



# Your Mansfield

and Notice of Annual General Meeting

## What's inside

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- Notice of AGM
- Charity Partner Round-up
- Community update



**MANSFIELD**  
BUILDING SOCIETY

Spring 2024

For you | With you | Always



Paul Wheeler, Chief Executive

## A strong Society in a tough year

2023 was a turbulent year for the housing market with mortgage approvals at their lowest for over a decade. At the same time, the Bank of England continued to focus its attention on tackling inflation and increased its Bank Rate (Base Rate) to the highest level since 2008.

Against this backdrop I'm pleased to be able to report a strong set of results for the Society in which Mortgage Assets grew by 5.4%, we opened over 5,500 savings accounts to grow our Retail Savings book by over £61m, and delivered a healthy operating profit of £2.47m.

## Finding the right balance

Whilst we recognise that rising interest rates are unwelcome to Members with mortgages to pay, we were pleased to have been able to offer much higher rates to our saving Members, but finding the right balance for our Members has been key. Indeed, our mutual business model positions us well to be able to find this balance, and I believe we achieved this in 2023.

For example, the Bank of England increased its Bank Rate (Base Rate) five times, taking it from 3.50% to 5.25% over the course of the year. By comparison, the Society was able to soften the impact for our borrowers by only passing on three increases totalling 1.40% over the same period.

For our savers, we were able to offer some exciting new products throughout the year with a number recognised as 'Best Buys' by independent monitor, Moneyfacts. Our hard work was rewarded, not just by the growth in Member numbers, but also by being shortlisted as 'ISA Provider of the Year' in the Moneyfacts 2024 Consumer Awards.

## Product & service enhancements

We continue to work hard to ensure that our products and services meet the ever-changing needs of new and existing Members.

After upgrading our online savings platform we introduced a range of online savings products – this range now includes our new Online ISA, as well as introducing an exciting range of products specifically designed to meet the needs of businesses, charities and community groups across our region.

Over the last 12 months, people have experienced one of the worst cost-of-living squeezes in a generation, with the price of day-to-day goods rising faster than wages and we recognise that managing your finances through this period cannot have been easy. In response, our adoption of the Government's new



Mortgage Charter provided support for existing borrowers experiencing financial difficulty by providing a range of options to help alleviate financial challenges brought on by the cost-of-living crisis.

We have also introduced our new Credit Repair mortgages to help borrowers with historic credit blips get back on their feet.

## Shared success

In 2023 our Charitable Trust donated over £100,000 to deserving causes in the region. Beneficiaries included Portland College for the continued development of their Woodland Adventure Zone; Sherwood Observatory, which can now invest in solar panels as part of its major redevelopment; and Nottinghamshire Blood Bikes who have added another motorbike to their fleet providing critical deliveries to local NHS hospitals.

In addition, the Society's Community Support Scheme also donated £22,000 to smaller charities and community groups in the area, ranging from allotment associations to local sports clubs and

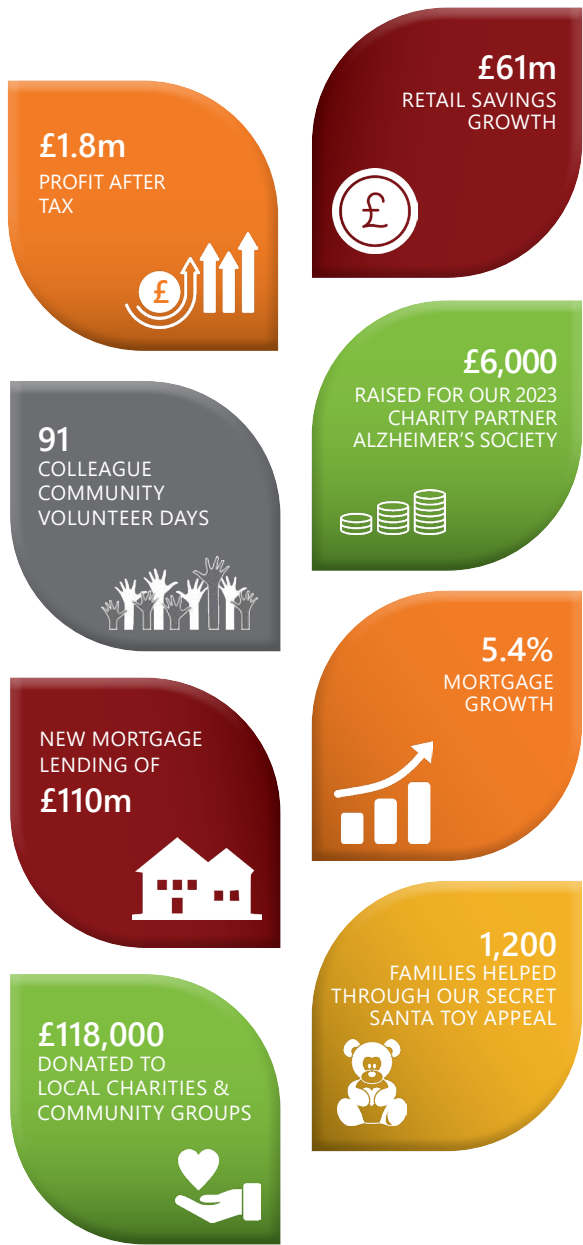
colleagues donated over 90 volunteer days to deserving causes during the year.

