUR BROWSER UP TO DATE

In order to benefit from the latest security features that Google and Microsoft introduce as a matter of course, it is important that your web browser is up to date. Full guidance on how to check if your web browser is up to date can be found here: [familybuildingsociety.co.uk/browser](http://familybuildingsociety.co.uk/browser)

### EMAILS

If you're unsure about the validity of an email, please contact the company from where it's supposed to have originated. Don't use the contact details or click on any links in an email you suspect is suspicious. If you receive an email from the Society that you are suspicious about forward the email to [besecond@familybsoc.co.uk](mailto:besecond@familybsoc.co.uk)

### TELEPHONE CALLS AND TEXT MESSAGES

If you're unsure about a call you receive from any financial organisation, call them back but from another phone line such as a mobile or landline. We would recommend waiting about five minutes before doing so as sometimes the fraudster on the other end doesn't hang up so when you make another call, they're still on the line.

If you have been contacted and are suspicious or feel vulnerable, don't be afraid to terminate the call and decline all requests for your information.

You should also be wary of text messages to your mobile phone that may be from scammers pretending to be from financial services organisations asking for your account details or other personal details.

It's worth regularly checking your bank account and any credit card statements to ensure all transactions were authorised by you.

## MEMBERS' QUESTIONNAIRE

LAST YEAR, WE RECEIVED OVER 2,800 RESPONSES TO OUR ANNUAL QUESTIONNAIRE. IT'S ALWAYS HELPFUL FOR US TO HEAR YOUR VIEWS, BOTH POSITIVE AND NEGATIVE.

Which aspects of our service do you feel happy with? Are our products suiting your needs? What would you change about our service and / or products? The Members' Questionnaire is your opportunity to let us know what you think, so please take the time to complete the online survey by following the steps below:

- 1 Visit [familybuildingsociety.co.uk/feedback2017](http://familybuildingsociety.co.uk/feedback2017) by typing this directly into your browser's address / navigation bar.
- 2 Select 'Start questionnaire'.
- 3 Enter your feedback: this should take around 10 minutes.
- 4 Select 'Submit'.
- 5 You will then be taken back to our website for the opportunity to give us your email address and enter our prize draw for a chance to win £350.



## CYBER SECURITY YOUR DATA IS OUR PRIORITY

As you would expect, the Society takes its responsibility for protecting your data very seriously and is continually taking advantage of new technology to ensure our systems are secure.

That is why we have introduced a new secure method of communication via our Secure Messaging portal. Powered by Mimecast, the Secure Messaging Portal offers a safe and straightforward way for us to discuss account specific information with you, securely send you electronic files, or securely receive electronic files from you.

We will continue to communicate electronically with our customers by standard email for non-sensitive information, but use the Secure Messaging Portal, or the separate Secure Message functionality within our Online Service, to discuss account specific details with you.

Simply visit [familybuildingsociety.co.uk/usingmimecast](http://familybuildingsociety.co.uk/usingmimecast) for more information on how to use this service.

# A GROWING TROPHY CABINET

It has been another busy year for us and we're delighted to have been recognised for a number of awards, from both our customers and the industry. A big thank you to those who have taken the time to vote for us this year!

Most recently, we were delighted to have been shortlisted for two big awards. Currently we're in the running for the **Moneyfacts Consumer Awards 2018** in the "ISA Provider of the Year" category and have been nominated in the

forthcoming **Mortgage Strategy Awards 2018** in the specialist lender category. To be nominated at these highly coveted awards is wonderful recognition from our customers!

Back in the summer, we were pleased to have won the **What Mortgage Award 2017** for "Best Guarantor / Assisted Mortgage Lender" for the second year in a row. We were also highly commended for "Best Lender Website" and "Best Offset Mortgage Lender".

We were commended in the "Best Building Society Savings Provider" category at the **Moneyfacts Awards 2017** and were highly commended in the "Best Lender for First Time Buyers (with family support)" category at the **Moneywise Mortgage Awards 2017**.

We're looking forward to what 2018 has in store! To keep up to date with our awards and nominations, please visit [familybuildingsociety.co.uk/awards](http://familybuildingsociety.co.uk/awards)



## Making a difference

OUR STAFF CONTINUED TO HELP THE LOCAL COMMUNITY AND A RANGE OF CHARITIES THROUGH DIFFERENT INITIATIVES.



Throughout the year, our staff have continuously raised money individually for their chosen charity. From open water swims to walks, bike rides and cake sales, the Society has matched each fundraiser with up to a £250 donation.

In total, we raised £10,630.24 this year for a range of local and national charities including Age Concern, the Rainbow Trust, Epsom Foodbank.

We are pleased to continue supporting Age Concern Epsom and Ewell, donating £1,000 this year and attending their 'Golden Days Festival' to mark their 70th Anniversary in July. Our team met with families, carers, older couples and charity workers providing help and guidance on finances. The festival raised just over £19,500.

In September, we raised £963.29 for Macmillan by hosting a Macmillan Coffee Morning and an internal 'Bake Off' competition.

We are delighted to continue our relationship with Epsom Foodbank and this year have donated £400 alongside bags and groceries. The Family Building Society also covers the cost of a full service and MOT for a van; vital in ensuring the delivery of food supplies to the centres.

Many thanks to everyone who took part and worked hard to make a difference. We're looking forward to continuing to support a range of local and national causes in 2018.

Don't forget, for every ten online Members' Questionnaires completed a tree will be planted in aid of our partnership with eForest.

## WAYS TO STAY IN TOUCH

[familybuildingsociety.co.uk](http://familybuildingsociety.co.uk)

### EXISTING ACCOUNT ENQUIRIES:

Savings: 03330 140144  
Mortgages: 03330 140146

### NEW BUSINESS ENQUIRIES:

Savings: 03330 140141  
Mortgages: 03330 140140

 [facebook.com/FamilyBSoc](https://facebook.com/FamilyBSoc)

 [twitter.com/FamilyBSoc](https://twitter.com/FamilyBSoc)

### Telephone lines are open:

Monday - Friday: 8am - 5.30pm  
Saturday: 9am - 12 noon  
Excluding bank holidays

### Epsom Branch opening times:

Monday - Friday: 9am - 5pm  
Saturday: 9am - 12 noon  
Excluding bank holidays

### Principal Office:

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

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.

