



Business Review and Summary Financial Statement

**For the year ended 31 October 2020
including Notice of Annual General Meeting**

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Chief Executive's Introduction

Results Year ended 31 October 2020



I am pleased to present the results for the Society for year ended 31 October 2020. The AGM notice is contained later in this summary and I would encourage you to read it and vote preferably online. If we don't

have it, please provide your email address so we can send you this notice and other Society documents electronically. It helps save money and paper and, in the current conditions, it's safer.

The pandemic has impacted all our lives and the Society too. Despite the national lockdown and social distancing restrictions the Society has achieved a great deal this year. Gross lending is only just behind last year's record value and mortgage assets have reached a new high at over £270m. The Society kept all its branches open to serve members and we continued to provide a phone-based service from head office. Costs have increased due to investing in new infrastructure and people.

As mentioned at last year's AGM, we continued to offer savers fixed bonds across the year including member only offers and refreshed our children's accounts. The Government and Bank of England response to the pandemic included Mortgage Payment Deferrals and a cut in base rates to an all-time low. That move in rates alone cost the Society over £0.4m this year. At the same time changes to working practices related to the pandemic have increased our operating costs this year.

The base rate cut meant that the Board had to adjust savers rates to reflect the new economic conditions. However the changes to savers accounts were not as great as the change to base rates. We are conscious as to the importance of providing a return to our investing members. Taken together all of these one-off factors have reduced profits to £0.04m (2019 - £0.5m). However, the underlying business

is performing well and the Society is well capitalised and higher profitability will return next year.

Despite all the challenges faced the year results are good as can be seen from the financial highlights below:

- Record assets of £330m
- Net Mortgage balances up 7% to £274m (2019 - £256m)
- Share balances up 6% to £263m
- Gross capital is unchanged at £23m or 7.7% of shares and borrowings (2019 - 7.9%)

The Society continues to strike a balance between growing the business, providing a reasonable return to investing members and making investments in new services and expertise. Although the current year profit is low members should not be concerned as the Society strength is greater at this year end than last.

The changes to how we all live and work brought about by the pandemic to how we all live and work has accelerated our plans for investment in more digital services. We will continue to manage underlying costs and interest margin to remain profitable and financially strong. Improving our digital offering is a business imperative. We place significant emphasis on preserving the strength of our balance sheet and managing the Society's lending exposure. Our capital ratios remain strong and well above the 3% leverage ratio set by the Bank of England.

The pandemic has hit all sections of Society. The mortgage payment deferral schemes saw large numbers of borrowers across the UK take advantage of this scheme which was extended in late September to March 2021. We are working actively with borrowers who have had their economic situations turned upside down with the temporary or permanent closure of so many businesses and trades. Members should take confidence in our ability to help provide forbearance to those impacted on a case by case basis. The overall impairment provision stands at £0.6m.

Chief Executive's Introduction

The Society has total reserves of £23m which includes significant surplus capital based on the size of its mortgage book.

Community contribution

The pandemic halted all our planned external activities. However, to reflect the challenges and hardship faced by many families and individuals we wanted to start with the AGM charity. They work with those left hungry by the pandemic. We have doubled the on-line voting contribution we make and will carry out some activities next year to help them deliver these vital services.

Outlook for 2021

Although the Society does not provide formal forecasts, it is important that members understand how the Society is investing and changing given the current and ongoing impact of the pandemic.

The changes to stamp duty combined with many re-evaluating their housing needs has led to a surge in property transactions. At current levels we think this will be short lived and when combined with EU exit the housing markets will be subdued for most of next year. We will continue to work with those economically impacted by the pandemic. Many of you will have seen that many retailers have reduced their appetite for cash and moved to card transactions. Secondly with movement and health restrictions there has been a marked upward shift in needing remote access to savings or mortgage information. The Board agreed a multi-year investment programme in more digital applications to help members access the Society in the way they choose to. It will also help make our internal processes more efficient and effective. This work has already started.

Lending markets always adapt to the economic conditions. The Society will continue to innovate and change its lending offering to market conditions. We anticipate that first time buyers will take advantage of any house price weakening in the year ahead. We have continued to add to our Family Assist range as many need help from relatives to buy their first home. The number of mortgages running into retirement age continues to rise and is a normal situation for many borrowers.

In sympathy to this we will continue to offer loans for the older borrower who can afford them. We do not expect interest rates to change any time soon. All the indicators are that the UK economy is in for a bumpy ride in 2021.

Our People

Service matters enormously to you our members. I am grateful for the dedication and effort of all our staff during this most difficult of years. The Society remains committed to being customer led and member owned, providing financial security and long term value and choice for current and future generations of members.

I would like to thank you all for your support over the year and hope you have a successful and enjoyable 2021.

Gary Brebner

Chief Executive
13 January 2021

Key Performance Indicators

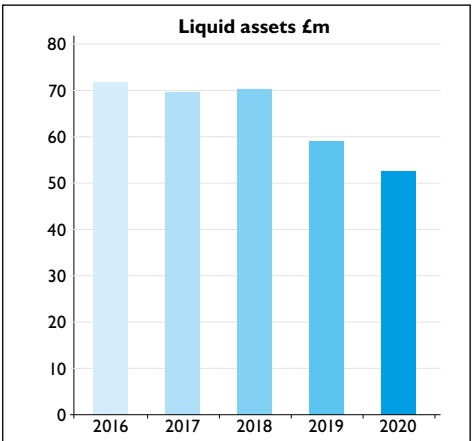
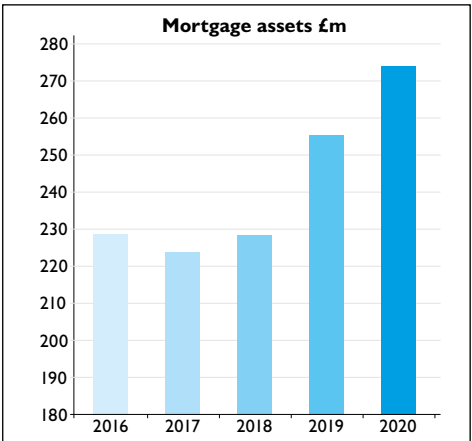
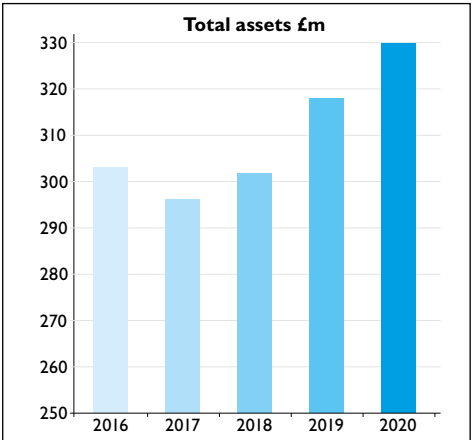
Founded in 1867, Loughborough Building Society remains true to the ideals of the group of local businessmen who got together to provide the people of Loughborough and District with opportunities to save and borrow money.