In spite of the challenges laid before us in 2023 I am extremely proud of Society colleagues who continue to operate with such a terrific attitude and desire to do their best for our Members. This positive culture radiates throughout the Society and was once again recognised by Best Companies who awarded the Society their 2-star accreditation for being "An Outstanding Place to Work".

## Continued strength

As I look to the future, I am encouraged by our strong financial position and what we have achieved in 2023. While the economic backdrop continues to be unsettled, I have no doubt that the Society will continue to thrive. We are planning significant investment in our systems in the next 2-3 years and have embarked on a full digital transformation that we are calling Project Sherwood and I look forward to sharing progress with you as our exciting plans unfold.

Paul Wheeler, Chief Executive



# The Mortgage Charter



With a rising Bank of England Bank Rate (Base Rate) in response to rising inflation, the UK Government introduced the Mortgage Charter to provide support to residential borrowers who may be experiencing difficulty with mortgage repayments.

We have signed up to the Charter and here are some ways we can help without you needing a new affordability check or having an impact on your credit score:

- Switching to an interest-only mortgage for six months\*
- Extending your mortgage term to reduce your monthly repayments

\*You can switch back to capital repayment within the six month period without any further affordability checks.

As well as the Mortgage Charter, there are lots of other things that we can do to help you through the tough times until you can get your finances back on track.

The most important thing is that you contact us as soon as possible if you're experiencing problems or think you might experience problems shortly.

Please call us on **01623 676340** or visit our website where you can find more guidance [mansfieldbs.co.uk/mortgage-worries](https://mansfieldbs.co.uk/mortgage-worries).



## 2023 KEY HIGHLIGHTS



### Marketing reminder

We occasionally bring to your attention additional services and products which may be of benefit to you. If you do not wish to receive this information, you can update your preferences at any of our branches, by calling **01623 676300**, or online at [mansfieldbs.co.uk/contact](https://mansfieldbs.co.uk/contact).

# Making the Most of Savings

Rising interest rates in 2023 has meant good news for our savers. With more choice than ever, now might be the right time to review your options.

Here are some pros and cons on some of the different types of personal savings accounts you might come across.

## Regular Savings Accounts

As the name would suggest, these accounts are designed for regular monthly savings of between £10 and £250 or £500 per month. This is great for building up a nest egg or saving for something special.

Just be aware that, with the exception of our closed issue bonds and ISAs, you can save regularly into most accounts as long as you keep to the product terms and conditions.

## Easy Access Accounts

Easy Access accounts allow you to access your funds immediately. You might find this useful if you have an unexpected bill, such as fixing a boiler, where you need to access your savings quickly.

Whilst you have more freedom compared to other accounts, you're unlikely to get as good a rate as you would if you were prepared to accept more restricted access to your money. More recently, providers have offered bonuses or limited withdrawals per year, to make the rate on Easy Access accounts more competitive.

Always check your terms and conditions fully before you commit and, be sure to review your savings to ensure you are getting the best deal.

## Fixed Rate Bonds

If you're prepared to lock away your savings for a defined period, you are likely to get a better rate that's guaranteed to stay the same, regardless of what happens to other rates. The period of a Bond can be over a number of years or until a specific date in the future, and you will not be able to make any withdrawals during this time.

