

# Your Mansfield

## & Notice of Annual General Meeting

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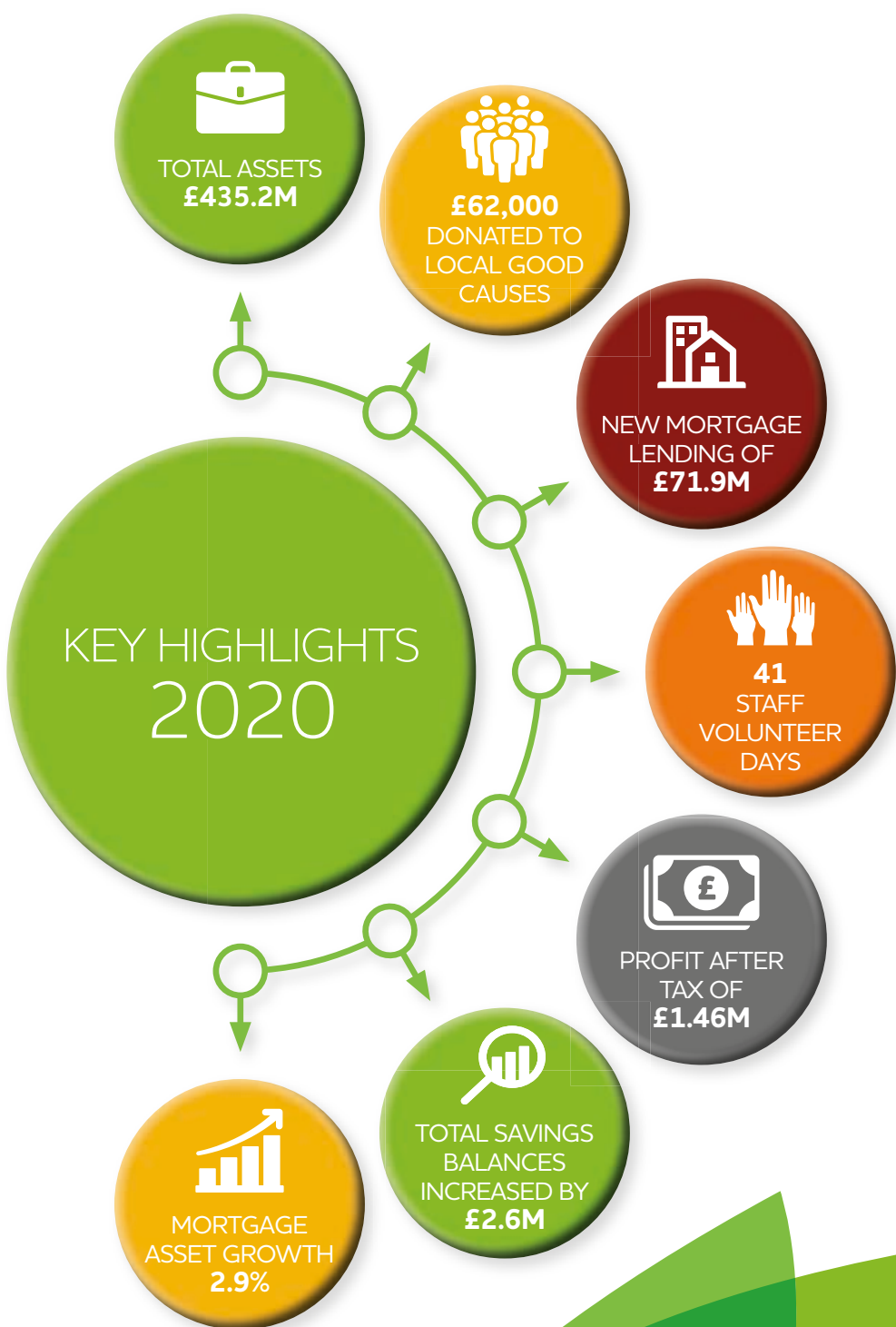
Service improvements in 2020



**MANSFIELD**  
BUILDING SOCIETY

For you | With you | Always

Spring 2021





Paul Wheeler, Chief Executive

# Strength in the face of adversity

This time last year I was looking forward to my first year as Chief Executive and gearing up to celebrate our 150th Anniversary – at that time no-one could have predicted how 2020 would play out. Coronavirus has sadly affected us all directly or indirectly as the Government has battled to control the outbreak.