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

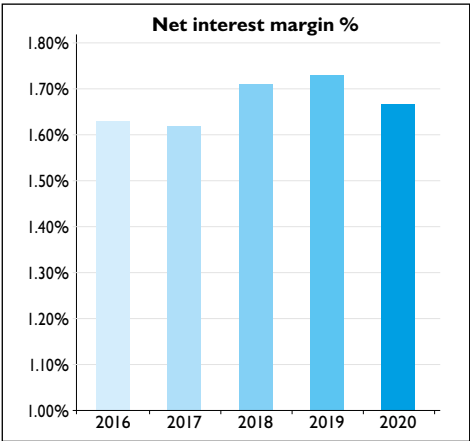
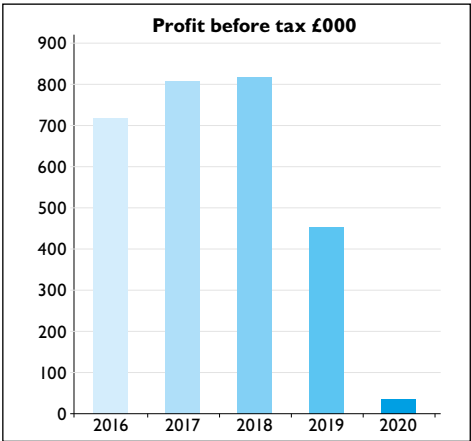
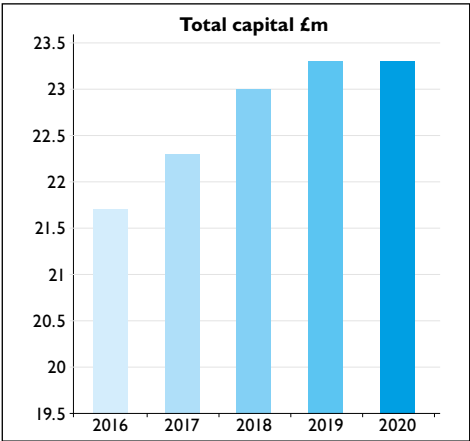
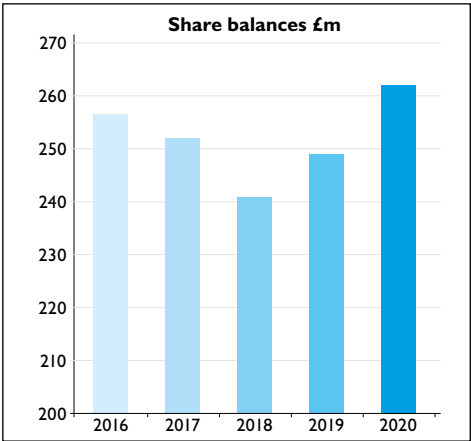
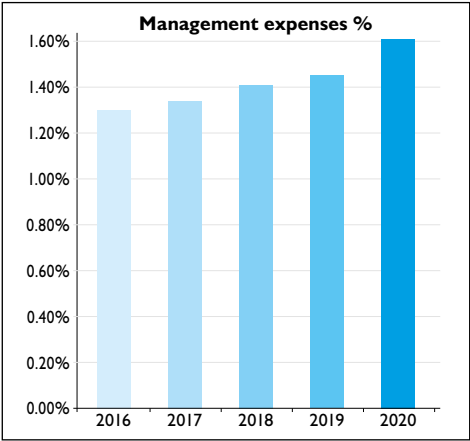
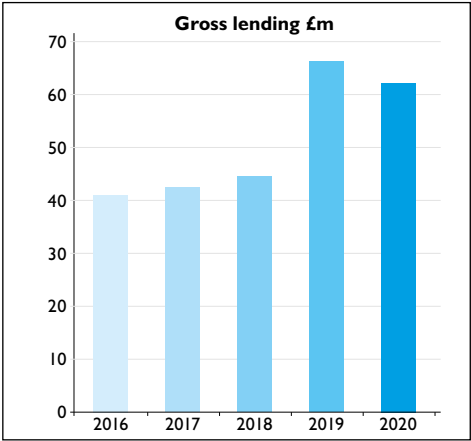
As a mutual building society we're owned by our customers – our savers and borrowers. To us you're more than a customer; you're a member and an individual.

Unlike banks, being a mutual business means we don't have shareholders or dividends to pay. The low interest rate economic environment continues to make it difficult for the Society to grow its profits whilst recognising the needs of savers who have had low market rates for many years. The Society strives to strike a balance between these competing demands in order to enable future investment in new services and expertise.

The Board manages the Society and oversees the agreed strategy using a variety of performance and control reports, including the use of key performance indicators. The graphs below show progress over the last five years across a number of key indicators. The calculation of each of the key performance indicators is explained on page 7.



Key Performance Indicators



Key Performance Indicators

TOTAL ASSETS

This shows the growth in total assets of the Society as reported within the Summary Financial Statement on page 13.

MORTGAGE ASSETS

This shows the net change in the Society lending book after impairment provisions and after fair value adjustments. This figure is reported on the Statement of Financial Position as loans and Advances to Customers.

LIQUID ASSETS

Liquid assets is the total of cash in hand and balances with the Bank of England, loans and advances to credit institutions and debt securities, as disclosed on the Statement of Financial Position.

GROSS LENDING

This figure shows the total amount of mortgage lending each year prior to repayments, redemptions and other movements.

SHARE BALANCES

This represents the total deposited by individuals with the Society at the end of each financial year. It is reported on the Statement of Financial Position as Shares.

TOTAL CAPITAL

Capital is a measure of financial strength, of an entity's ability to absorb future operational losses if and when they arise, and of its ability to support future growth. This is represented on the Statement of Financial Position by the General reserve and the Available-for-sale reserve and primarily comprises capital from retained profits.

PROFIT BEFORE TAX

Profit after tax is the net amount earned after taking into account all expenses but before tax charges.

NET INTEREST MARGIN

This ratio expresses the interest received from loans and liquid assets, minus the interest paid on financial liabilities (principally share accounts, but also deposits by market counterparties) as a percentage of average financial assets.

MANAGEMENT EXPENSES %

This ratio is the total of administrative expenses, depreciation and amortisation, expressed as a percentage of the simple average of total assets at the beginning and end of the financial year. It assists the Board in understanding the relationship between profitability and the size of the balance sheet.

Summary Financial Statement

The Financial Statement is a summary of information in the audited Annual Accounts, the Directors' Report and Annual Business Statement, all of which will be available to members and depositors, free of charge on demand, at every office of Loughborough Building Society from 29 January 2021.

Approved by the Board of Directors on 13 January 2021 and signed on its behalf by:

H.E. Sachdev	Chair of the Board
R.W. Barlow	Chair of Audit and Compliance Committee
G. Brebner	Chief Executive

Summary Directors' Report

The Directors are pleased to present the Summary Financial Statement of Loughborough Building Society for the year ended 31 October 2020.

Business Objectives and Activities

The principal business activity of the Society is the provision of long term residential mortgages to borrowers, financed by personal savings from members, in keeping with traditional building society principles and values. The business objectives are to promote savings and home ownership, through a competitive interest rate structure on a variety of straightforward products, combined with high levels of personal service, to meet the needs of our members and safeguard their interests.

Business Review Covid-19

The Covid-19 pandemic and its impacts have been the overwhelming influence across the whole economy this year, affecting all of our customers and how we transact with them, how our staff work and the markets we operate in. The full effects are still to play out, but the Board can report that the Society remains strong and operating effectively.