Because the rate is fixed for a defined period, you might want to consider if this is right for you in comparison to variable rate accounts. If you think that variable savings rates will stay the same or go down, then a Fixed Rate Bond might be a good choice. If however, variable savings rates increase and you're committed to a savings bond, you're tied in until the end of the deal and you can't move.

Finally, if you're locking money away for a defined period of time, you might just want to check that you have other savings that you could access quickly in an emergency.

## Notice Accounts

Notice Accounts can act as an attractive alternative to Easy Access accounts and Fixed Rate Bonds. In return for a better rate, you'll be expected to give a number of days' notice before you can access your money. This can be anything from 30 to 180 days and generally, the greater the notice period the better the rate will be.

Whilst Notice Accounts can seem like a compromise between Easy Access and Fixed Rate Bonds, the number of days' notice you'll need to give can make a big difference. How long are you prepared to tie up your money before you might need it?

Also bear in mind that you're unlikely to get a fixed rate with notice accounts, so if rates start to

drop, you'll usually have to give notice to switch to an alternative account.

## Cash ISAs

Individual Savings Accounts (ISAs for short) are tax-free savings accounts that allow you to pay in up to £20,000 in the current tax year. As interest rates have risen, ISAs have become more relevant because interest on savings is now more likely to be taxable.

For example, if a savings deposit of £20,000 earns above 5% on an account that is not an ISA, then the interest would be above the Government's Personal Savings Allowance for a basic rate taxpayer (£1,000) and therefore subject to tax.

In the 2023 Autumn Statement, the Chancellor announced changes to ISAs, which means that you can now have more than one ISA in any given tax year. However, the overall £20,000 subscription limit remains.

Despite the £20,000 subscription limit, ISAs are increasingly relevant. ISA Account Terms and Conditions can range from Easy Access to Fixed Rate Bonds - it's worth exploring the options.

## Saving Tips...

- Make your savings goals realistic
- Make saving a habit - once you're in the habit, it's easier to keep it going
- Regularly review your savings - you can have more than one type of account and make your money work harder for you.

# Savings Review with The Mansfield

To make sure you are making the most of your savings, why not speak to The Mansfield about the options open to you.

To talk to a member of the team about making your money work harder, pop into your local branch or call us on 01623 676350



# Society Charity Partner 2023

# Work in the Community

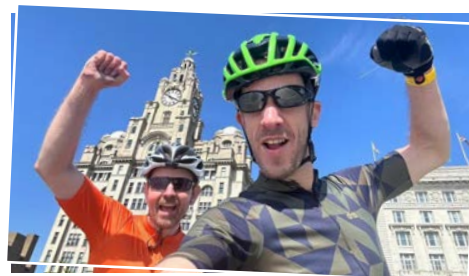
Each colleague is given paid leave each year to volunteer in the community through our Work in the Community Scheme.

In 2023, we achieved a total of 91 volunteer days supporting local organisations. We continue to volunteer and work with Sherwood Forest Trust to support local tree planting and help create a more sustainable environment. We've also supported local schools by giving gardens and play areas some much-needed TLC.



Our colleagues chose to support Alzheimer's Society as their Charity Partner in 2023. During the year, £6,000 has been raised from a range of activities with many colleagues coming together to support this truly worthy cause. As well as the AGM Charitable donation, fundraising included memory walks in Clumber Park, cycling from Nottingham to Liverpool and the continued tradition of the Charity Christmas lunch.

The Society went even further, donating £1,000 to Oar Blimey in support of their transatlantic adventure to further help local people suffering from Dementia.



Our annual Secret Santa Toy Appeal, in partnership with Mansfield District Council, goes from strength to strength. Alongside a £500 donation from the Community Support Scheme, colleagues have been collecting, wrapping and delivering toys. Over 1,000 toys were delivered to ensure that local children didn't go without a present at Christmas.



# Community Support Scheme



Newark Book Fair



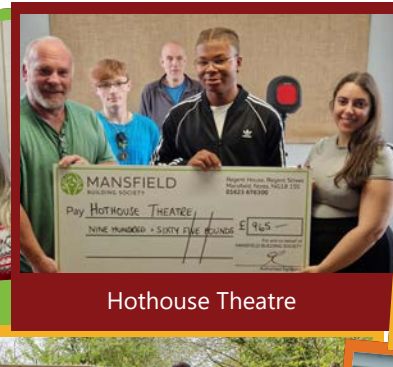
Cornwater Evergreen



Cruse Bereavement



Improving Lives



Hothouse Theatre



Ashfield Aztecs Hockey Club



Derbyshire Carers



STAA



West Hallam Cricket Club

The Society's Community Support Scheme contributions totalled £22,654 in 2023 (2022: £17,973) as the Society demonstrated an ongoing commitment to help charity and community groups thrive. We have supported a number of local organisations and received some excellent feedback.

