MEMBERS' UPDATE 2024

Incorporating Notice of AGM, voting information and Summary Financial Statement

THE FAMILY BUILDING SOCIETY

ncbs national counties building society

The first choice

OUR AIM IS TO BE THE FIRST CHOICE FOR FAMILIES' MORTGAGES AND SAVINGS. WE BELIEVE THAT FAMILIES WHO WORK TOGETHER ACROSS THE GENERATIONS DESERVE SAVINGS AND MORTGAGE CHOICES THAT ARE BACKED BY EXCELLENT PERSONAL SERVICE AND INNOVATIVE PRODUCTS.

THAT'S WHY WE ARE PARTICULARLY PLEASED THAT SOME OF THE UK'S LEADING PUBLICATIONS AND WEBSITES HAVE RECOGNISED OUR EFFORTS ACROSS 2024.

Below is a list of the many accolades we have collected throughout 2024.

MORTGAGE INTRODUCER AWARDS 2024

We were voted by a judges panel as the winner in the **Mortgage Lender of the Year** category.

FINANCIAL REPORTER BROKER'S CHOICE AWARDS 2024

Voted for by the broker community, we were selected the winner for the **Best Later Life Lender** category.

WHAT MORTGAGE AWARDS 2024

Nominated and voted for by the public, we were selected as the winner for **Best Remortgage Lender**. Our Family Mortgage also helped us to be selected as the winner in the **Best Guarantor / Family Support Mortgage Lender** category.

MONEY AGE AWARDS 2024

We were voted as highly commended by the public for the **Building Society of the Year** category.

PERSONAL FINANCE AWARDS 2024/2025

We were selected as the winner in the **Best First Time Buyer Mortgage Provider** category as well as highly commended in the **Best Building Society Customer Service** category, again as voted for by the public.

THIS YEAR'S ANNUAL GENERAL MEETING (AGM) WILL BE HELD AT 2PM ON WEDNESDAY 30 APRIL 2025 AT THE SOCIETY'S HEAD OFFICE, EBBISHAM HOUSE, 30 CHURCH STREET, EPSOM, KT17 4NL.

SIMON WAINWRIGHT

A message from your Chair

YOUR SOCIETY PERFORMED SATISFACTORILY IN 2024 DESPITE A DIFFICULT BACKGROUND ENVIRONMENT. THE LOAN PORTFOLIO GREW AGAIN, AND LOAN LOSSES REMAIN NEGLIGIBLE. PROFITS DID REDUCE FROM THE UNUSUALLY HIGH LEVELS OF RECENT YEARS, AS INTEREST RATES STARTED TO FALL, COMPETITION IN THE MORTGAGE MARKETS REMAINS INTENSE AND BECAUSE RATES PAID TO SAVERS REMAIN ATTRACTIVE. INDEED, RATES AVAILABLE TO SAVERS ENDED THE YEAR ABOVE INFLATION AGAIN.

We continue to invest in the future with our Digital Transformation Programme, to further improve the Society's customer service and experience, making us even easier to do business with and even more resilient and secure, whilst retaining our traditional values. Our aim remains to treat each of our Members as an individual, with real people answering the phone and underwriting each mortgage case manually as we serve those people that the bigger providers and their credit scored models do not.

While 2025 will not be easy to negotiate, given the geopolitical and financial backdrop, your Society moves forward in a strong position.

The formal notice of the meeting is on page 6 of this booklet and further information about the resolutions to be considered at the AGM can be found on page 7. All the information you need to vote on the resolutions is included in this booklet and in the personalised Appointment of a Proxy and Voting Form which accompanies it.

You can vote online or by post. As online voting costs us less, we will again donate 25p to the Royal Marsden Cancer Charity for each Member who votes online.

DIRECTORS

In accordance with the Corporate Governance Code that recommends that all Board Directors seek re-election each year, you will see that seven of the Board members are seeking re-election this year – Mark Bogard, Andrew Barnard, John Cole, Patrick Muir, Peter Navin, Susan Sharrock Yates and myself. Robin Churchouse, having been appointed since the last AGM, will be seeking election.

BUSINESS REVIEW

Group total assets increased by 7% to £2,651 million (2023: increased by 3% to £2,480 million). Statutory profit before tax for the year was £7.5 million (2023: £17.0 million) and underlying profit before tax was £6.1million (2023: £20.0 million). The difference primarily reflects the required accounting for financial instruments which creates volatility in our statutory results due to the short-term valuation of long-term assets and liabilities.