The economy has been severely affected and UK GDP suffered a 25% decrease in the two months from February to April 2020. Output had started to recover, but will have fallen again as a result of the second lockdown announced for England in November. The Bank of England's November 2020 forecast of GDP was for an 11% decrease across 2020. The impact on the Society's own business volumes has not been so extreme, however. Mortgage applications fell steeply during the early part of the first lockdown, but recovered quickly from June onwards. This appears partly to reflect a pent-up demand for house moves that built up during lockdown and partly the impact of the Government's temporary suspension of Stamp Duty. House prices have continued to increase

since the middle of the year. The Society does recognise, however, that the full economic impact of the pandemic has not yet been felt.

In light of this point, risk management has received an even greater focus across the year. The Society has maintained strong capital and liquidity ratios and there has been particular focus on underwriting standards for new mortgage business. Customers still want to move home and the Society is mindful of its role in helping them to achieve that, but business has to be of high credit quality in order to protect the interests of all our existing members.

How our members transact with the Society has been impacted by the pandemic. Branch opening hours have been reduced to ensure we can maintain appropriate staffing levels, but our network has remained open throughout the period. A great deal of the mortgage and savings account processing that was done in our head office is now being done remotely by staff working at home. It is very encouraging how well staff responded to this significant logistical challenge and it is noteworthy that business volumes being processed toward the end of the financial year were at a similar level to those recorded during 2018/19. This is testament to our colleagues' flexibility and the business's resilience.

More detail about the specific impacts of Covid-19 on the business and its results are contained throughout this document.

Lending and Saving

Gross mortgage advances during the year were £62.6m, only a little lower than the £66.2m achieved in 2019, which was regarded as a very strong result. Growth in mortgage balances, after redemptions and repayments of principal, was £18.8m, which represented a percentage increase of 7% (2019: £27.1m or 12%). Although this growth is lower than achieved in 2019, the Board still considers it to be a good level of performance and by being lower than in 2019, it has preserved capital and liquidity, which are important considerations during times of market stress.

The housing market has certainly been supported by government initiatives to help the economy through the crisis and the stamp duty holiday appears to have had a particular impact. It may be the case that business will fall away once this measure expires in March 2021. For that reason, the Society has been keen to continue writing profitable business while it is available to help support its finances across 2021 and beyond. There was a good pipeline of mortgage applications received but not yet drawn down at year end and this should translate into further growth in the first part of the next financial year.

Summary Financial Statement

The Society has maintained its strong presence in the direct mortgage market where customers are not introduced to the Society via a third party introducer and it has also grown strongly the business it writes through brokers. Having re-entered this market in 2018, broker generated business represented about half of all advances in 2019 and this has increased further to about 65% in 2020.

The Society has maintained its portfolio of good value and straightforward savings products and in the year these generated net receipts of £14.2m (2019: £6.9m), representing growth in balances of 6% (2019: 3%). The Society's mortgage balances remain over 95% funded by member share accounts (2019: 97%) and this provides a good level of funding security in the event of problems in the generally more volatile wholesale markets. The Society makes use of the wholesale money markets, to provide diversity within its funding strategy. The Society also uses Bank of England funding facilities to provide some ongoing funds and to provide guaranteed emergency funds in the unlikely event of such funding being required.

Profitability

The Society's profit before tax for the year was £35,000 (2019: £454,000). Profit has been affected by the pandemic and the resulting reduction in bank base rate and by administrative expenses which have risen in order to maintain service standards and to process business volumes. This level of profit would not be considered sufficient on an ongoing basis, but given the extraordinary circumstances around this year and the very strong capital base the Society is able to rely on, the Directors regard it as satisfactory this year. The Society's plans indicate that profit is expected to recover from 2021 onwards as growth in net interest income, generated by growth in interest earning assets, increases at a faster rate than administrative expenses. Base rate is now 0.10%, its lowest ever level and it may remain low by historic standards for a considerable time to come. At a macro level very low interest rates generally benefit borrowers as it stimulates lending and thereby economic activity. However, they harm savers and they also act to compress the Society's net interest income, as mortgage rates continue to reduce, but rates on savings and other funding balances get closer to their effective floor of zero and are unable to reduce to compensate. The other significant influence on profit this year has been the level of administrative expenses (including depreciation and amortisation), which have shown an increase from £4.5m in 2019 to £5.2m in 2020. This reflects increased resources taken on by the Society to allow it to service the volumes of business now being written, some interim staff costs in the Finance function to provide support

while some senior staff (including the Finance Director) were being recruited, increased data security costs and an increase in external audit charges.

Impairment

Impairment of loans and advances to customers and of stock represents an overall charge for the year of £55,000. Before approval of the 2019 results, the Society became aware of a potential fault in its security over a property and a full provision was made against the outstanding balance. This issue was successfully rectified during 2020 and the provision was released back to income, creating a net credit of £193,000. During the year the Society has also been providing for the impact of credit deterioration within the mortgage book and for other individual cases where accounts are falling into longer term arrears. The charge for these cases has been £128,000, resulting in the overall credit to income for loan impairment of £60,000 (2019: £279,000 charge).

The allowance for individual impairment reflects the credit to income for the case with the potential fault in security referred to above, and also various other separately identifiable cases, a number of which were sold during the year. The allowance for individual impairment has decreased during the year from £790,000 to £253,000.

The Society also maintains an allowance for collective impairment, which assesses loan cases for potential loss, should they become re-possessed and applies publicly available propensity to default (PD) data. In the Society's case, PD data published by the Fitch ratings agency is used for this purpose. In spite of the pandemic, Fitch PDs have not deteriorated between 2019 and 2020 and the pandemic has had little impact on the Society's allowance for loan impairment. This is consistent with the Society's own experience to date, as described below, but the Directors are conscious that this could change in the future. However, accounting requirements, as they currently apply to the Society, prevent the Report and Accounts from reflecting the possible impact of future credit events. The provision at 31 October 2020 therefore represents the Directors' view of credit conditions at that time.

The Society has participated in the Government sponsored scheme of offering mortgage payment holidays to customers affected by the pandemic. About 10% of our mortgage customers took up payment holidays. The Society's experience with these customers is quite encouraging, with the great majority of customers who took advantage of the scheme returning to full payment once the three month holiday period ended. The overall level of arrears remains low. The risk of default has not

Summary Financial Statement

gone away, though, and if unemployment follows the path projected by the Bank of England next year, some customers may yet find themselves in payment difficulty. Any member in this situation is encouraged to contact the Society as early as possible so that we can work together on a solution.

Economic Conditions

One of the major influences on Society performance is the economy and economic conditions are as uncertain as they have been at any time in a number of years. As already noted above, bank base rate is lower than it has ever been previously and this adversely impacts both our saving members and the Society's own profitability. It is uncertain how long rates will remain at this very low level, but the Board has noted that financial markets generally see them remaining low for an extended period and has made its financial plans accordingly. Unemployment has shown some increase across the first part of 2020, but is still being held back by the Government furlough initiative. Once this ceases unemployment may increase quite significantly. How long this increase would persist and how significant an impact it would have on the Society's performance is uncertain at this time.