Here are some examples of the types of community groups that we've helped – from sporting groups to supporting the vulnerable and disadvantaged.

## Mansfield Town Community Trust



Mansfield Town Community Trust

We donated £1,000 to Mansfield Town Community Trust to help it deliver its exciting community programme which includes coaching and health and wellbeing initiatives alongside its work with schools and the Community Trust Sports College.

Gary Shaw, Mansfield Town Community Trust Manager said: "This support will be instrumental in enhancing our initiatives, across our programmes such as Education & Employability, Sports Participation & Community Engagement and Health & Wellbeing."

## Ashfield Aztecs Ladies Hockey Club

The Ashfield Aztecs Ladies Hockey Club is run completely by volunteers and is one of the only local hockey clubs to be growing each season. The Club applied for money to cover the costs of putting current Club members through their umpiring qualifications.

Emma Irwin, Club Secretary, explains: "Putting our members through umpiring qualifications, feeds directly back into the Club by enabling games to go ahead week in, week out. Having our own umpires means we don't have to pay for external people, this helps us keep costs for members as low as possible."

## St Ann's Allotments (STAA)

St Ann's Allotments, affectionately known as STAA, wanted £300 to run six Eat, Play and Grow sessions in the St Ann's area of Nottingham. One of the most deprived Inner City wards in the Country. The sessions are a response to the cost-of-living crisis to support skill-sharing, foster resilience and support wellbeing.

Rachel Brooke, Outreach and Engagement Worker at STAA said: "Food poverty is chronic in St Ann's with the cost-of-living crisis adding to daily worries. These sessions took place in the school holidays when families, especially those in receipt of free school meals, find it difficult to feed their family. Everyone can share the food together as well as sharing recipes and

tips on cooking affordable and attractive meals."

## North East Derbyshire Citizen's Advice Bureau

The Citizen's Advice Bureau (CAB) offers free, confidential and impartial advice on matters ranging from debt and benefits to housing and employment and were awarded £678 from our Community Support Scheme to allow them to purchase a new computer.

Leanne Smith, Operations Manager for CAB North East Derbyshire said: "Many of the computers we currently own are old and slow and cannot be updated, making them a cyber security risk. The new computer will help Advisers with case management, including being able to



Sutton Melody



Citizens Advice

research advice options from the Citizen's Advice database.

As a semi-rural area and given the nature of the support we provide, the new computer will improve our service to help protect and advise vulnerable people in the local area."

# Charitable Trust

The Mansfield Building Society Charitable Trust was established in 2015 exclusively for the benefit of registered charities in the region.

The Charitable Trust exists to benefit people in the Society's Heartland by providing funding to charitable organisations whose aim is to support groups of individuals who are under served by society or are looking to improve the sustainability of the environment.

The Trust is committed to supporting programmes and projects that leave a long-term legacy for generations to come.

Some examples of the types of community groups that the Charitable Trust has helped, include:

## Nottinghamshire Blood Bikes

The Trust awarded £12,500 to Nottinghamshire Blood Bikes, a Charity that transports blood products, patient samples, medical files, frozen human breast milk for premature babies and much more, free of charge, for the NHS.

The COVID pandemic saw demand for the Charity triple and that need hasn't reduced. The donation put a new motorbike in the Blood Bike fleet.



## Sherwood Observatory

Sherwood Observatory is home to Mansfield & Sutton Astronomical Society and is situated in Sutton-in-Ashfield, overlooking Mansfield, and has been open to the public since 1986.

The new planetarium will include an education facility for science, technology, engineering and maths (STEM) subjects. The Trust's funding of £18,000, will support the purchase and fitting of solar panels for the development.

## Unanima

Unanima is a Mansfield based theatre company that has been creating work since 2008. Their cast are exclusively Learning Disabled and Autistic, and using a collaborative devising process they create unique, witty, provocative theatre based on their lives, experiences and questions about the world.