Our capital base has grown again to £171.3m. We remain strongly capitalised, meaning that we are well placed to withstand economic shocks and surprises and meet our obligations. Indeed, we hold a material excess of capital over that which both the Board and our regulators believe that we require to operate prudently day to day.

I note with interest the Labour Party manifesto commitment to double the size of the mutual and co-operative sector. How this will be achieved, indeed how it will even be measured and over what time period, remains the subject of debate, but it is a welcome endorsement of the importance of a diverse and competitive financial market and the positive differences that the mutual model brings for Members.

Our own plan is for continued controlled growth over the next few years, supported by further investment in technology and with an eye out for any further potential sources of income or value to further strengthen the resilience of the Society.

We continue to invest in Smart Money People, a website that allows customers to review their experience of financial services products and organisations. People have now left 2.2 million reviews. This information is valuable both to other potential customers of those firms and provides insight to those companies about their product and service. So, it provides a platform to improve the overall market which we feel a strong sense of purpose in doing. We are ambitious for its future and its value, whilst conscious of the cost of the ongoing investment and the risk in any such venture.

We are also conscious that we should aim to achieve a reasonable return on the excess capital that we hold that is not required in the medium term for our day-to-day activities. The Board will most carefully assess the risk and reward of any investment we look at; meanwhile it remains securely held in UK Government bonds (Gilts).

Board succession is a key responsibility of mine as Chair; maintaining the strength of the Board, balancing continuity with the injection

of new blood and maintaining a good spread of skills.

I am pleased to say that we have recruited two new Non-executive Directors to join the Board. They each have different but highly useful experience from successful executive careers. I believe that it is a testament to the Society that we have recruited individuals of this calibre. We appoint on merit, and these are the best two candidates that we saw. In the first round of our selection process, we did not see any candidates of the quality we required, so we halted the process and came back to it after some time had passed.

Robin Churchouse joined the Board in October 2024; he is a qualified chartered accountant, who was previously Chief Financial Officer, among other roles, at the Yorkshire Building Society, and he holds, or has held, other relevant non-executive positions.

Louise Colley will join the Board in March 2025. She is currently Head of Retail Protection at Zurich Life UK having previously held several senior positions at Aviva plc. She brings a wealth of product and distribution experience, interestingly having started as a compliance manager.

Most organisations claim to have a great culture and the right values. But few probably really live those values.

Our people do a terrific job, treating Members as they would wish to be treated themselves, and the feedback we receive continually evidences this.

I would like to take this opportunity to thank them on behalf of Members generally for the excellent service they provide.

The Board is always interested in the compliments that we receive – especially as these days many people seem more ready to complain than compliment. Such compliments are without exception aimed at a particular individual and I wanted to highlight just a few recently received:

> *"Thank you so much for calling me back, I have been so stressed out with this process, but you alleviated all my concerns. It's so nice to be able to speak to someone who understands and is willing to help, thank you!"*
> FOR SARAH EVERINGHAM

> *"If all financial institutions treated their customers as Family Building Society do, the world would be a better place."*
> FOR STEPH MCGRATH

> *"You have the customer service that everyone should have. You have been a delight!"*
> FOR PARIS PULLINGER

The Board never forgets that it is here to provide oversight on behalf of current and prospective Members of the Society.

To saving Members, I can assure you that we will do our best to continue to offer some of the most competitive rates and innovative products in the market. Thank you for saving with us – your ongoing trust in us matters.

To borrowing Members, I hope you are enjoying the home we are helping to finance but if you do find yourself in financial difficulties please make contact at the earliest opportunity. We will make every effort to help you find a way through.

I hope that as many of you as possible will attend the AGM and look forward to meeting you there. The Board welcomes feedback from Members and it is always properly considered.

Simon Wainwright
Chair

Notice of AGM

NOTICE IS HEREBY GIVEN THAT THE 2025 AGM OF NATIONAL COUNTIES BUILDING SOCIETY WILL BE HELD AT 2PM ON WEDNESDAY 30 APRIL 2025 AT OUR HEAD OFFICE, EBBISHAM HOUSE, 30 CHURCH STREET, EPSOM, SURREY, KT17 4NL.