One aspect of the economy that was still performing strongly at year end was the housing market. Bank of England statistics report the number of mortgage approvals in September 2020 was at its highest level since 2007 and the Nationwide Building Society house price index shows that average prices grew by 5.8% in the year to October, which is the highest rate of growth for five years. The end of the first period of lockdown appeared to release a strong pent-up demand for house moves and this has carried on as customers look to take advantage of the Stamp Duty holiday. As noted above, though, the ending of this holiday in March 2021 may see some slow down in mortgage activity.

EU Exit

The other great unknown in the economy is the impact of Brexit. The Society's business is conducted entirely within the UK so there will be little direct impact once Brexit occurs. The indirect impacts if this creates economic instability, or even just uncertainty, are still unclear though. The business is supported by its strong levels of capital and liquidity in the event of financial instability and by its strong franchises in both the savings and mortgage markets that should enable it to keep trading successfully. The Board looks forward, though, to a period of greater certainty once the transition out of the EU is complete.

The Society's network of three branches in Loughborough, Derby and Long Eaton and its agency

outlet in Southwell remain the route by which it continues to undertake the majority of its savings transactions with customers. Customer feedback constantly tells us how important this personal contact is for our members and the Board is happy to re-affirm its commitment to its branches and the staff who work there.

Society Staff

Finally in this review, the Board wishes to place on record its appreciation for the work of the Society's staff during this most difficult year. They have adapted to different, socially distanced working conditions in branches and head office where that is required, or to working partially or entirely from home where that is more appropriate. This inevitably created some issues to begin with, but the levels of customer service and the volumes of business that are being processed are now back to where they were before the pandemic occurred. The way staff have reacted is of great credit to all of them and they should be proud of what they have achieved.

Principal Risks and Uncertainties

Building societies operate in a highly competitive and regulated market with significant uncertainties arising from the general economic environment, in particular the demand for borrowing and the availability of funding. Interest rates have been at historically very low levels for a number of years and the level of uncertainty and risk of economic disruption are heightened by both the Covid-19 pandemic and by Brexit.

The Society has a cautious approach to its risk appetite which helps to protect members' interests and reduce exposure to the risks and uncertainties facing the business. Processes, policies and controls are in place to reduce these risks to acceptable levels.

All major areas of risk are reviewed by the Risk Committee and, where appropriate, other Board committees as detailed in the Annual Report and Accounts. The Society maintains a comprehensive risk register, sets a risk appetite target against each risk identified, and takes actions and implements controls until the level of residual risk is acceptable. Progress is also monitored through the Risk Committee.

Many of the risks faced are those associated with any business striving to prosper in a competitive market, including margin pressures, regulatory and compliance developments.

The principal business risks to which the Society is exposed are outlined below. In addition, the Society is mindful of the risks associated with the potential adverse

Summary Financial Statement

effects of the pandemic and of Brexit, and that any consequent economic downturn, disruption to financial markets or political instability could have an impact on its business model. The impact of both the pandemic and of Brexit have been given particular consideration throughout the year and this consideration is described in the list of principal business risks below. The Society has stress tested its Business Plan for these risks, and considers that it has appropriate management control processes and sufficient capital and liquidity resources to allow it to withstand such impacts.

The principal business risks to which the Society is exposed are considered to be:

- **Credit Risk**, this relates to the risk that mortgage customers or treasury counterparties, to whom the Society has placed money, may default on their obligation to pay. The impact of the pandemic on credit risk has been mitigated by payment holidays and the Government furlough scheme. As these unwind there may be an adverse credit risk impact. There is little evidence of this yet in the Society's performance, but the Directors remain conscious of the risk.
- **Interest Rate Risk**, this is the risk that income or expenditure, arising from the Society's assets or liabilities, varies as a result of changes in interest rates. Once the scale of the pandemic became apparent, the Bank of England reduced Base Rate to an historic low of 0.10%. Very low rates tend to compress a building society's net interest margin and the Directors have allowed for rates remaining low for an extended period in preparing the Society's business plan. The Society has also modelled the impact of rates going to zero and going negative.
- **Liquidity Risk**, this relates to the Society's ability to meet its financial obligations as they fall due. Times of significant uncertainty, such as caused by the pandemic or by Brexit, can increase liquidity risk as providers of funding, both retail customers and institutions, may withdraw from markets because of their own security concerns. The Society monitors its liquidity daily and conducts stress tests on its ability to fund its operations and meet liabilities as the fall due on a monthly basis. The Society has been able to fund itself effectively throughout the year, maintaining an active presence in both retail and institutional markets. It also participates in Bank of England schemes that would provide emergency funding should the unlikely need arise.
- **Operational Risk**, this is the risk of a loss arising from inadequate or failed internal processes or systems, human error, key supplier failure or external events including cyber risks. The pandemic has represented an operational risk event in that it required significant changes in how operations have been carried out to reflect reduced face to face customer contact and remote working for staff. Existing contingency plans were enacted and the Society's operations have remained effective throughout the period.
- **Regulatory Risk**, this is the risk that the volume and complexity of regulatory requirements and related costs reduce the Society's capital and ability to compete over a period of time.
- **Conduct Risk**, this is the risk that the Society does not treat its customers fairly or provides inappropriate products for customers.
- **Strategic Risk**, this is the risk of the Society entering unprofitable markets, offering unprofitable products or being unable to keep up with changes in customer expectations. The Board has a strategic duty to ensure that the Society makes an adequate amount of profit to maintain capital ratios at a level sufficient to provide long term financial strength and stability for all members.
- **Concentration Risk**, this is the risk of loss due to a large individual or connected exposure that could be affected by common factors including geographical location. The Board sets limits for maximum exposures to both borrowers and treasury counterparties.
- **Reputational Risk**, as a deposit taking institution, it is essential that the Society safeguards its members' funds and ensures that events do not arise which could damage our reputation and lead to a loss of public confidence.
- **Climate Risk** is the risk of adverse impacts on the Society's business caused by climate change. These risks have been identified as being physical and transitional. Physical risks could create a direct impact, such as properties over which the Society holds a mortgage becoming uninhabitable or unsaleable due to increased risk of flooding. Transition risks could include developments such as potential disruption to in certain sectors of the economy as society moves from higher to lower levels of carbon production in energy generation. In response to these risks, the Society is participating in industry initiatives to understand and plan for their effect. The Society is also engaged in work to meet the requirements of the PRA's supervisory statement SS3/19, which sets out regulatory expectations in response to climate risk.

In addition to the risks outlined above, some risks arise from the very nature of being a building society. Primarily these are the raising of funds from savers and lending to mortgage borrowers and other counterparties. These financial risks are closely monitored and controlled by the Board, supported by its committees. Further details of the Society's approach to financial risk management, including

Summary Financial Statement

the use of financial instruments for risk management purposes and the key risks faced, are detailed in note 26 to the Annual Report and Accounts. The management of risk and strategic direction are key activities for the success of the business. The Board of Directors, aided by a number of committees, is responsible for ensuring that an up to date and effective risk management structure is in place covering all aspects of the business.

Corporate Governance

The Board is committed to good practice in corporate governance and supports the principles of the Corporate Governance Code 2018 insofar as they apply to a building society.

For a number of years, the Society has encouraged members to vote by linking the number of votes cast to a donation to a charity. The Society will donate 20 pence per postal vote and £1 per on-line vote, up to a maximum of £1,000.