The funding donated to Unanima not only allows the company to take their shows on tour, but is also putting members through the Emerging Comedian Development Programme and supporting their Disability Heritage Programme.



# Celebrating incredible Volunteers

Join us at our Annual General Meeting for a celebration of our community, including the 2024 Community Star Awards, followed by canapés and a drink to toast the winners.

The search for our local Community Stars, has begun.

With £500 up for grabs, split between the winner and their Charity or group - we are looking for some volunteering heroes that work tirelessly for others or the community in our Heartland area.

**New for 2024**, the Environmental Star award, shining a light on individuals that give up their time to create a more sustainable future.



## Make your Nomination

Nominate a volunteer in Nottinghamshire, Derbyshire or South Yorkshire, online at [mansfieldbs.co.uk/community-star](https://mansfieldbs.co.uk/community-star) before **Sunday 14 April 2024**.

Conditions apply, please see Terms and Conditions for details via the link above.



## Working in partnership with



## Launching April 2024

For every Children's Account opened, the Society commits to cover the cost of planting a tree sapling, through The Sherwood Forest Trust.

## Want to make a difference?

The account operator or holder will also have the opportunity to join colleagues for a volunteering session, and plant their very own tree!

More information coming soon!

# Fight Against Fraud –

# Fraud continues to rise

From impersonating companies and creating fake investment adverts, to taking over personal accounts, criminals are using 'social engineering' to target their victims. This means trying to manipulate your psychological and emotional response to trick you into parting with your cash.

It isn't all about losing money, some scams such as romance scams and investment scams can involve significant psychological manipulation of the victim. This can cause severe distress and emotional harm and can lead to people losing their confidence, their trust, and their sense of security.

**Some scams that are on the increase**  
**Being aware of common scams can help you challenge and question potential fraud - forewarned is forearmed.**

## Purchase Scam

In a purchase scam, the victim pays in advance for goods or services that are never received, usually over an online platform such as an auction website or social media. Common scams include a criminal posing as the seller of a car or a technology product, such as a phone or computer, which they advertise at a low price to attract buyers.

Criminals also advertise items such as fake holiday rentals and concert tickets. While many online platforms offer secure payment options, the criminal will persuade their victim to pay via a bank transfer instead. When the victim transfers the money, the seller disappears, and no goods or services arrive.

## Romance Scams

In a romance scam, the victim is persuaded to make a payment to a person they have met, often online through social media or dating websites, and with whom they believe they are in a relationship.

Criminals will use fake profiles to target their victims to start a relationship, which they will try to develop over a longer period. Once they have established their victim's trust, the criminal will then claim to be experiencing a problem, such as an issue with a visa, health issues or flight tickets and ask for money to help.

## Investment Scams

In an investment scam, a criminal convinces their victim to move their money to a fictitious fund or to pay for a fake investment. The criminal will usually promise a high return to entice their victim into making the transfer.

These scams include investment in items such as gold, property, carbon credits, cryptocurrencies, land banks and wine. The criminals behind investment scams often use cold-calling to target their victim and pressurise them to act quickly by claiming the opportunity is time limited. Adverts on social media usually offering unrealistic returns, and letters are also used heavily in investment scams.

## How The Mansfield Fights Fraud

Mansfield Building Society is committed to fighting fraud and ensuring we keep our customers and their money safe. We are constantly evolving our internal processes to strengthen them against the risk of fraud.

We have also held a drop-in session at our Mansfield branch with the local police to raise awareness and give customers the opportunity to ask questions and protect themselves through knowledge.

This year the Society will be joining PayUK's Confirmation of Payee Scheme - the account name-checking service designed to help reduce misdirected payments and provide reassurance that payments are being sent, and collected from, the intended account holder.

**Jim Stevens, our Fraud Reporting Officer, says:**

"At The Mansfield, we are working hard to protect your accounts from criminals. We use a variety of background checks to help us spot fraudulent transactions and we are committed to keeping your money safe. By keeping up to date with the sort of frauds that are illustrated here, you can significantly protect yourself from becoming a victim and, together, we can help reduce fraud and prosecute the criminals."

Remember to contact us immediately if you think your account details have been compromised or you think you have been a victim of fraud, we will support you and ensure that your accounts with us are made safe."