ORDINARY RESOLUTIONS

1. To receive the **Directors' Report, Annual Accounts, Annual Business Statement** and **Auditor's Report** for the year ended 31 December 2024.
2. To appoint **Ernst & Young LLP** as auditor of the Society.
3. To approve the **Report on Remuneration.**

ELECTION AND RE-ELECTION OF DIRECTORS

To consider, and if thought fit, elect and re-elect as Directors the following candidates:

4. To elect **Robin James Churchouse** as a Director of the Society.
5. To re-elect **Peter Edward Navin** as a Director of the Society.
6. To re-elect **Susan Sharrock Yates** as a Director of the Society.
7. To re-elect **Mark Alexander Bogard** as a Director of the Society.
8. To re-elect **Andrew David Barnard** as a Director of the Society.
9. To re-elect **Patrick Harry Muir** as a Director of the Society.
10. To re-elect **Simon Wainwright** as a Director of the Society.
11. To re-elect **John Granville Cole** as a Director of the Society.

By order of the Board: Kathryn Mendoza, Secretary, National Counties Building Society.
Date: 6 March 2025

NOTES

1. These Notes form part of the Notice of AGM above.
2. A Member entitled to attend the event and vote at the AGM may appoint one proxy to attend and, on a poll, vote at the meeting instead of him/her. The proxy may be the Chair of the meeting or anyone else who need not be a Member of the Society. The Member may direct the proxy how to vote at the meeting. Your proxy may vote for you at the meeting but only on a poll. Your proxy may not speak at the meeting, except to demand or join in demanding a poll.
3. Voting conditions are contained in the Society's Rule 38 and are summarised on page 2 of the enclosed Voting Form. A copy of the Rules is available upon request to the Society.
4. Admission to the meeting will be permitted on production of the Member's passbook, other evidence of membership issued by the Society or, in the case of appointed proxies, an appropriate form of identification.

EXPLANATORY NOTES ON RESOLUTIONS AT THE SOCIETY'S AGM

We hope that as many of our Members as possible can attend the Society's AGM, but if you are unable to attend in person you are invited to participate in the business conducted using the enclosed personalised Appointment of a Proxy and Voting Form. Page 2 of that document contains details in relation to voting eligibility and guidance in respect of online and postal voting.

An important element of the constitution of building societies is the reporting to Members by the Auditor and Directors and these are covered by the first item on the meeting agenda. The Auditor's Report sets out what they have examined and the view they have formed regarding the information disclosed by Directors. The Directors' Report, Annual Accounts and Annual Business Statement provide a great deal of information concerning the financial position of the Society and the Group. A summary of the full Report and Accounts, the Summary Financial Statement, forms part of this document. Members wishing to see the full version of the Report and Accounts may do so on request to the Society or via our websites (*ncbs.co.uk* and *familybuildingsociety.co.uk*) from 2 April 2025 onwards. **Members are invited to vote in respect of the Directors' Report, Annual Accounts and Annual Business Statement, and the Board recommends that you vote "FOR" their formal receipt.**

Item 2 on the agenda is a resolution to appoint Ernst & Young LLP as auditor of the Society. At the conclusion of the external audit of the year ended 31 December 2024, KPMG LLP will no longer be eligible to be the statutory auditor of the Society, having served for the maximum period of 20 years. In keeping with good corporate governance, a number of leading audit firms were invited to tender for the appointment. Following a robust and thorough tendering and selection process, Ernst & Young LLP has been selected as the Society's next external auditor. It is therefore proposed to appoint Ernst & Young LLP as the Society's external auditor for the year ending 31 December 2025, subject to approval by the Society's Members at the 2025 AGM. **Your Board recommends that you vote "FOR" their appointment.**

Item 3 on the agenda is a resolution to approve the Report on Remuneration. The background to this lies in the UK Corporate Governance Code. Although this Code applies to listed companies, the Board believes that the Society should, where relevant, have regard to its principles and provisions. An advisory vote on the Report on Remuneration is part of the Code and the Society has decided to include this on the agenda for its AGM. **The Report follows these explanatory notes and you are invited to vote "FOR" its approval.**

Items 4 to 11 on the agenda cover the re-election of previously elected Directors and the election of the newly appointed Non-executive Director. Brief personal details of each Director are provided on pages 14 to 16 of this booklet. All of the Directors standing for election and re-election bring different but complementary skills and experience to the Board, ensuring that its overall composition is appropriate for the range of activities undertaken by the Society. **Your Board recommends that you vote "FOR" these Directors of the Society.**

Should you have any queries about the business to be conducted at the AGM, please do not hesitate to contact the Society's Customer Service Team on our dedicated number for AGM enquiries – 03300 244619.

Report on Remuneration

PATRICK MUIR

THIS REPORT ILLUSTRATES HOW THE SOCIETY HAS REGARD TO THE PRINCIPLES SET OUT IN THE UK CORPORATE GOVERNANCE CODE 2018 RELATING TO REMUNERATION.