Board Directors are present at the AGM unless there are exceptional circumstances that prevent attendance. Board Directors are available to meet with members both before and after the meeting and to answer questions on both a formal and informal basis.

Regulation

The Society is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the PRA.

Directors

The following served as Directors during the year and up to the date of signing this report:

Non-Executive Directors

H.E. Sachdev FCMA Chair of the Board
(from 24 February 2020)
D.T. Bowyer FCA Chair of the Board
(retired 24 February 2020)
R. W. Barlow BA, FCA Senior Independent Director
D.C. Huntley BA, FIA (retired 24 June 2020)
R. L. Curtis-Bowen
J.E. Pilcher ACIB, FCT
C.J. Bradley (appointed 01 March 2020)
S.M.S. Choudhry (appointed 01 July 2020)

Executive Directors

G. Brebner BSc, ACA Chief Executive
C. Joyce BA, ACIB Operations Director
A. Payton BSocSc, FCA Finance Director
(appointed 01 June 2020)

During the year David Bowyer retired as Chair and as a member of the Board after over ten years' service and David Huntley retired from the Board after nearly four years. The Board would like to record their appreciation to each of them for significant contributions they have made.

Following an extensive market search, Andrew Payton was appointed to the Board as Finance Director in June 2020. Andrew is an experienced financial services Finance Director. He took the position over from Paul Gittins, who held the role on an interim basis following the resignation of the previous role holder in 2019. Paul was not a member of the Board. During the year the Society also appointed two new non-executive directors, Caroline Bradley and Moirad Choudhry. Each of these appointments was also made after a comprehensive market search and they add to the Board's experience and expertise.

The role of the Non-Executive Director is vital to the governance of the Society and comes with increasing time demands and regulatory expectations, which have again been met with dedication and commitment by all Board members.

Donations

There were no donations for political purposes.

Auditor

Deloitte LLP have signified their willingness to continue in office and therefore a resolution for their re-appointment will be proposed to the Society's forthcoming Annual General Meeting.

Management and Staff

The Directors would like to record their appreciation for the loyalty and dedication of the management and staff and their commitment to the Society throughout another challenging year. A programme of staff training has continued during the year, enabling staff to continue to develop relevant skills and maintain the excellent level of customer service expected by all our members.

Thanks are also due to all our members and professional contacts for their continued support.

On behalf of the Board

Helen Sachdev, Chair of the Board
13 January 2021

Summary Financial Statement

	2020	2019
	£000	£000
Results for the year		
Net interest receivable	5,412	5,355
Other income and charges	(103)	(115)
Administrative expenses	(5,218)	(4,492)
Provisions – for impairment	(55)	(279)
Provisions – FSCS levy	(1)	(15)
Profit for the year before taxation	35	454
Taxation	(23)	(92)
Profit for the year	12	362

Financial position at end of the year

Assets

Liquid assets	52,651	59,046
Loans and advances to customers	274,446	255,464
Derivative financial instruments	6	43
Fixed and other assets	2,757	3,299
Total assets	329,860	317,852

Liabilities

Shares	262,874	248,647
Borrowings	41,123	44,190
Derivative financial instruments	1,535	831
Other liabilities	974	827
Provisions for liabilities – FSCS levy	10	10
Reserves	23,344	23,347
Total liabilities	329,860	317,852

	2020	2019
	%	%
Gross capital as a percentage of shares and borrowings	7.68	7.97
Liquid assets as a percentage of shares and borrowings	17.32	20.16
Profit the financial year as a percentage of mean total assets	0.00	0.12
Management expenses as a percentage of mean total assets	1.61	1.45

Independent auditor's statement to the members and depositors of The Loughborough Building Society

We have examined the Summary Financial Statement of Loughborough Building Society for the year ended 31 October 2020 which comprises the results for the year, financial position at the end of the year and summary of key financial ratios together with the Directors' Remuneration Report.

Respective responsibilities of directors and auditor

The directors are responsible for preparing the Business Review and Summary Financial Statement, in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the Summary Financial Statement within the Business Review and Summary Financial Statement with the Annual Report and Accounts, Annual Business Statement and Directors' Report and its conformity with the relevant requirements of Section 76 of the Building Societies Act 1986 and regulations made under it.

We also read the other information contained in the Business Review and Summary Financial Statement and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the Summary Financial Statement.

Basis of opinion

Our examination involved agreeing the balances in the Summary Financial Statement to the Annual Report and Accounts, Annual Business Statement and Directors' Report. Our report on the Society's Annual Report and Accounts describes the basis of our audit opinion on those Annual Report and Accounts.

Opinion on Summary Financial Statement

In our opinion, the Summary Financial Statement is consistent with the Annual Report and Accounts, the Annual Business Statement and the Directors' Report of Loughborough Building Society for the year ended 31 October 2020 and complies with the applicable requirements of Section 76 of the Building Societies Act 1986 and regulations made thereunder.

Use of our report

This report is made solely to the Society's members, as a body, in accordance with Section 76(5) of the Building Societies Act 1986. Our work has been undertaken so that we might state to the Society's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Society and the Society's members as a body, for our audit work, for this report, for our audit report, or for the opinions we have formed.

Deloitte LLP
Statutory Auditor
Birmingham, United Kingdom
13 January 2021

Directors' Remuneration Report

The purpose of this report is to inform members, in line with good corporate governance practice, of the policy for the remuneration of the Society's Executive Management and its Non-Executive Directors. It provides details of the elements of Directors' remuneration and explains the process for setting them.

An advisory resolution will be put to this year's Annual General Meeting, inviting members to vote on the Directors' Remuneration Report.

Policy

The Remuneration Committee reviews and recommends the policy and practice on the remuneration of Executive Directors and senior management group to the Board. The Committee takes into account relevant factors from the UK Corporate Governance Code and the Society complies with the relevant and applicable aspects of the FCA Remuneration Code.

The policy is designed to ensure that senior Executive remuneration reflects performance and allows the Society to attract, motivate and retain high calibre, qualified Executives. These Executives are required to have the skills and experience needed to lead a business of this nature and complexity and develop it for the long term benefit of our members, in an increasingly regulated and competitive market. In setting reward structures, the policy is to encourage continuous improved performance without undue risk taking.

In order to achieve this, the Committee seeks to ensure that remuneration levels are fair and competitive, reflecting market comparatives from similar financial institutions and each individual's personal development and contribution to the Society's performance.

The members of the Remuneration Committee are noted in the table on page 12 of the Annual Report and Accounts. Meetings of the Committee are also attended by the Chief Executive, as appropriate. The Chief Executive withdraws from the meeting when his own remuneration and benefits are considered.

The Chief Executive assesses individual performance of the other Executive Directors against specific

corporate and individual objectives and makes recommendations to the Remuneration Committee.

Executive Directors' Remuneration

Remuneration of the Society's Executive Directors can be comprised of a number of elements: basic salary, annual and medium term incentive schemes, contributions to pension schemes and other benefits.

Where performance related pay is agreed, targets and measures are set at levels to incentivise exceeding the planned performance of the Society either in the short or medium term. Payments are therefore only made when the agreed measures have been at least met. All schemes have a maximum amount they could pay if the upper most measures were all met or exceeded. Failure to meet the performance measures set would result in no performance related payment being made.