Visit our website [mansfieldbs.co.uk/fraud-prevention](https://mansfieldbs.co.uk/fraud-prevention) for more information on how to protect yourself from fraud or visit Action Fraud [actionfraud.police.uk](https://actionfraud.police.uk)

## Remember...



### STOP

Take a moment to stop and think before parting with your money or information. It could keep you safe.



### CHALLENGE

Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.



### PROTECT

Contact your bank/building society immediately if you think you've been scammed and report it to Action Fraud at [actionfraud.police.uk](https://actionfraud.police.uk)

**We will never ask you to give us your full password or security information in our branches, over the phone or by email. Please remember to keep any online passwords secure and complex by using three random words and include numbers and special characters, and never write these down.**



# Notice of Annual

# General Meeting

Notice is given that the 154th Annual General Meeting (AGM) of the Members of the Mansfield Building Society, followed by a celebration of the Society's community support and engagement activities, will be held at **5.30pm on Thursday 25 April 2024 at Newstart Theatre, Portland College, Nottingham Road, Harlow Wood, Mansfield, Nottinghamshire, NG18 4TJ:**

## AGENDA

1. To receive the Independent Auditors' Report.

### Ordinary Resolutions

2. To receive the Directors' Report, Annual Accounts and Annual Business Statement for the year ended 31 December 2023.

3. To consider, and if thought fit, pass an Ordinary Resolution to re-appoint Mazars LLP as auditors until the conclusion of the next Annual General Meeting.

4. To consider, and if thought fit, pass an Ordinary Resolution to approve the Directors' Remuneration Report for the year ended 31 December 2023.

### Re-election of Directors

5. To consider and if thought fit:

- i. re-elect Nicholas Paul Baxter
- ii. re-elect Alison Joan Chmiel
- iii. re-elect Rachel Haworth
- iv. re-elect Daniel Glyn Jones
- v. re-elect Lucy Jane McClements
- vi. re-elect Keith George McLeod
- vii. re-elect Paul Clifford Wheeler

The Board has considered (in the absence of each relevant Director) that the performance of the Directors seeking re-election at the AGM continues to be effective and they demonstrate the necessary commitment to the role.

### Special Resolution

6. To consider, and if thought fit, pass a Special Resolution approving the adoption as the Rules of the Society (in place of all existing Rules) the proposed Rules signed by the Chair of the Society and referred to in the Summary of Rule Changes.

7. To transact any other business permitted by the Rules of the Society.

By order of the Board  
Dan Jones, Secretary  
7 March 2024

### Notes

1. These notes form part of the Notice of Meeting.

2. If you want to appoint the Chair of the Meeting to vote on your behalf in favour of the resolutions and re-election of Directors, simply sign and date the Quick Vote section of the Proxy Voting Form. Alternatively, you can vote online at [mansfieldbs.co.uk](https://mansfieldbs.co.uk)

3. You may vote in person at the AGM. Alternatively, under the Society's Rules, a Member entitled to attend the Meeting and vote may appoint one proxy to attend and vote on their behalf. You may appoint the Chair of the Meeting or anyone else as your proxy, and your proxy does not have to be a Member of the Society. Your proxy may vote for you at the AGM but only on a poll. A poll is a formal vote which may take place after an initial vote by a show of hands. Your proxy may not speak at the AGM, except to demand or to join in demanding a poll. A holder of a Power of Attorney cannot appoint a proxy but can vote by attending the Meeting.

### Notes (continued)

You may instruct your proxy how to vote at the AGM.

Please read the instructions on the Proxy Voting Form.

To be valid, voting forms must be signed and returned (or submitted electronically) so as to reach Civica Election Services or a Branch of the Society no later than 2:00pm on Friday 19 April 2024.

### 4. Voting Qualifications

You can vote if you:

a. are at least 18 years old on 25 April 2024;

and

b. i. held shares to the value of not less than £100 in the Society on 31 December 2023 and have continued to hold shares at all times between 31 December 2023 and the Voting Date;

or

b. ii. owed the Society not less than £100 in respect of a mortgage debt on 31 December 2023 and owe the Society not less than £100 in respect of a mortgage debt on the Voting Date;

and

c. are the only or the first-named account holder in our records for the relevant share or mortgage account.

5. The 'Voting Date' referred to in note 4, is:

- i. 19 April 2024 if you are voting by proxy (whether using the enclosed form or completing it online); or
- ii. 25 April 2024 if voting in person at the Meeting.

