



Up Front with Gary

Welcome to the Summer edition of your Hi Society magazine. I hope you've been able to enjoy the recent spell of warmer weather and that you and your family are safe and well.

The continuing high inflation is a challenge to us all. Added to that for those who have mortgages and other debts a rising interest rate environment and we're all feeling squeezed. For our cash savers the increase in market rates has been welcome and has allowed them to enjoy better returns on their cash pots. Our website and this newsletter provide some direction in helping members plan and cope with these challenges.

Continuing base rate changes and financial market volatility

Members should expect that the Bank of England will continue to increase base rates in 2023. Just before the 2008 financial crash base rates were at or around 5%. Although that is 15 years ago bank rates of around 5% or more were quite normal then and it seems likely that we have returned to those times and markets for a while.

The current continuing base rate changes and financial market volatility combined has created challenges for us. We now look at our savings and mortgage products every week. For our savers it simply isn't practical to write to you every time we increase rates or launch new offers so please look at our website, pop into a branch or give us a ring.

Despite the impact of these changes, we're progressing well with our IT changes and hopefully will appoint a contractor soon to refurbish our new Head Office building in Loughborough. Our staff are looking forward to having a new home designed for the modern workplace.

Total assets reach record £500m

Since the year end, the Society has broken through the £0.5 billion total assets marker and we're well ahead on both mortgages and savings growth compared to the plan we set last year. Profits remain strong as we continue to receive income on our older swap contracts which is paid to us at a rate just below current base rate as well as increased mortgage interest income. We've also increased our savers rates since last year end as I've described above.

Increased rates for savers

In May 2022 we opened a new branch in Anstey which has just celebrated its first birthday. We're committed to increasing our regional presence and providing a face-to-face service for the many members and consumers who like personal banking. We've been warmly welcomed in Anstey and I'd like to thank all our new members who've chosen us and use the branch.

At the end of this summer our Head of Customer Acquisition and editor of the newsletters, Eileen Wheatley, is retiring. Eileen has helped the Society develop its brand and awareness in her time with us and started the Member Panel. She leaves a strong team behind to carry on that work and we're underway to find a successor. We thank Eileen for all her hard work and wish her well in her retirement by the sea.

As part of our drive to help with environmental impact, it would really help you and us if we can do more by email. Please provide us with your email address, which you can do via our website if that's most convenient for you.

Thank you again for your continued support and I wish you all a healthy and happy summer.

**The Loughborough
Building Society**

theloughborough.co.uk

DEDICATED CENTRE: SUPPORTING YOU: Help with challenging times



Did you know, in addition to our mortgage and savings product information our responsive, user-friendly, and easy to navigate website has a dedicated support centre.

The Support Centre is where you'll find lots of useful information including replies to our frequently asked questions on all our product types, useful forms and a section dedicated to providing advice and support for people experiencing challenging times from money worries to the loss of a loved one.

You'll find helpful advice on what to do in a variety of circumstances, key information and next steps and links to useful external websites and guides.

Here are just some of the handy support pages that you can find by visiting the Challenging Times and the Cost of Living page in our support centre.

Managing your money through the Cost of Living Crisis

Rising energy prices and inflation have led to bigger bills and price increases, leaving many

of us struggling financially and having to make cutbacks.

To help support you, we've put together some tips.

Visit <https://www.theloughborough.co.uk/support-centre/challenging-times/cost-of-living>

Cost of Living Scams

Scammers continue to take advantage of people affected by increases in living costs, including pretending to be government officials or energy companies and offering bogus rebates, grants, and other support payments.

To help prevent you and your loved ones from becoming a victim of Cost-of-Living scams, we've put together a list of some of the current scams that fraudsters are using and the steps you can take to avoid them.

Visit <https://www.theloughborough.co.uk/support-centre/challenging-times/cost-of-living-scams> for the latest Cost of Living Crisis scams.

Energy saving tips

With the ongoing challenge of energy prices, many of us will find it difficult as we go into the colder winter months.

However, there are ways in which you could keep your energy costs down.

To help you become more energy efficient, we've put together some handy energy saving tips from using less water when showering to improving your EPC rating, visit <https://www.theloughborough.co.uk/support-centre/challenging-times/energy-saving-tips> for more information.

Bereavement

Dealing with the financial affairs of a loved one you've lost is never easy, so we'll do all we can to help and support you through this difficult time.

We've put together a support page on what steps you'll need to take when a loved one passes away, visit <https://www.theloughborough.co.uk/support-centre/challenging-times/bereavement> for more information.