Chair of the Board and Non-Executive Director fees

The remuneration of the Chair is set by the Board at a meeting where the Chair is not present. The remuneration of the remaining Non-Executive Directors is set by the Chief Executive and Chair of the Board. Such levels of remuneration are set having considered the level of time commitment and responsibilities required for Board, Board Committee and other duties.

Salary

Basic salaries are paid at an appropriate level to take account of job content and responsibilities, external market competitiveness and individual performance in the role.

Annual Performance Pay

In the prior years there has been an incentive scheme that provides non-pensionable rewards for the Executive Directors directly linked to the achievement of key performance targets in the year as determined by the Society's Board. Performance targets are reviewed and approved annually, by the Remuneration Committee, to ensure they are aligned to business priorities. The overall objective is to improve Society performance across a number of key financial indicators such as lending and mortgage asset growth whilst maintaining the financial strength of the Society for the long term benefit of its

Directors' Remuneration Report

members. Due to the low level of profit recorded in 2019/20 because of the pandemic and the difficult economic conditions it has created, the scheme was withdrawn for the year. In 2020 the maximum figure payable under the scheme was 14.0%.

Medium Term Incentives

On 01 November 2018 the Remuneration Committee invited the Executive Directors in post at that time to participate in a non-pensionable, performance related medium term incentive scheme which is payable on achievement of certain financial performance indicators and personal objectives. The performance metrics were based on net mortgage lending over a 3 year period to 31 October 2020. Only once the trading year to 31 October 2020 was complete would an assessment be made of whether any payments would be considered. Payment is not guaranteed and is subject to review and discretionary approval of the Remuneration Committee. The mortgage asset growth achieved for the year to 31 October 2019 exceeded the set 2019 interim performance indicators. However, as a result of the pandemic it was agreed that the measures in place for the third year of this scheme would be postponed. In accordance with the scheme rules no payment rights have accrued to the Executives covered under this scheme.

Pension Benefits

The Society operates a contributory money purchase scheme and makes contributions for all qualifying staff, including the Executive Directors.

Other Benefits

The Society provides other taxable benefits to Executive Directors comprising a car, or car allowance, and health care provision.

The Society also operates a death in service scheme for all employees. The scheme provides a lump sum of four times basic salary in the event of death in service.

Service Contracts

All Executive Directors are employed on service contracts, which, in the case of G. Brebner and C. Joyce, can be terminated by the Society following a maximum of 12 months notice and by the individual Executive Directors on 12 months notice and in the case of A. Payton, can be terminated by the Society following a maximum of 6 months notice and by the Executive Director on 6 months notice.

Covid-19 impacts on remuneration

The current year has been difficult for everyone. In recognition of this The Chief Executive volunteered to reduce his remuneration entitlement by not accepting 25% of his pension contributions.

The fees for all Non-Executive Directors will be frozen for the year ending 31 October 2021.

Directors' Remuneration Report

Directors' Remuneration

Executive Directors (audited information)

2020	Salary	Annual Performance Pay	Pension Contributions	Benefits	TOTAL
	£000	£000	£000	£000	£000
G. Brebner	153	-	18	11	182
C. Joyce	103	-	14	15	132
A. Payton ¹	54	-	5	4	63
TOTALS	310	-	37	30	377

2019	Salary	Annual Performance Pay	Pension Contributions	Benefits	TOTAL
	£000	£000	£000	£000	£000
G. Brebner	150	21	32	11	214
C. Joyce	101	14	14	13	142
S.J. Jeffries ²	49	-	6	3	58
TOTALS	300	35	52	27	414

¹ Mr Payton joined the Society on 01 June 2020.

² Mr Jeffries resigned from the Board on 12 April 2019

Non-Executive Directors' Remuneration

Non-Executive Directors are remunerated solely by fees. They do not have service contracts and they do not receive any salary, pension, incentives or other taxable benefits. The Board's policy is to review the fees annually. The fees paid reflect the responsibility undertaken and the time spent on Society affairs including membership of Board committees. Secondly fees are set to ensure the Society can continue to attract new Non-Executive Directors with suitable expertise to serve on the Board and its Committees.

Directors' Remuneration Report

Non-Executive Directors (audited information)

	At 31 October 2020	At 31 October 2019	2020 Fees £000	2019 Fees £000
H.E. Sachdev ¹	Chair of the Board	Deputy Chair of the Board, Chair of Audit and Compliance Committee	40	31
D.T. Bowyer ²	-	Chair of the Board	15	42
I.J. Webb ³	-	-	-	4
D.C. Huntley ⁴	-	Senior Independent Director	18	31
M.W. Parrott ⁵	-	-	-	14
J.E. Pilcher	Chair of Risk Committee	Chair of Risk Committee	32	31
R.L. Curtis-Bowen ⁶	Chair of Remuneration Committee	-	26	22
R.W. Barlow ⁷	Chair of Audit and Compliance Committee and Senior Independent Director and Deputy Chair	-	34	17
C.J. Bradley ⁸	-	-	17	-
S.M.S. Choudhry ⁹	-	-	8	-
TOTALS			190	192

¹ H.E. Sachdev became Chair of the Board on 24 February 2020

² D.T. Bowyer retired from the Board on 24 February 2020

³ I.J. Webb resigned from the Board on 31 December 2018

⁴ D.C. Huntley retired from the Board on 24 June 2020

⁵ M.W. Parrott resigned from the Board on 31 May 2019

⁶ R.L. Curtis-Bowen joined the board on 01 December 2018 and became Chair of the Remuneration Committee on 24 June 2020

⁷ R.W. Barlow joined the board on 01 March 2019 and became Senior Independent Director and Chair for the Audit and Compliance Committee on 24 February 2020 and Deputy Chair on 24 June 2020

⁸ C.J. Bradley was appointed to the Board on 01 March 2020

⁹ S.M.S. Choudhry was appointed to the Board on 01 July 2020

Rachel Curtis-Bowen,
Chair of Remuneration Committee
13 January 2021

Notice of Annual General Meeting

Notice is hereby given that the 153rd Annual General Meeting of the Loughborough Building Society will be held on Friday 26 February 2021 at 10.00am at Loughborough Building Society, 6 High Street, Loughborough, LE11 2QB. The meeting will be a closed meeting and members will not be invited to attend. This is to ensure that we adhere to the government guidance on social distancing, as a result of the Coronavirus pandemic.

The Annual General Meeting will be held for the following purposes:

To receive the Auditor's Report.

Ordinary Resolutions

1. To receive the Directors' Report, Annual Report and Accounts and Annual Business Statement for the year ended 31 October 2020.
2. To approve the Directors' Remuneration Report for the year ended 31 October 2020.
3. To re-appoint Deloitte LLP as Auditor of the Society to hold office until the conclusion of the next Annual General Meeting.

Election and re-election of Directors

4. To consider and, if thought fit, elect or re-elect the following as Directors:
 - (a) To elect Caroline Jane Bradley
 - (b) To elect Sherif Moorad Saeed Choudhry
 - (c) To elect Andrew Payton
 - (d) To re-elect Caroline Joyce
 - (e) To re-elect Helen Elizabeth Sachdev

By order of the Board

Gary Brebner, Chief Executive and Secretary
13 January 2021

NOTES

1. These Notes form part of the Notice of Annual General Meeting.
2. Under the Society's Rules a member entitled to attend the Meeting and vote may appoint one proxy to attend and vote on his or her 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 this year. The only proxy you will be able to

appoint and vote on your behalf is the Chair of the Meeting.