Despite these challenges, the Society has managed to keep its doors open throughout to ensure members have had access to services they need, whilst at the same time delivering a healthy profit of £1.46 million.

## Our response to the Coronavirus pandemic

Since the country went into lockdown, we have kept our doors open in line with Government guidance to ensure members could access their cash. Although we had to reduce operating hours to limit exposure to the virus, I have to applaud colleagues across our business who have shown great resolve in maintaining our service in spite of their own personal concerns.

We acted quickly to encourage home working, enabling the Society to continue operating across all areas whilst keeping people safe.

Mortgage payment deferrals and other remedies have been offered to borrowing members affected by the crisis, helping to ease the financial strain resulting from furlough, self-isolation and lockdown measures.

We were one of the first lenders to accept 'desktop' valuations to help borrowers progress their mortgage applications due to measures preventing physical valuations taking place.

Throughout the pandemic, we have also sought to look after saving members as much as possible by being flexible with account terms and conditions, and reserving many of our best rates exclusively for Local and Loyal members. We have also supported many of our most vulnerable members with wellbeing calls and care packages to help them through this difficult time.

Keeping pace with events over the last 12 months has been a challenge but we have tried to keep our members informed through our website, social media and regular email updates, and we will continue to do so in the future.





## Improving our service to you

Despite having to adjust to Government guidance we still managed to find time to deliver a number of key projects to enhance our service.

In July we opened Mansfield Market Place branch in the heart of the town – located a stone's throw away from Head Office, the new branch is in the town's busiest thoroughfare and combines a fresh modern look with greater convenience for members.

We also launched Video Call Appointments to enable Covid-safe access for members wanting to open a new account, manage their existing account or speak to a Customer Adviser face-to-face. Video Call Appointments will be rolled out to borrowing members in due course.

Other developments include the introduction of our online mortgage switching portal, for existing borrowers coming to the end of their current product.

Finally, our new online savings platform is currently in testing – we will bring you more news on this exciting development very soon.

Although our strategy remains firmly centred on putting people first, we continue to invest in access for members wanting to interact with us online. However, whilst we continue to embrace new technology, we have not lost sight of the fact that many of our members continue to value the warm and personal service they enjoy in branch and over the telephone.

## Contributing to our community

As well as supporting members, we have been equally mindful of the financial and practical support needed by the community at this difficult time.

In 2020 we donated over £22,000 to 28 worthy causes through the Society's Community Support Scheme in addition to £40,000 donated to the Society's Charitable Trust. The Society's effort included support for those impacted most by the pandemic, with donations to the Sherwood Forest and Freedom Community Project foodbanks, as well as the School's Out project, ensuring that families across our heartland had food in their cupboards over the festive period.

In addition to the School's Out food vouchers, the Society also got involved in its Toy Appeal to help coordinate activity to make sure that children in the area had at least one present to unwrap on Christmas Day.

Donations from the Charitable Trust helped fund Social Action Hub's project to tackle youth loneliness, and a donation to the Inspire & Achieve Foundation helped them acquire new laptops to continue their work with disadvantaged young adults, in spite of Government restrictions.

A donation of 50 cuddly Stanley Stags and activity books to King's Mill Hospital Children's Ward is just another example of how the Society has been working hard to keep spirits up during this difficult time.



## A resilient Society for the future

In my first year as Chief Executive it has been both inspiring and humbling to see how colleagues have risen to the endless challenges we have faced over the last 12 months, whilst at the same time ensuring that The Mansfield remains a strong and successful building society.

And, whilst our 150th Anniversary celebration may not have gone to plan, I'm pleased to report that the Society's financial strength means that whatever challenges lie ahead, we will be around to celebrate many more anniversaries in the years to come.

