

Society

 **SCOTTISH
BUILDING SOCIETY**

Issue 14 | Autumn 2024

Become. Belong. Benefit.

Introducing our new
membership initiative

**Scottish Building Society
Foundation**

Supporting communities
across Scotland

**Win a luxury Food
of Scotland hamper**



Become. Belong. Benefit.

Together we count for more

Welcome

Welcome to 'Society' our annual update on all things Scottish Building Society. A special welcome to new members who have joined us this year. Whether you've been with us for one year or fifty, it is important to us that we take the time each year to reflect together on the remarkable journey that has brought Scottish Building Society to where it is today.

With over 175 years of history, we stand as the world's oldest remaining member-owned building society. At the heart of this is our enduring commitment to serving our members and communities across Scotland.

While we're incredibly proud of our history, it's the future that we're most enthusiastic about. It is important to us that we're able to remain relevant and responsive to the needs of our members in an ever-evolving financial landscape, and it gives us great pleasure to unveil our new membership offering: Become. Belong. Benefit. The new offering aims to ensure all our members feel valued, supported and a part of our community because together we count for more.

This year's issue of Society will focus on what this means for our members and how you can benefit.

Our forward-looking approach has not gone unnoticed. I'm proud to say that we've recently celebrated several prestigious awards, including the Building Society of the Year at the Scottish Mortgage Awards 2024 and being recognised within Sunday Times Top 100 Best Places to Work 2024 which is a huge honour for the team.



Yet, our success is not just measured by awards but by the positive impact we have on the communities we serve. We've always believed in the importance of giving back, and this year has been no different. We've deepened our involvement in community initiatives, supporting local charities through the provision of our Scottish Building Society Foundation, and expanding our partnership with Edinburgh Rugby to deliver education initiatives which build stronger, more resilient communities.

We hope you enjoy reading about our Become. Belong. Benefit. offering. We're certainly excited to share the new initiative with you all in the year ahead, because together we count for more.

Once again, thank you for being a part of our incredible journey.

Paul Denton
CEO | Scottish Building Society

Introduction to membership

At Scottish Building Society, our members are at the heart of everything we do, and it's your voices which have shaped our rich heritage, and which will continue to shape our future.

We've been listening closely to what you have to say. We're interested in understanding what you value most, unpicking exactly what you need, and looking at how we can continue to support you in meaningful ways. It's your feedback which has helped us to truly define what it means to be a member of Scottish Building Society and we're excited to share this next chapter with you.



Become.



Belong.



Benefit.

Become. Belong. Benefit.

Our new membership initiative reflects our commitment to ensuring that each and every member feels valued, supported, and part of something bigger.

In this year's issue, you'll find updates on the existing membership offerings that fit within Become. Belong. Benefit. as we share more on what we have been working on and what is still to come. But that's not all. We're looking forward to announcing more partnerships and initiatives that are new in 2024.

We firmly believe that together, we count for more. Become. Belong. Benefit. is our commitment to you and we believe that by working together, we can build a stronger, more supportive community, where everyone can thrive.



Thank you for your continued trust in Scottish Building Society.

Suzanne Williamson
Head of Membership | Scottish Building Society



Become.

Become a member of Scottish Building Society

When you join Scottish Building Society, you're not just opening an account, you're becoming part of a community. As a mutual organisation our members are our owners which means your membership isn't just a transaction, but a relationship where your needs, goals, and aspirations matter.

But what does that look like in practice?

As a member, you have access to:

MEMBERS PANEL

Gives you the opportunity to have your say in shaping the Society.*



NEW TO 2024

VODCAST Smarter Living Series

We dive into trending topics in our new vodcast series, discussing issues such as 'Protecting Yourself from Fraud and Scams'.



NEW TO 2024

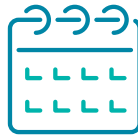
AGM

You have the opportunity to participate and share your vote at our Annual General Meeting.*



EVENTS

Opportunity to attend events held at our Relationship Centres throughout the year.



NEWSLETTER

Provides you annually with an overview of Society updates and future plans.



*Terms and conditions and eligibility criteria apply.

Become. Belong. Benefit.

Together we count for more

Want to help shape Scottish Building Society? Apply to join our Member Panel today.



You said:

We want a space to share our views on the products and services offered by the Society.



What we've done:

Created a new advisory panel where you can help shape the Society.