3. You may instruct your proxy how to vote at the Meeting. Please read the instructions on the proxy voting form.
4. The voting date is the date of the Meeting, 26 February 2021, or Tuesday 23 February 2021 if you are voting by proxy.
As the Meeting is a closed meeting this means that all votes must be received by Tuesday 23 February 2021.
5. In order to vote, or appoint a proxy, you must qualify as eligible to vote. You are eligible to vote if:
 - (a) You will be aged 18 or over on 26 February 2021; and
 - (b) You owed at least £100 on a mortgage with the Loughborough Building Society or you held at least £100 in savings accounts with the Loughborough Building Society on 31 October 2020; and
 - (c) You will continue to owe at least £100 on a mortgage to the Society or hold savings with the Society from 31 October 2020 up to and including the voting date 26 February 2021.

Where a mortgage debt is owed jointly by two or more persons or savings are held jointly by two or more persons, only the first named in the records of the Society can have any voting rights.

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

If you receive more than one proxy voting form, please let us know so that we can update our records.

Directors seeking election or re-election



Caroline Bradley

Caroline joined the board in March 2020. She is a qualified Chartered Management Accountant and has previously worked at Leeds Permanent and Yorkshire Building Societies.

She has 20 years Executive Director experience at TD Direct Investing (online stockbrokers) and Tenet Group (independent investment and mortgage advice support group) and brings in depth Finance, Risk and Regulatory experience. She also brings experience in significant digital projects.

Caroline lives in Leeds with her family and enjoys skiing, travel and gardening.

"I was delighted to be appointed a Non-Executive Director of the Loughborough in March 2020 and now seek election. It became apparent in March that this would be a very unusual year due to COVID and additional contact and support with the Executive team was required. I have been enormously impressed with the dedication of the team in supporting members and am confident that the Loughborough will not just survive but will thrive. I will serve the board as a dedicated member with your interests at heart."



Moorad Choudhry

Professor Moorad Choudhry joined the Board in July 2020. He has over 30 years experience in the City of London and was latterly Treasurer, Corporate Banking Division at The Royal Bank of Scotland. Moorad is a Fellow of the Chartered Institute for Securities & Investment, a Freeman of the Worshipful Company of International Bankers, and author of "The Principles of Banking". Moorad is married with two young children and all his spare time is taken up by his family, excepting the odd Saturday afternoon when he turns out for Newdigate Football Club.

"It is a privilege to be on the board of the Loughborough Building Society, and I am proud to be a part of it. This country is a better place for having a building society sector and ideally there will still be such societies around for the next 150 years. But to ensure that will require some bold decision making, to meet the challenges that all firms in the financial services industry face today. It is a genuine pleasure to work with everyone here, and I am looking forward to serving with them as we all strive to ensure that the Loughborough remains the Number 1 choice for all our customers."



Andrew Payton

Andrew joined the Board as Finance Director in June 2020. He is a Chartered Accountant and has held senior positions in a number of financial services and related business. As Finance Director he has responsibility for financial reporting and planning, treasury management and IT operations.

Andrew lives with his family in Leicestershire. In his spare time he cooks, cycles and spends much of his time re-attaching the things that appear to be always falling off the family's old Victorian house.

"I have worked in building societies for many years and firmly believe in the mutual business model. Building societies offer a degree of service, commitment to their members and customer choice that would otherwise be missing from the market. This year has been difficult for all businesses, but with the Loughborough's belief in its approach and its financial strength it can invest and develop so that it can serve its members for many more years. I'm delighted to be part of the business at this time of significant challenge, but still real opportunity."



Helen Sachdev

Helen joined the Board in May 2017, stepping up to Chair the Board in May 2020. A Chartered Management Accountant (Fellow), she brings over 20 years' executive experience in Retail, Financial Services and Residential Property. Helen is also a Non-Executive Director at Wilmington PLC and a senior practitioner executive coach, supporting organisations maintaining their gender balance.

She is married with two children and has recently become a grandmother.

"It is a real privilege to have served on the Board of the Loughborough for the past three years, and subject to your support, I look forward to continuing as your Chair. Despite the significant challenges of a global pandemic, I could not be prouder of how staff have continued to put our members' interests at the heart of all they do."



Caroline Joyce

Caroline has had a long career in the building society sector and joined the Board in 2003. She has responsibility for the Society's mortgage and savings operations and for all aspects of customer service provided by the Branch and Head Office Teams.

Caroline is a keen mountain walker and runner and enjoys spending time with her family.

"At the Loughborough, the interests of our customers are the heart of day to day operations and are firmly embedded in our culture. Being a Director of a strong and forward thinking member-owned organisation for nearly 20 years is a privilege. I look forward to continuing with the work of developing and improving further services we provide and the products we offer to our current and future customers."

Important information about the 2021 AGM

2021 AGM Arrangements

Due to the ongoing coronavirus pandemic the AGM arrangements will be different this year. The meeting will be a closed meeting, with only a minimum of qualifying members in attendance. So we can do this safely we will be asking some of our colleagues who are also members of the Society to attend. Sadly this means that the wider membership will not be invited to attend in person. We understand that this decision may be disappointing to members but hope that you understand our reasons.

Although members cannot attend in person you can still participate in the AGM by voting and submitting questions. Please do take the time to use your vote and raise any questions you have.

For each vote cast the Society will make a donation to FareShare a food redistribution charity. FareShare source and redistribute surplus food, which would otherwise have gone to waste, to charities and community groups. We will donate £1 for every vote cast online and 20p for votes received by post or in branch. If you would prefer us not to donate then you can opt-out.

How to vote

In the context of the pandemic we would prefer you to use the online or postal voting options. However, if this is not possible ballot boxes will be available in our branches and agency.

You can vote:

ONLINE

Vote by midnight on Tuesday 23 February 2021 at: www.cesvotes.com/loughborough21

BY POST

Use the reply-paid envelope provided to post your voting form to Civica Election Services, to arrive no later than Tuesday 23 February 2021.

IN BRANCH OR AGENCY

Drop your voting form into the ballot box at your local branch or agency by close of business on Tuesday 23 February 2021.

Votes must be received by Tuesday 23 February 2021 in order to be counted. The voting results will be published as usual on our website.

Questions for the AGM

We are keen to ensure that members still have the opportunity to raise any questions they may have. You can submit questions to the Board of Directors in advance of the AGM by:

- Emailing them to: lbsmembers@theloughborough.co.uk
- Sending your questions by post addressed to: Chief Executive and Secretary, Loughborough Building Society, 6 High Street, Loughborough, LE11 2QB

You must clearly show your full name and your account number when sending in your questions.

Questions must be received by Tuesday 23 February 2021. Responses to the most commonly asked questions will be published on our website alongside the AGM voting results in the early part of March 2021.

Please note that questions sent for the attention of the Society's Board of Directors should not be personal to you or relate to specific account queries. Any such queries should be sent to us separately in the usual way.

Financial Services Compensation Scheme

Your eligible deposits with Loughborough Building Society are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

For further information please call us on 01509 610707, ask at your local branch or visit the FSCS website www.fscs.org.uk.