Paul Wheeler, Chief Executive

# Introducing smart money people

By being with The Mansfield you are part of something special – a building society that is owned by its members!

As a mutual organisation it's really important that we continue to listen to our members so we can deliver the service you would expect each and every time you engage with us. To help us do this we've teamed up with Smart Money People, the UK's #1 review and insight platform for financial services, so that you can tell us how we're doing.

We'd love to hear your views so that we can continue to do the things you like and look for ways we can improve.

To leave a review go to [smartmoneypeople.com/mansfield-building-society-reviews](https://smartmoneypeople.com/mansfield-building-society-reviews)



“ Mansfield were excellent, they looked at our circumstances on an individual basis and allowed us to buy our first home, I will always be appreciative of them and their help. ”

“ I've been a saver with The Mansfield for around 3 years and I've found their range of accounts to be excellent and their customer service both friendly and prompt. I'm happy to recommend and support this friendly mutual. ”



“ We are so happy with The Mansfield in every respect. They listened to what we needed, worked out a plan, actioned it quickly and precisely and were helpful and friendly throughout. ”

“ The current situation we all find ourselves in, has its challenges when opening accounts but your staff make it as easy as possible. Very friendly and helpful staff. ”



**Smart Money People**

# Places to go for help and advice

The Government response to Coronavirus has affected people's income and earnings dramatically. There are circumstances where we can be flexible to help you manage your mortgage or savings account, please call us on **01623 676 300** – help might be closer than you think.

Further support, including free independent help and advice, is available from a number of organisations across the UK. We've highlighted a few of these below.

## Citizens Advice Bureau

A network of charities offering free and confidential support and advice to help with money, legal, consumer and other issues.

w: [citizensadvice.org.uk](https://citizensadvice.org.uk)

t: 0800 144 8848 (England) 0800 702 2020 (Wales)



**citizens  
advice**

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## Money and Pensions Service

Free and impartial money guidance and debt advice online and by telephone.

w: [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

t: 0800 138 7777 (English) 0800 138 0555 (Welsh)



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## National Debtline (England & Wales)

National Debtline offers free and independent debt advice over the phone or online.

w: [nationaldebtline.org](https://nationaldebtline.org)

t: 0808 808 4000



**NATIONAL  
DEBTLINE**

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## StepChange Debt Charity

A charity offering expert debt advice and fee-free debt management to help people tackle their debts.

w: [stepchange.org](https://stepchange.org)

t: 0800 138 1111



# Don't let fraudsters steal your money

Frauds and scams are becoming ever more sophisticated and fraudsters have sought to use the Coronavirus pandemic as another opportunity to trick you out of your money or to cause you harm. Here are some recent Coronavirus scams that have been uncovered:

- Fake NHS Track and Trace text messages asking for your personal information or looking to spread a computer virus via a link
- Bogus NHS text messages asking for your data by identifying that you're eligible for a vaccine and linking through to a fake website
- Text messages impersonating Her Majesty's Revenue and Customs (HMRC) offering access to a Government grant
- Phone calls or online 'pop ups' pretending to be from your broadband provider asking you to connect via a Remote Access Tool and then login to online banking to claim a refund for poor coverage.

We take your privacy and security seriously. To help you stay protected, here are some simple tips and hints to help keep your personal information and account(s) secure:

- Monitor your account activity regularly and check for anything suspicious
- Use complex passwords online, including capital letters, numbers and symbols, and don't duplicate them or write them down
- Always log out of online services properly and avoid using an internet account in public places or via unsecure Wi-Fi
- If you're suspicious of a text message, do not reply or click on any links and call the organisation on a number you can find via a known or official source.

If you are concerned that a vulnerable or elderly person is being targeted for fraud or financial abuse, do not hesitate to contact the police.

For more information about protecting yourself against fraud, visit [mansfieldbs.co.uk/fraud-awareness](https://mansfieldbs.co.uk/fraud-awareness).



# Service improvements in 2020

We are constantly looking for ways to improve the products and services we provide to ensure that your time with The Mansfield is as rewarding and hassle-free as possible. Here are some of the things we've delivered in 2020.