Feedback from members is vital to ensuring we meet your needs. From 1 February 2023 to 31 January 2024, we were given an overall rating of 96.2% for customer satisfaction on the independent financial services review website, Smart Money People, and our current rating is 4.79 stars out of 5.



4.79 starts out of 5



It's great to receive strong ratings but we're always seeking to do better and that's why, following your feedback, we've launched our Member Panel to help us better understand what's important to you.

Through our Member Panel, we aim to gather your insights on how we can enhance and develop our products and services. Your input on needs, preferences, and challenges will be gathered through face-to-face meetings at our Relationship Centres and through surveys sent via email or post.

By joining the Panel, you'll have the chance to voice your opinions on a variety of topics. You'll also have the opportunity to connect with and hear from our Senior Leadership Team and colleagues from across the Society.



To apply to join our Panel, visit www.scottishbs.co.uk/together/panel

to register your interest. If your application is successful, we'll provide you with details of upcoming sessions where you will be welcomed along to participate. We're currently reviewing initial applications for our first Panel and will contact successful applicants soon with further details.

Please note that not all applicants will be selected, and if chosen, participation is entirely voluntary.

To qualify you must:

- Be a current Scottish Building Society savings or mortgage member aged 18 or over.
- Be able to attend one panel meeting in person at your local Relationship Centre. Dates will be confirmed nearer the time, and we'll give you as much notice as possible. We aim to hold one meeting at each Relationship Centre per calendar year.
- Commit to completing 3–4 surveys over a 12-month period, to be issued via email/post.

The information you provide will be used to verify that you're a current Scottish Building Society member and that the details you provide match against the records we hold for you. Terms and conditions and eligibility criteria apply.

Smarter Living Vodcast Series

Tackling the worries that keep you awake at night



You said:

We are concerned about the rising cost of living.



What we've done:

We've created a vodcast to cover the issues that matter most to you, providing you with advice, support and tips for saving.

Earlier this year, research from Money Advice Trust found that nearly one in two adults were worried about their finances heading into 2024. We know that while the figure is shocking, it will come as no surprise to many of you.

That's why we want to do all we can to help you protect your money and why we've created our new Smarter Living vodcast. This brand-new series is brought to you by a panel of experts covering the issues that matter most.

Short for video podcast, a vodcast is like a short TV show that's available to watch via our website. Episodes can be streamed or downloaded and watched on various devices, such as computers, smartphones or smart TVs.



Episode One – Sustainable Homes with Snugg and GreenFox Energy

As we approach winter months, we know that

energy bills can be a cause for concern for many. In a wide-ranging conversation, the vodcast covers the importance of reducing energy bills and carbon emissions, with plenty of ideas on the simple things we can all do to help protect our environment and save money.

Brought to you by host Sheena Robb, Chair of the Sustainability Working Group at Scottish Building Society, she chats with two renewable energy experts – Michelle Robinson, Head of Business Development at Snugg and Eddie Curran, Co-Founder and Director of GreenFox Energy.



Episode two – Fighting Fraud with Take Five to Stop Fraud

Our panel of experts discuss common techniques that fraudsters use to access people's accounts, as well as the work we do to protect our members.

In this episode, Derek Johnston, Chief Risk Officer at Scottish Building Society hosts the conversation with Giles Mason, Head of Campaigns at Take Five, the national campaigning body for financial safety and fraud prevention, and Scottish Building Society's very own Ian Sage, Head of Digital.

Have your say

We hope you enjoy our vodcasts as much as we've enjoyed making them. We encourage you to get in touch with us if you have a topic that you'd like us to cover at:

www.together@scotbbs.co.uk

You can watch Episode one – Sustainable Homes now by visiting www.scottishbs.co.uk/together/vodcasts

Episode two is coming soon!

Become. Belong. Benefit.

Together we count for more

AGM

A huge thank you to all of you who made it along to our Annual General Meeting (AGM) this year. Held on Wednesday 29 May 2024 at The Trades House of Glasgow, we had a fantastic turnout from our members, all keen to understand more about Scottish Building Society.

In recent years, we've expanded our AGM to make it more than simply about voting. Members are given an update on news and have the opportunity to meet the Board and ask questions.

Our 2025 AGM will be held in Edinburgh on 28th May. We'll share more information on timings and location nearer the time.



Relationship Centre Events



Sustainable Homes Vodcast viewing

Members of our leadership team will be joined by industry experts for a Q&A about ways you could cut your energy bills this winter.