Tariff of Mortgage Charges effective from 1 March 2021

Loughborough Building Society provides this information so that you understand the fees and charges that you might have to pay whilst you are a customer of the Society. These charges may change from time to time, but we will give you at least 30 days' if we introduce or increase a charge. If the Society makes a charge for any service outside of this Tariff, you will be advised at the time the service is offered to you.

The Tariff of Charges does not include charges for taking out a new mortgage or a further advance. You will be informed of any costs associated with a new mortgage or further advance in the Personal Illustration of Costs and for commercial mortgages in your Terms and Conditions Letter which will be prepared for you before you make your application. We will provide you with an updated Tariff each year and you can also ask us for a copy or view it on the Society's website at www.theloughborough.co.uk in the Helpful Information section at any time.

If you need additional documentation relating to your mortgage

Name of charge	What this charge is for	How much is the charge
<i>Duplicate mortgage statement or a schedule of mortgage payments (interim statement of account for the current year)</i>	If you need us to prepare and supply a list of your mortgage account transactions for the current year or provide a copy of a previous mortgage statement. This charge relates to each year we are asked to provide information for.	£25
<i>Duplicate request for MIRAS 5 (tax certificate)</i>	If you need us to provide a copy of a previously issued certificate of interest paid. This charge relates to each year we are asked to provide information for.	£25
<i>Copy of deeds</i>	If you need us to provide a copy of your deeds.	£25
<i>Mortgage reference/second charge questionnaire</i>	If another lender asks us for a mortgage reference confirming how you have managed your mortgage account with us. This will only be supplied with your permission.	£75
<i>Consent, postponement or discharge of a second charge</i>	If you ask us to consider and give agreement to secure other borrowing against your property; or you ask us to prepare and seal a Deed of Postponement; or you ask us to work with another lender to release funds to repay their second charge.	£75

If you change your mortgage

Name of charge	What this charge is for	How much is the charge
<i>Change of repayment type and/or term</i>	If you extend or reduce the remaining term and/or change your mortgage repayment type on all or part of your mortgage.	£50
<i>Variation of/ or change to title</i>	If you want to remove part of the property or land from the mortgage. It covers administration costs, including sealing the relevant legal deed and issuing letters of consent. We may need to instruct a revaluation of your property for which there will be an additional fee.	£100
<i>Release of guarantor and/or release or change of collateral security</i>	If you want to release the guarantor from your account and/or release or change the collateral security we hold for your mortgage account, we will need to reassess your circumstances. We will require you to pay this fee when you make your application. We may need to instruct a valuation for which there will be an additional fee.	£100
<i>Deeds release fee</i>	If you ask us to release your deeds to your solicitor.	£35
<i>Deeds discharge/sealing fee</i>	If you repay your mortgage and we seal your deeds and/or release our charge. This fee is waived if you repay on expiry of your mortgage term or you take out a new mortgage with the Society.	£85

If you are unable to pay your mortgage

Name of charge	What this charge is for	How much is the charge
<i>Unpaid cheque / direct debit</i>	If you make a payment to your mortgage account and there are insufficient funds in your account to meet this payment, we will debit your mortgage account with this fee.	£20
<i>Arrears letter</i>	If your mortgage goes into arrears we will write to you to let you know. We do not charge for the first letter but we will charge this fee for any subsequent arrears letters that we have to send you.	£30
<i>Broken arrangement fee</i>	If you make an arrangement with us to repay your arrears and then break it.	£30
<i>Unpaid ground rent/service charge fee</i>	If you have a leasehold property, this is the charge to cover our administration costs if your freeholder or management company approaches us to pay ground rent or service charge on your behalf in order to prevent forfeiture of lease. If we do agree to pay any such outstanding amount this will be added to your mortgage.	£75
<i>Arrears visit</i>	If your account is more than two months in arrears and we've been unable to contact you, then we or a Field Agent acting on our behalf will visit your home. This allows us to assess your circumstances and work out a suitable arrangement. This is the maximum fee you could be charged.	£120
<i>Instruction of solicitors</i>	If we instruct solicitors to collect arrears or to start possession proceedings this fee will be debited to your mortgage account.	£100
<i>Instruction/cancellation of bailiff appointment</i>	If we instruct a bailiff to take possession or have to cancel a bailiff appointment.	£25
<i>Possession fee</i>	The administration costs to cover the extra work we have to do to manage a possession case.	
	Residential properties	£300
	Let properties	£300
	Commercial properties	£500
	Second charges	£150

Tariff of Savings Charges effective from 1 March 2021

We will provide you with a Tariff when you open an account and you can also ask us for a copy or view it on the Society's website at www.theloughborough.co.uk at any time.

Name of charge	What this charge is for	How much is the charge
<i>Telegraphic transfers (UK)</i>	If you need us to arrange a telegraphic transfer of funds from your savings account to another bank.	£15
<i>Telegraphic transfers (International)</i>	If you need us to arrange a telegraphic transfer of funds from your savings account to another bank.	£15 + Bank Charges
<i>Unpaid cheque</i>	If you pay a cheque into your savings account and there are insufficient funds in your account to meet this payment, we will charge your savings account with this fee.	£20
<i>Stopped cheque</i>	If you need to stop a cheque which is drawn from your savings account, we will charge your account with this fee.	£20
<i>Duplicate interest certificate</i>	If you need us to provide a previously issued interest certificate, we will charge your account with this fee for each account and for each year we are asked to provide a certificate.	£15
<i>Duplicate postal account statement</i>	If you need us to provide a previously issued account statement, we will charge your account with this fee for each account and for each year we are asked to provide a statement.	£25
<i>Audit / Accountants / Solicitors letter</i>	If you need us to provide specific information about your savings accounts to an Auditor, your Accountant or Solicitor.	£35
<i>Breakdown of transactions relating to passbook accounts</i>	If you require analysis of transactions this fee covers the administration cost of carrying out this work to provide a response. This charge relates to each year we are asked to provide information for.	£20

The logo for The Loughborough Building Society. It features a dark blue rounded rectangle containing the text "The Loughborough Building Society" in white. To the right of the rectangle is a vertical bar with four colored segments: light blue, green, pink, and yellow.

The Loughborough Building Society

Head Office

6 High Street, Loughborough, Leicestershire LE11 2QB.

Tel: (01509) 610707 | Email: enquiries@theloughborough.co.uk

Branch Offices

4 High Street, Loughborough, Leicestershire LE11 2PY.

Tel: (01509) 610600 | Email: lboro@theloughborough.co.uk

1/2 Babington Lane, Derby DE1 1SU.

Tel: (01332) 290818 | Email: derby@theloughborough.co.uk

5 Market Place, Long Eaton, Nottingham NG10 1JL.

Tel: (0115) 9728088 | Email: longeaton@theloughborough.co.uk

Agency Office

Gascoines Estate Agents, 1 Church Street, Southwell, Nottinghamshire NG25 0HQ.

Tel: (01636) 815349 | Email: southwell@theloughborough.co.uk

website: www.theloughborough.co.uk

Registered office: 6 High Street, Loughborough, Leicestershire LE11 2QB

The Society is authorised by the Prudential Regulation Authority and regulated
by the Financial Conduct Authority and the Prudential Regulation Authority.

Financial Services Register number: 157258.

Established 1867