## Video call appointments

Video call appointments are being piloted at our Market Place branch, enabling new and existing customers to speak directly to staff in a safe and secure environment.

The service is initially available for customers wishing to open or discuss new savings accounts with an adviser, either from a COVID-secure interview room in-branch, or from the comfort of your own home if you have a computer, tablet or phone with a camera.

The service is available during branch opening hours with advance bookings required. To find out more, please call us on **01623 676350**.

## New Market Place branch launched

In our 150th anniversary year we opened a new branch in the heart of Mansfield, at the town's historic Market Place. Our brand new branch is located at the bottom of Regent Street, a stone's throw away from Head Office.

Our previous branch, will now become part of Head Office, as all counter service has been transferred to the new premises in a move designed to create capacity to support our continued growth and plans for the future.





## Mortgage switching portal

In 2020, we also launched the Society's new online Mortgage Switching Portal, enabling existing borrowers to transfer to a new loyalty product from the comfort of their own home.

The new online process allows existing borrowers to view and select an exclusive new loyalty product online before their current mortgage product comes to an end. A built-in calculator allows borrowers to compare mortgage products and monthly repayments before selecting their new product.



Whilst this latest development allows existing borrowers to transact with us online, members can opt-out of the process at any point should they prefer to speak to one of our mortgage experts.

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE**

## AGM video updates

Government lockdown measures imposed in March 2020 meant that we had to hold the Society's AGM behind closed doors for the first time in our 150 year history.

However, to ensure that members were kept up to date with the Society's progress in 2019, video clips highlighting the Society's performance, including the Chief Executive's address and results of the voting, were posted online for all to see.

Further updates will be available online for this year too, just go to **[mansfieldbs.co.uk/agm](https://mansfieldbs.co.uk/agm)**

## New online Buy to Let calculator

In 2020 we launched our new Buy to Let Calculator to help landlords and mortgage intermediaries calculate affordability against the Society's rental income requirements quickly and easily online.

Available via our website at **[mansfieldbs.co.uk/buy-to-let-calculator](https://mansfieldbs.co.uk/buy-to-let-calculator)**, the calculator will offer a simple Pass, Refer or Decline decision based on the loan amount, product interest rate and monthly rental income.

**YOUR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE**



# Supporting our Community in an exceptional year



## School's Out toy appeal

To ensure local children didn't go hungry over the Christmas holiday period, we donated £6,000 to the 'School's Out' appeal to help create festive food parcels.

We also offered our new Mansfield Market Place branch as a Toy Collection Point for people and businesses to donate Christmas presents. Over 600 presents were donated to local families in need.

## Sherwood Forest Foodbank

During the first lockdown we donated £2,500 to Sherwood Forest Foodbank based in Mansfield Woodhouse, to purchase essential food and toiletries for people in need as the economic impact of the pandemic was felt across the region. In addition, staff donated food parcels to further support the charity.

## Little bags of sunshine for local people living with dementia

Ashfield and Mansfield Dementia Friendly Communities Partnership received a donation of £500 from our Community Support Scheme to help those living with dementia in the local area.

The donation was used to create 'little bags of sunshine' which provide fun and inspiring activities for those living with dementia, and their carers, whilst they self-isolated. The packs, which encourage crafts, painting and relaxation, benefitted over 100 people who don't have access to online support.



## Cuddles and more donated to children's ward

King's Mill Hospital Children's Ward received a donation of 50 cuddly stags together with activity books and stickers to put a smile on the face of children receiving treatment at the hospital.

Stanley the Stag, our new mascot, joined the Society earlier in 2020 as part of our children's offer. As well as being our mascot, Stanley takes the lead role in our financial education activity booklet.

Stanley colouring sheets are also available for anyone to download and enjoy free of charge at [mansfieldbs.co.uk/Stanley](https://mansfieldbs.co.uk/Stanley).

## Mansfield Community Response Fund

The Mansfield Community Response Fund received a donation of £2,500 to help voluntary groups and charities support vulnerable people in the district who have been affected by the social distancing measures introduced as a result of the COVID-19 outbreak.

