



Up Front with Gary

Welcome to an update on the activities at your Society. This comes not long after the 2024 Annual General Meeting (AGM) which provided for a good range of questions and discussion about our IT investment programme

For those of you who were unable to attend we've published the main questions raised and answers on our [website](#). Thank you to everyone who signed up for voting online and receiving official notices via email.

I mentioned at the AGM that from a trading perspective this year won't reach the same levels of lending or profits as in 2023 as we want to focus the business on safely delivering IT change. The change of systems will be phased so that we'll avoid a big bang approach. Following the change to the main platform we'll add some online options and services for members to use and manage their savings accounts and mortgages. It remains a matter of choice for members as to whether they use the online services or not.

For most of you the changes will be seen later this year when the new systems will be in operation across the branch network. Footfall is up this year compared to last and it is always nice to see members in person.

Although base rates appear to have plateaued, we're still constantly monitoring and managing our products to ensure that we're not exposed to changes made by larger banks, meaning we could get too much cash in on savings or too many mortgage applications in a short period. Last year while base rates were rising, and to assist borrowers with the cost-of-living pressures, the Society held off making as many increases to its mortgage reference rate (SVR). However, that can only be done for a fixed period and not indefinitely and we've now reached a point where an upward change is needed.

Work continues on refurbishing our new head office building in Loughborough which should be finished so we can move in sometime before summer. Hopefully by then the sun will be shining and the new solar panels will be in full use.

Thank you again for your continued support.





Loughborough Building Society partners with Smart Money People

We have strengthened our commitment to providing great customer service to you, our members by partnering with Smart Money People, the UK's dedicated financial services review site, to help ensure that our members are receiving the best possible outcomes when buying a home, switching your mortgage, remortgaging or saving for the future with us.

We strive to provide products and services that best suit our member's needs, to deliver the best customer experience and to ensure that the information that we present is clear and supports our members make informed decisions.

If you have recently visited a branch or contacted us, we'd love to hear about your experience. You may also be asked if you would be happy to leave us a review when receiving information through the post from us.

You can leave us a review on Smart Money People's website, where you will find a dedicated page for The Loughborough Building Society.

Your feedback will be invaluable to us in making your Society even better for you and ensuring that we are providing an excellent experience to you, our members.



Thanks to your feedback, we've made it to the Finalist Shortlist in the 2024 British Bank Awards, run by Smart Money People for the Best Building Society Savings Provider.

Branch Festive Raffles and Food donations.



Our branches spread some festive cheer by raising funds and collecting food donations to help our corporate charity FareShare and other local charities during the Christmas season.

Our Loughborough team put together a raffle full of fabulous prizes and raised £120. With the donations, the team purchased food, baby formula, and nappies and added them to the food collection trolley that they had been running in branch.

The Loughborough team presented two shopping trolleys full of food and other key items to the local Tesco, the donations were redistributed by FareShare to local charities helping ensure that children and their families were fed during the cold winter months.



Our Anstey team helped a local Lunch Club put together a Christmas meal for their community by putting on a raffle in the branch. With help from our members and the Anstey community, the branch was able to raise £117. With these donations, the lunch club was able to enjoy a Christmas meal with others.



Both our Derby and Long Eaton teams also put on festive raffles with donations going to local causes.

Long Eaton's Raffle was put together by the branch team, raising £60 for Bundles of Hope and Baby Basics, a local charity that helps new parents access clothing, shoes, nappies, and wipes free of charge.



Derby raised £90 with their raffle, with donations going to Doorways, a Derby Charity that helps feed families struggling to make ends meet by providing hot meals, food parcels, and other essentials.

Thanks to all our branches, over £300 has been raised for local charities!

FareShare AGM Donations

1 in 8 people in the UK regularly goes hungry, that's why we've once again chosen FareShare, the UK's longest-running food distribution charity as our adopted charity.

As our adopted charity, money donated from your AGM votes helps FareShare source and redistribute quality, in-date surplus food to help feed children and their families who are experiencing food insecurity.

We're delighted to announce that your votes raised £1,000 for the charity! This will help deliver enough food for over 5,000 meals.

A big thank you to our members who voted at our AGM.

If you'd like more information on FareShare and how you could help visit <https://fareshare.org.uk/>

The Great Loughborough Building Society Bake Off

Our Loughborough Head Office put on a 'Bake Off' this Easter in aid of local Charity Rainbows.

Our Head Office staff brought out their inner Mary Berry's and baked and decorated some beautiful cakes for The Loughborough's very own Paul Hollywood, Chief Exec Gary Brebner to judge. All cakes looked amazing, there was certainly no soggy bottoms here!

After some intricate judging from Gary and some close scores, a winner was announced.

Congratulations to our "star baker" who baked some exquisite cupcakes (Top middle). It was certainly a showstopper!

Afterwards all the cakes went on general sale for a minimum of £1 donation per slice, with the cakes raising £84 for Rainbows.

Rainbows cares for hundreds of families every year who have a baby, child or young person with a serious or terminal illness that means that their lives will be shorter than most.

The donation raised from the bake-off will help Rainbows brighten the lives of these children and their families.

For more information on how you can help Rainbows please visit <https://www.rainbows.co.uk/>



Snow White Panto

To celebrate Little Wolf Entertainment's 10th year of performing pantomimes at Loughborough Town Hall, the team brought a brand-new adventure that had never been seen at the venue before!

The swashbuckling tale of Peter Pan was performed throughout the recent festive season, with the foyer at the Town Hall being transformed into a pirate ship.



The panto was performed to 20,000 people over 40 magical shows! Those who attended the panto were treated to a high-flying action-packed adventure full of spectacular effects, and a barrel load of laughs!

With support from the Loughborough, Little Wolf was able to put on a signed performance using a British sign language interpreter and held a relaxed performance for people with sensory or learning difficulties.

The panto was a huge success, receiving amazing reviews including 5 stars from The Stage!

Little Wolf will be back again this year, with the fairest pantomime of all, Snow White, another show that hasn't been performed at the Town Hall before!

Snow White is ready to take her rightful place on the throne, but the wicked queen is a bit of a bad apple who's rotten to the core and has got other ideas. Can Snow White, with the help of seven faithful friends save her kingdom?

We're behind you!

The Loughborough will be joining the fun once again, sponsoring the pantomime for the 19th year!

Tickets are now on sale at

https://www.loughboroughtownhall.co.uk/events/2024/11/23/snow_white

It's never too early to secure your seats. There's SNOW doubt about it, you don't want to miss this.