6. **You can vote only once as a Member**, irrespective of the number of accounts you hold in different capacities (for example, on your own behalf and as a trustee), and whether you qualify to vote as both a shareholding Member and a borrowing Member.

7. Members attending the AGM will be requested to produce their passbooks or other evidence of membership in order to obtain admission. Please also bring this booklet with you. If you are appointing a proxy, other than the Chair of the AGM, to attend the Meeting on your behalf, please ensure that your proxy brings an appropriate form of identification to the Meeting.

### Voting...

If you have any problems with voting online or completing the Online Voting Form please call us on **01623 676321** or freephone **0800 1691835** **Monday-Friday 9:00am - 5:00pm**

# Directors for Re-election



## **Alison Chmiel, Board Chair**

Alison was appointed as a Non-Executive Director in February 2013. She is an experienced business leader, being a qualified accountant with an IT background having started her career in technical roles with IBM. Her previous roles include Deputy Managing Director of Ikano Bank UK. Alison is a long-standing supporter of community institutions having spent many years as a Director/Trustee of The Woodland Trust and currently as a Director/Trustee on a local multi-academy trust board.

## **Lucy McClements, Non-Executive Director**

Lucy was appointed as a Non-Executive Director in July 2020. Previous roles include non-executive directorship of an E-money firm and she is currently a Board Member of the Isle of Man Financial Service Authority. Passionate about improving financial capability across all age and socio-economic groups, much of her experience comes from almost two decades as a financial services regulator on both prudential and conduct of business issues in roles spanning Authorisation, Supervision, Operations, and Risk. More recently Lucy has consulted with clients on good governance as well as delivery of Board/Executive level development interventions.



## **Paul Wheeler, Chief Executive**

Paul is the Chief Executive of the Society and assumed this role in April 2020. He has been with the Society for a number of years having joined as Finance Director in 2011. Paul has extensive senior leadership experience having operated as Deputy Chief Executive (CEO) at the Society as well as previously holding senior roles at Next plc, Alliance & Leicester plc and East Midlands Development Agency. Paul is a Chartered Accountant and a strong believer that building societies should offer easy to understand products at a fair return whilst giving both financial and practical support to their local community.



## **Keith McLeod, Non-Executive Director**

Keith was appointed as a Non-Executive Director in December 2021 and currently chairs the board Risk Committee. He is a Chartered Accountant and has spent over 30 years within the financial services industry, including senior roles at Schroders, UBS and Morgan Stanley. His most recent role was as the Chief Financial Officer and Acting Chief Executive Officer for the UK subsidiary of a large Middle Eastern Bank. Keith views building societies as providing a strong business model that delivers good outcomes for customers. Keith is a Trustee of Lymphoma Action, a national cancer charity.



## **Dan Jones, Finance Director and Secretary**

Dan is a Chartered Accountant with significant finance experience, having previously held senior management positions at Capital One and Experian plc. He joined the Society in 2019, and oversees the financial strength and resilience of the organisation. He is also passionate about the way building societies serve their local communities and that their ethos is centred on improving people's lives.

## **Rachel Haworth, Non-Executive Director**

Rachel was appointed as a Non-Executive Director in December 2021 and currently chairs the board Remuneration Committee. Rachel is a successful customer-focussed leader with significant experience in the financial services industry, most recently as Customer Experience Director at Coventry Building Society. Her experience in the sector reflects an outlook that believes commercial success is achieved by providing customers with the best possible outcomes, and a dedication to engaging with them as owner-members. Rachel's experience spans Marketing, Digital Transformation, Risk Management and Cultural Leadership.



## **Nick Baxter, Vice Chair and Senior Independent Director**

Nick was appointed as a Non-Executive Director in January 2017. He has more than 40 years' experience in the financial services industry. Nick's principal qualifications are in marketing and management, however, he also holds a number of mortgage related qualifications. With a passion for ensuring good consumer outcomes and increasing professional standards, Nick has worked with a number of regulators and believes building societies are well-placed to deliver financial security and integrity to customers. Nick is also the Society's Whistleblowing Champion.



# VOTE

# New AGM Venue for 2024

Newstart Theatre, Portland College,  
Nottingham Road, Harlow Wood, Mansfield, Nottinghamshire, NG18 4TJ

Thursday 25 April 2024, 5.30pm

followed by canapés and  
a drink to toast  
the winners.