Wednesday 6th November 2024

Edinburgh Relationship Centre,
20 Frederick St, Edinburgh EH2 2JR

Wednesday 13th November 2024

Glasgow Relationship Centre,
78 Queen Street, Glasgow, G1 3DN

Fighting Fraud Vodcast viewing

Members of our leadership team will be joined by reps from Police Scotland for a Q&A on financial fraud and how to spot and protect yourself from scams.

Wednesday 20th November 2024

Glasgow Relationship Centre,
78 Queen Street, Glasgow, G1 3DN

Wednesday 27th November 2024

Edinburgh Relationship Centre,
20 Frederick St, Edinburgh EH2 2JR

If you'd like to come along to any of our Relationship Centre events, please let us know by emailing together@scotbs.co.uk

You can also write to us at:
Marketing Department,
Scottish Building Society, 193 Dalry Road,
Edinburgh, EH11 2EF



Belong.

Be part of a community

Being a member with us is about more than just financial services – it’s about belonging to an organisation that truly cares. We’re committed to building a vibrant community where members can connect, share experiences, and support one another. For over 175 years our members have been helping people save money and buy their homes. **Together, we’re creating something bigger than banking – we’re building a place where people matter.**

Scottish Building Society Foundation – supporting our communities across Scotland

We know that charity funding from the UK and Scottish Government has been drastically cut in recent years and that the cost-of-living crisis has been catastrophic for many organisations.

That’s why, in 2023 we set up the Scottish Building Society Foundation to support charitable causes and community projects, helping to make an impact and strengthen local areas – something that is deeply important to us.

The charity initiative was set up with an initial donation of £175,000 and to date we have supported 28 causes across Scotland, helping organisations to continue to provide the services that really make a difference.

Here are just some of the groups we have recently supported through grant funding:

S.I.S.G. Enterprises Ltd South Ayrshire

We’ve supported the delivery of a monthly wellbeing cafe in Ayr for older people with sensory loss, where participants can connect with others and access practical advice and emotional support.

Easterhouse Football Academy Glasgow

The football academy has used funding from the Foundation to hire pitches, enabling more children and young people to keep fit and active by participating in football training sessions and matches.



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Urram Highland

We've contributed to the cost of running community lunches and yoga classes in Kilchoan over winter, reducing social isolation and increasing mental and physical wellbeing.



Aberdeen City First Responders Aberdeen

We've contributed to the purchase of four defibrillators to replace discontinued models and expand emergency response capacity in Aberdeen City.

Greener Peebles Scottish Borders

Funding from the Foundation went towards the cost of a replacement polytunnel damaged in December 2023. This has allowed a protected environment to grow a wide range of crops which are free to harvest and for individuals to increase skills and connections.

Portobello Central SCIO Edinburgh

Funding has been used to support and enhance their volunteer programme, supporting Portobello Town Hall's community-focused operations.

These initiatives are just a handful of the good causes which have been supported since the Foundation began, and there is plenty more work to do.

A report by Foundation Scotland highlighted that by the end of our second funding phase, the 17 projects we supported have benefited an estimated 30,771 individuals.

Excitingly, round 4 of the Scottish Building Society Foundation grant funding is open until **21 October**. If you know of a charity or community initiative which could benefit, visit www.scottishbs.co.uk/foundation to apply and make a difference where you live.

“ S.I.S.G. Enterprises Ltd Denise McClung, Project Manager

“We are absolutely delighted to receive this award that will help our older people who struggle with hearing and/or sight loss throughout Ayrshire. This funding will enable us to offer a monthly “Wellbeing Café” for our clients which will provide practical and emotional support, along with advice/information to help them cope with their sensory loss.”



Benefit.

Enjoy our rewarding member benefits and products

As a member, you have access to a wide range of exclusive benefits. From competitive savings rates and mortgage products to member-only events and helpful information.

Our rewarding benefits for members include:

MEMBER SAVINGS RATES

Existing members can benefit from preferential interest rates.*



MEMBER MORTGAGE RATES

Preferential interest rates are available to members with an existing mortgage product.*



NEW TO 2024

GREENFOX ENERGY

Members have access to trusted information from GreenFox Energy to be confident in solar energy.

NEW TO 2024

SNUGG

Our partnership with Snugg provides our members with a personalised energy savings plan.