The fund was launched by Mansfield District Council to support vulnerable people who may have become isolated through age, ill-health and other limiting factors – all the money raised went directly to voluntary and community groups to deliver essential local services.

## Helping tackle youth loneliness

The Social Action Hub received £2,879 from the Society and its Charitable Trust to support their Tree House Project – a scheme launched in 2020 to help tackle the issue of youth loneliness in the local area, which has been amplified by the Government's lockdown measures.

The Social Action Hub, based in Rainworth, was formed in 1993 in response to the ever changing needs of young people across Nottinghamshire. The charity provides help to improve life skills, including mental wellbeing and physical and emotional resilience.

The Tree House Project was created to support the most vulnerable young people in the area by creating a safe environment to discuss personal issues stemming from loneliness and isolation.



## Sherwood Forest Trust tree planting

Back in February 2020, as part of our 150th anniversary celebrations, we teamed up with Sherwood Forest Trust to plant over 300 trees in the grounds of Portland College.

Sherwood Forest Trust work tirelessly to protect, preserve and promote the present day forest which spans North Nottinghamshire – working with local groups to support conservation management, heritage projects and regenerating woodland areas.

Over 3 days, 40 colleagues from the Society planted over 300 trees, to help develop the physical landscape of Sherwood Forest and diversify its natural habitat.



## 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 us on 01623 676300 or online at [mansfieldbs.co.uk/contact](https://mansfieldbs.co.uk/contact).

# Notice of Annual General Meeting

Notice is given that the 151st Annual General Meeting (AGM) of the members of The Mansfield Building Society will be at 4:00pm on Tuesday 27 April 2021 at Regent House, Regent Street, Mansfield, NG18 1SS for the following purposes:

## 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 2020.
3. To consider and if thought fit pass an Ordinary Resolution to re-appoint BDO 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 2020.

## Election of Directors

5. To consider and if thought fit elect or re-elect Directors:
  - i. To re-elect Nicholas Paul Baxter
  - ii. To re-elect Colin George Bradley
  - iii. To re-elect Alison Joan Chmiel
  - iv. To re-elect Robert Martin Clifford
  - v. To re-elect Jeremy David Cross
  - vi. To elect Daniel Glyn Jones
  - vii. To elect Lucy Jane McClements
  - viii. To re-elect Paul Clifford Wheeler

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

## Special Resolutions

6. To consider and if thought fit pass a Special Resolution to approve the Rule Changes as detailed in the Summary of Rule Changes.
7. To transact any other business permitted by the Rules of the Society.

By order of the Board  
**Jill Watson, Secretary**  
**28 February 2021**

## Notes

1. These notes form part of the Notice of Annual General Meeting.
2. If you want to appoint the Chair of the Meeting to vote on your behalf in favour of the resolutions and election or re-election of directors, simply sign and date the Quick Vote section on the proxy voting form. Alternatively, you can vote online at [mansfieldbs.co.uk](https://mansfieldbs.co.uk).

3. 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. However this year in order to meet Government guidance in relation to Covid-19 this Rule will not apply. The Meeting will be held as a closed meeting and, with the exception of the minimum number required, members will not be able to attend. The only proxy you will be able to appoint and vote on your behalf is the Chair of the Meeting.
4. To be valid, voting forms must be signed and returned (or submitted electronically) so as to reach Civica Election Services or a branch office of the Society no later than 2:00pm on Friday 23 April 2021.
5. Voting Qualifications  
You can vote if you:
  - a. are at least 18 years old on 27 April 2021; and
  - b. i. held shares to the value of not less than £100 in the Society on 31 December 2020 and have continued to hold shares at all times between 31 December 2020 and the voting date; or
  - ii. owed the Society not less than £100 in respect of a mortgage debt on 31 December 2020 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.  
  
The 'voting date' referred to in this notice is 2:00pm on 23 April 2021 (whether using the enclosed form or completing it online).
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.

# Ask our Directors

If you've got a burning issue, why not ask our Board of Directors?

