



Doing the
right thing

COVENTRY
Building Society





Mark Parsons
Chief Executive

Hello, I'd like to tell you a bit about what we've been up to in 2018.


We really believe in doing the right thing for our members, our employees and our communities, and want to tell you about what we did last year.

As a member, this is your building society and we want you to know how hard we're working to do the right thing.


We're very proud of the way that we manage to look after our members, and their money, whilst also staying true to our values.





9.3% 

mortgage balance growth
against market growth of 3.0%¹

7.2% 

savings balance growth
against market growth of 2.8%¹

 **Fairer**
Finance

AWARDED CLEAR & SIMPLE MARK

for our **General Terms** for savers

For savers and borrowers

Last year we paid, on average, rates that were almost twice the UK market average. This means our savers received an extra £227 million² in savings interest. This was even more than the year before.

We also lent money to more people than ever before.

In fact, so many members joined us that our savings balances grew more than two and a half times faster than the market and our mortgage balances grew three times faster¹.

Which? noticed the good work we're doing and we were a Recommended Savings Provider for the second year running. Very few providers get this, so they definitely think we're doing something right.

And, for 2018, the people at Fairer Finance didn't just rate us number one for both savings and mortgages, but also named us the most transparent savings and mortgage provider in the UK. That means that we make sure we're clear about what we're doing and why. We're always on hand to help you in branch. And we're working to get rid of all the finance jargon so that when we write to you, it's clear and understandable.



1. Source: Bank of England.
2. Based on the Society's average month end savings rate compared to the Bank of England average rate for household interest-bearing deposits on the Society's mix of products.

92% 

of our employees

are proud to work

for the Society¹

99% 

satisfaction

amongst branch
visitors²

8/10 

customers would

recommend us

to others⁴

98% 

satisfaction

amongst callers³

For people

That human touch is very important to us. So while some banks are closing branches and leaving the high street, we're investing in them. In fact we're redesigning our branches to have even more of a people and community focus. And our Customer Service Centres are free to call, UK-based, Coventry-based in fact, reinforcing our local links.

We know that nothing beats dealing with a friendly person rather than a machine – and we're known for having great employees. Want to know our

Hello



secret about how we get our employees to be so warm and positive? We make them feel warm and positive. But don't just take our word for it - last year we were once again one of the Sunday Times' Top 100 Best Companies to Work For.



1. The Sunday Times Best Companies to Work For 2018.
2. Source: Branch survey of 16,447 customers, Jan-Dec 2018.
3. Source: Savings contact centre survey of 19,581 callers, Jan-Dec 2018.
4. Source: Average number of members scoring 9 or 10/10 across 6 surveys totalling 48,922 responses.





For our communities...

We want to make a positive difference to the world around us. Every person who works for Coventry Building Society gets paid hours every year to support their local community. Last year alone, we put over 8,000 hours to good use in the community. And our work gets noticed. In 2018, we won the national Education Partnership Award from Business in the Community for our work giving young people help with their employment skills.

Last year was our 10th in partnership with The Royal British Legion, a relationship that's seen us donate over £16 million. And we continue to work with over 250 different charities across the country to help raise awareness and funds.





...and for the environment

We're enthusiastic about protecting our environment. We're aiming to achieve the Carbon Trust Triple Standard. Our plans include targets for energy use, resources, transport, property and waste management.

All of our
literature comes from

sustainable forests

or recycled paper.



100% ⚡

of electricity used in our
branches and head office
sites comes from

renewable sources



100% of electricity we use in our branches and head office sites comes from renewable sources, as does all the paper we use, and we're designing energy efficiency into all our building work. We've initiatives to increase recycling and reduce paper, like encouraging more than 100,000 of you to receive your AGM information electronically rather than in a paper pack. And now over 200,000 of you receive your account statements electronically too.



BEST BUILDING SOCIETY
COVENTRY BUILDING SOCIETY



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Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (firm reference number 150892 www.fca.org.uk).

Our Customer Service Centre is open Monday to Friday 8am-8pm, Saturday 9am-5pm and Sunday 10am-4pm.

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Principal Office: Economic House, PO Box 9, High Street, Coventry CV1 5QN.



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