EDINBURGH RUGBY

Our unique partnership gives our members the opportunity to benefit from ticket giveaways throughout the rugby season.**



We're delighted to have been awarded The FairLife Mark for our lending and savings. The charity awards its trademark logo - The FairLife Mark - to companies that price honestly and trade fairly with their customers

*Terms and conditions and eligibility criteria apply. Rates and products subject to change and can be withdrawn at any time. **Ticket giveaways will be on a ballot basis as and when available.

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Together we count for more

Preferential interest rates for members



You said:

It is important to us that we have access to special rates based on loyalty.



What we've done:

Introduced preferential interest rates on some of our savings and mortgage products.

Inflation is putting pressure on household budgets making it harder for many people to save. Equally rising mortgage rates in recent years has made it even tougher, and navigating the right balance can be stressful.

That's why we're here to help you build your savings, even if you can only manage to put a small amount away each month, so you have a safety net for whatever life brings. At the same time, we're committed to helping those looking to buy their own home for the first time, move home, or release equity from your home if you're 55 or over.

Member Only Savings Rates

Our preferential savings rates are our way of saying thank you for your loyalty. If you've had a savings account and/or mortgage with us for at least 12 consecutive months, you can access to exclusive financial products designed to reward your commitment. These rates aren't just great deals – they're a reflection of how we value you as a long-standing member.

By staying with us, you can enjoy savings products that aren't available to the public. With a range of accounts tailored to different life stages and goals, now could be the right time to add to your savings.

www.scottishbs.co.uk/together/member-savings



Member Mortgage Rates

As anyone who has moved house will know, it is one of the most stressful things you can do. Whilst we can't help pack up your belongings, we'll help you throughout your mortgage application with our flexible underwriting and personal service.

In addition to competitive savings rates, we've also introduced a range of member offers to help support you through your mortgage journey.

Our member mortgage rates are available to members with an existing mortgage product who are coming to the end of their current deal with us.

If you haven't got a mortgage account with us but have held a savings account with us for at least 12 consecutive months prior to the date of your mortgage application, we can offer £250 cashback on completion.

www.scottishbs.co.uk/together/member-mortgages

Making your home more energy efficient



You said:

We need advice on how to make our homes energy efficient.



What we've done:

Partnered with two trusted organisations that can support you on your journey, giving you advice and support along the way.

As energy costs continue to rise across the UK, millions of households are grappling with the financial strain of keeping their homes warm and powered.

The surge in energy prices, driven by a combination of factors including geopolitical tensions, supply chain disruptions, and a global push towards greener energy, has left many families seeking ways to help reduce their energy bills and lower their carbon footprint.

It can be difficult to navigate the world of renewable energy, with an array of different products available, high costs and numerous suppliers giving you conflicting information.

With more members asking for support than ever before, we can now offer two new services, exclusively to our membership.

If you're an existing mortgage holder with Scottish Building Society, we could offer you funding for any larger expenses associated with your energy-efficient home improvements. If you don't have an existing mortgage with us, we could help fund your home improvements by remortgaging to Scottish Building Society.



Personalised energy-savings plans

We all need to do our bit for the environment and, as a mortgage provider, one way we can do this is to help our customers make their homes as energy efficient as possible.

This is why we've partnered with Snugg, giving you access to a personalised energy-saving plan.

Based in Edinburgh, Snugg was founded by Robin Peters, who, as a father, saw the need to tackle climate change in a bid to leave the planet in better health for his two daughters and for future generations to come. With a background in engineering, Robin created Snugg to help guide and support homeowners in implementing measures that would make their homes greener, and in doing so, have a positive impact on the environment (and their wallets).

Snugg will work with you to understand your current household set-up, needs and goals, before providing you with a personalised energy-saving plan that can reduce carbon emissions as well as cut energy bills.



Michelle Robinson,
Head of Business Development at Snugg

To find out more about our partnership with Snugg please visit:
www.scottishbs.co.uk/snugg

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Eddie Curran, Director at GreenFox Energy

Trusting in solar energy

GreenFox Energy are specialists in solar energy solutions and are committed to helping their customers reduce their carbon footprint and energy bills.

Founded to provide clear, impartial and jargon-free advice at every step of your solar journey, they support homeowners in finding the right solar energy solution for their needs.

A report by GreenFox Energy found that 48% of respondents lacked faith in solar energy systems, while 6% had no trust at all. Additionally, 20% of UK homeowners said that they believe it's impossible to make your money back on solar panels, with many incorrectly thinking that the UK doesn't get enough sun for them to be cost-effective.