Power of Attorney

There may come a time in the future when you or a loved one may need a little extra help with managing your money. While we hope this never happens to you, we're here to help if it does.

We've put together information on how you can help look after a loved one's account, visit <https://www.theloughborough.co.uk/support-centre/challenging-times/power-of-attorney> for more information.

Branch Accessibility Support Customer Care Kit

At The Loughborough, we're committed to helping all our customers access our branches and services.

We have a brand new support page that outlines what tools we have in branches to help our customers with sight, hearing, and mobility issues.

For more information on our branch accessibility and customer care kit please visit <https://www.theloughborough.co.uk/category/support-centre/accessing-our-services>



Concerns about paying your mortgage

If you're concerned about making your mortgage payment now or feel you might have some difficulty in the future, please talk to us as soon as possible on 01509 631952 or email us at mortgageadmin@theloughborough.co.uk, we're here to help.

Our 'Concerns about paying your mortgage' support page <https://www.theloughborough.co.uk/support-centre/mortgages/mortgage-concerns> also has some additional advice and support.

If there are any topics or guides that are not featured in our support centre that you'd like to see or if there are any important questions that we've not answered let us know by emailing members@theloughborough.co.uk



FAIRLIFE MARK

The Loughborough is delighted to have been awarded the FairLife Mark for our Mortgage and Savings products.

The FairLife Charity was set up to help everyone by improving the finance products that we use every day (e.g., loans, mortgages, savings, pensions) and by promoting financial education.

The charity awards its trademark logo, The FairLife Mark to financial organisations that pledge a commitment to price honestly and trade fairly with customers. The mark was designed to help guide customers to organisations and products that they can trust.

Profits from the charity go towards funding financial education in schools, helping children get the knowledge they need to make good financial decisions throughout their lives.

What it means for Loughborough members

This means that both our existing members and new customers can expect access to fairly priced products with clear and easy to understand information and guidance when needed to help you make the right financial decisions.

NEWS & EVENTS

LOUGHBOROUGH EVENTS SUMMER/ AUTUMN 2023



From fascinating exhibitions to fun family events, there's plenty to look forward to in Loughborough and the surrounding area in the upcoming months. Here is just a selection of what's happening this summer/autumn.

Loughborough Library Exhibitions

The Local and Family History Centre at Loughborough Library is hosting a selection of interesting exhibitions and displays over the next few months including:

June – August 2023: Carillon 100 Years celebrating 100 years of Loughborough's Carillon

September – October 2023:

Loughborough Grammar School, George Briggs, Burton Chapel, Service and School Hymn

November 2023 – January 2024:

Showtime, Town Hall Theatre

Shepshed Carnival

The annual family event will take place on Monday 30th August at Shepshed's Glenmore Park, those attending can expect lots of exciting attractions, thrilling rides and a range of trade and charity stalls.

The Loughborough will be supporting this great community event. All money raised from the carnival will be donated to charitable causes.

Loughborough Town Hall Panto

From 25th November 2023 to 7th January 2024 the high-flying action-packed adventure of Peter Pan will be showing at Loughborough Town Hall, with the Loughborough proudly sponsoring the pantomime for the 18th year.

Here are a few more events for your diary:

8-17th Sept 2023: The Festival – Heritage Open Days

8-11th Nov 2023: Loughborough Fair

26th Nov 2023: Loughborough Christmas Light Switch On

3rd Dec 2023: Loughborough Santa Fun Run

FARESHARE: COST OF LIVING CRISIS APPEAL



With over 13 million people in the UK experiencing food insecurity (nearly 1 in 5 of the UK's population), we've once again chosen

FareShare, the UK's longest-running food redistribution charity as our adopted charity.

The cost of living crisis has seen food prices rise at the fastest rate in more than 45 years, driving more people into food insecurity.

As a result, FareShare has seen demand for its services skyrocket. To meet this demand and ensure that all families who are struggling with the cost of living are receiving good-quality nutritious meals every day, FareShare launched a Cost of Living Crisis Appeal.

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 most affected by the cost of living crisis.

We're delighted to announce that your votes raised over £1,000 for the charity! This will help deliver enough food for over 8000 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/>

A GREENER SOCIETY

At the Loughborough we're keen to become a greener society and communicating with more of our members via email is a step in the right direction, saving both money and the environment. We promise not to bombard you with information and only use your details to send communications that you would otherwise receive by post, including this magazine.

If you're happy for us to do that, please sign up by visiting www.theloughborough.co.uk/confirming-your-choices, emailing lbsmembers@theloughborough.co.uk or popping into your local branch.