Send your questions to:

**agmquestions@  
mansfieldbs.co.uk**

**01623 676321 or  
Freephone 0800 169 1835**



# Directors for Election and Re-election



## Jeremy Cross, Board Chair

Jeremy is a chartered accountant who was appointed to the Board as a non-executive director in February 2013. His other roles include a non-executive directorship of an NHS Trust as well as being a Director/Trustee for several Leeds based charities. Jeremy's previous roles include being Director of Personal Current Accounts with Halifax and Bank of Scotland. Jeremy is committed to the mutual model of building society ownership and the opportunity this provides for engaging with our members, and becoming involved in the local communities we serve.



## Paul Wheeler, Chief Executive

Paul is a Chartered Accountant and has extensive experience from working in senior management positions in Next plc, Alliance & Leicester and East Midlands Development Agency. He joined the Society as Finance Director in 2011 and was promoted to Deputy CEO in 2016 before becoming Chief Executive in 2020. Paul is a strong believer in mutuality and considers it possible for a financial services organisation to offer quality products and competitive rates whilst giving both financial and physical support to its local community.



## Dan Jones, Finance Director

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 is passionate about the mutual model and the way it can serve its local community. He believes financial services should be centred on improving people's lives.



## Robert Clifford, Director

Rob was born in Mansfield and joined the Board as a non-executive director in January 2012. He is Chief Commercial Officer at MSS Group, which operates nationally providing mortgage advice and surveying services. Rob has worked in financial services for 30 years, much of it for, and alongside, building societies; he was a director at West Bromwich Building Society and remains committed to mutuality and the building society movement. Rob's career history includes being managing director at Virgin Money and chief executive at Mortgage Force.



## Nick Baxter, Vice Chair and Senior Independent Director

Nick was appointed to the Board as a non-executive director in January 2017. Nick has more than 40 years' experience in the financial services industry, including mutual organisations. Nick's principal qualifications are in marketing and management, however, he also holds a number of mortgage related qualifications. With a passion for positive consumer outcomes and increasing professional standards Nick has worked with various regulators, including those responsible for the early shaping of mortgage regulation. Nick is also contactable by staff and members, as our Whistleblowing Champion.



## Alison Chmiel, Director

Alison was appointed to the Board 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 spent many years as a Director/Trustee of The Woodland Trust and currently serves as a Director/Trustee on a local multi-academy trust board. She is committed to the mutual ethos of the Mansfield Building Society.



## Colin Bradley, Director

Colin was appointed to the board in May 2015 as a non-executive director. He had previously held the position of Deputy Chief Executive/ Finance Director with Loughborough Building Society. He is a chartered accountant and chairs the board audit and compliance committee. Having worked in building societies for 30 years, Colin is committed to the values and service ethos of the mutual sector with its roots in the local community and with members' interests being at the heart of everything we do.



## Lucy McClements, Director

Lucy was appointed to the Board as a non-executive director in July 2020. Her other roles include non-executive directorship of an E-money firm and Trustee of a local Multi-Academy Trust. Much of her experience comes from almost two decades at 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. Passionate about improving financial capability across all age and socio-economic groups, she is committed to the benefits of mutuality.



# Dedicated, Flexible and **Personal**

SAVINGS  
MORTGAGES  
INSURANCE  
FINANCIAL PLANNING

## Our range of products and services includes:

- Exclusive Local and Loyal\* savings accounts
- A flexible approach to mortgages, from first time buyers to later life lending
- Independent financial planning provided by Wren Sterling^
- Prepaid Funeral Plans provided by Dignity^
- 5 star default rated Home Insurance through Uinsure^

Find out more at [mansfieldbs.co.uk](http://mansfieldbs.co.uk)

\* Local and Loyal accounts are available to residents of Nottinghamshire, Derbyshire or South Yorkshire or existing members with one year's continuous membership.

^ The Mansfield Building Society acts as an introducer to:

- Wren Sterling for investments, pensions, protection and tax planning
- Dignity Pre Arrangement Limited for Prepaid Funeral Plans
- Uinsure Limited for Home Insurance



**MANSFIELD**  
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For you | With you | Always