Our members have shared similar views with us and that's why we've teamed up with GreenFox Energy, giving members access to clear, impartial & jargon-free advice at every step of your solar journey.

You now have access to this advice thanks to our partnership with GreenFox Energy which includes providing detailed estimates of the power you can expect to generate and the savings you'll make (all based on information provided and Government approved calculations).

Our members are eligible for a £1,000 discount on solar and battery installation as well as your 1st year free Vixen Care & Maintenance Plan worth £290.

And when it comes to installation GreenFox Energy uses local fitting teams incentivised to treat you and your home with the utmost care and respect.

Currently this offer is only available for members resident in Scotland.



Find out more about how to access your exclusive energy saving solutions by visiting:

www.scottishbs.co.uk/together/green-fox

Terms and conditions and eligibility criteria apply to Snugg and GreenFox Energy offers.



Calling all rugby fans

We're now over three years into our partnership with Edinburgh Rugby as Principle Partner. Right from the beginning we made it clear that we wanted to be more than a logo on the shirt.

Our partnership offers benefits to our members as well as being driven by the shared values of giving back to the communities we represent.



Score big with free tickets

As we kick off the new rugby season, we're thrilled to announce that our members will have access to free tickets as part of our partnership with Edinburgh Rugby.

You can now enter our ballot for the chance to win two tickets to Edinburgh Rugby home games at Hive Stadium. All you need to do is visit our website and tell us your top choices and we'll be in touch a week ahead of the clash if you're a lucky winner*.



To enter the ballot, visit:
www.scottishbs.co.uk/edinburgh-rugby

Terms and Conditions and eligibility criteria apply.

Walking Rugby Tournament

Last season saw the launch of our walking rugby tournament, where walking rugby teams play alongside Scottish rugby legends.

Walking Rugby is a growing and inclusive format of the game, celebrated for its accessibility and social nature, bringing together people of all backgrounds, ages, and abilities.

The walking teams, including **Ayr RFC**, **BATs**, **Kelso**, **Midlothian Uncoachables**, **Midlothian Unpickables** and **Murrayfield Wanderers**, were given the chance to take on legends of the sport. Taking part in the day were past players such as **Dave Denton**, **Andrew Easson**, **James King**, **Jim Hamilton**, **Lewis Niven**, **Conan Sharman**, **Hugo Southwell**, **Steven Turnbull** and **Tim Visser**.



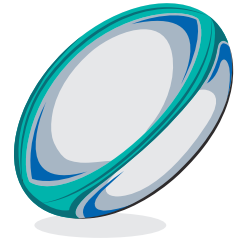
Become. Belong. Benefit.

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Our Inclusive Festival

We launched the Scottish Building Society Inclusive Festival which saw five teams from across Scotland compete in an exhilarating tournament. The festival provided people with a physical or learning disability, with a safe and positive environment to enjoy the sport they love.

The teams competing included **Edinburgh Inclusive Rugby Team, Fife Clan, Borders Clan, Strathmore Clan** and **Ayrshire Clan**.



Tackle Maths

Our **Tackle Maths programme** surpassed a remarkable 500 participants last season. This unique school initiative takes pupils out of the classroom and onto the rugby pitch to learn about maths in a practical setting. We're immensely proud of this programme and the benefit it offers school pupils. This year we aim to reach our next milestone of 1,000 pupils.



Win a Hamper

We hope you've enjoyed this year's issue of *Society* and finding out more about the new **Become. Belong. Benefit.** initiative. We continue to evolve to ensure that we can provide you with what you need from Scottish Building Society and, as always, we want to hear from you.

We're giving you the chance to win a luxury Scotland's Favourites hamper from Food of Scotland, packed with all your favourite treats!

It's easy to enter – simply visit www.scottishbs.co.uk/hamper and fill in the short entry form, or cut off the slip below and send it to us at:

Marketing Department, Scottish Building Society, 193 Dalry Road, Edinburgh, EH11 2EF

HOW TO ENTER:

1

Visit
www.scottishbs.co.uk/hamper

2

Fill out the
short form

3

You're in
the draw!



It's that simple.

Don't miss out—enter today for your chance to indulge in this fabulous prize!

Terms and conditions apply. Entries close date Friday 15th November.

Tell us what you like about *Society* newsletter

Name

Address

Scottish Building Society account number

Email address

If no email address, please provide a contact number

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