THE SOCIETY HAS ADOPTED A REMUNERATION POLICY, WHICH DESCRIBES HOW THE SOCIETY COMPLIES WITH THE RELEVANT SECTIONS OF BOTH THE PRUDENTIAL REGULATION AUTHORITY'S AND THE FINANCIAL CONDUCT AUTHORITY'S REMUNERATION CODE. THIS POLICY IS REVIEWED PERIODICALLY BY THE REMUNERATION COMMITTEE. THE POLICY STATEMENT IS PUBLISHED ON THE SOCIETY'S WEBSITE.

THE REMUNERATION DETAILS OF INDIVIDUAL DIRECTORS ARE SET OUT ON PAGES 11 AND 12.

REMUNERATION POLICIES

CODE PRINCIPLE P:

REMUNERATION POLICIES AND PRACTICES SHOULD BE DESIGNED TO SUPPORT STRATEGY AND PROMOTE LONG TERM SUSTAINABLE SUCCESS. EXECUTIVE REMUNERATION SHOULD BE ALIGNED TO COMPANY PURPOSE AND VALUES, AND BE CLEARLY LINKED TO THE SUCCESSFUL DELIVERY OF THE COMPANY'S LONG-TERM STRATEGY.

SOCIETY'S APPROACH

The Board has an established Remuneration Committee, which comprises three Non-executive Directors, Patrick Muir, Peter Navin (replaced Rodger Hughes from May 2024) and Simon Wainwright and is chaired by Patrick Muir. All of the Non-executive Directors are considered to be independent. Patrick Muir has been Chair of the Remuneration Committee since 2016. The Remuneration Committee is responsible for setting the remuneration of the Executive Directors. The Committee also sets the additional payments for the Chair of the Board, the Chairs of the Group Audit, Remuneration and Board Risk Committees and the Senior Independent Director, with Committee members not taking part in discussions concerning their own remuneration. The basic Non-executive Director fee is set by the Executive Directors. Minutes of the Committee's meetings are distributed to all Board members, and the Chair of the Committee reports at the Board meeting following a Committee meeting.

The Remuneration Committee is also responsible for oversight of the remuneration and reward structure for the Society as a whole. The Committee's Terms of Reference are published on the Society's website.

The Board believes that all employees should be fairly rewarded for their efforts. The aim of the Society's Remuneration Policy is therefore to achieve a fair level of financial reward for the Society's staff whilst avoiding incentives to take inappropriate levels of risk or act against the principles of the Consumer Duty. Against this background the objectives of the Remuneration Policy include the following:

- ***To attract and retain staff with the appropriate skills, behaviour and motivation.***
- ***To reward staff fairly, paying due regard to the statutory duties of equality and non-discrimination.***
- ***To benchmark salaries and benefits against prevailing industry/sector/role norms.***
- ***To take account of prevailing economic and employment trends.***
- ***To prevent inappropriate risk-taking with the potential to damage the interests of the Society's stakeholders and the viability of the business.***
- ***To ensure that remuneration is aligned with the Society's strategy, purpose and values and is linked to successful delivery of that strategy.***
- ***To ensure that remuneration supports the practices and behaviours which lead to good outcomes for Members in line with the Consumer Duty.***

In line with the Board's approach, the Society's remuneration policy provides for the reward of Executive Directors through salaries and other benefits. The current overall package includes performance related pay which is linked both to individual performance and to delivery of the Society's strategy, further details of which are set out below.

PROCEDURES FOR DEVELOPING REMUNERATION POLICY

CODE PRINCIPLE Q:

A FORMAL AND TRANSPARENT PROCEDURE FOR DEVELOPING POLICY ON EXECUTIVE REMUNERATION AND DETERMINING DIRECTOR AND SENIOR MANAGEMENT REMUNERATION SHOULD BE ESTABLISHED. NO DIRECTOR SHOULD BE INVOLVED IN DECIDING THEIR OWN REMUNERATION OUTCOME.

SOCIETY'S APPROACH

In order to determine the policy for Executive Director remuneration and remuneration of senior management, the Remuneration Committee undertakes a review of the overall remuneration and incentive packages for the workforce of the Society as a whole. It takes into account salaries and benefits in the sector and the nature of the commitments and responsibilities associated with individual roles. Basic salaries payable to Executive Directors are reviewed periodically with reference to jobs carrying similar responsibilities in comparable financial organisations, market conditions generally and local employment competition in view of the Society's geographical position. There was no external review of Executive pay during 2024. The basic salaries of the Executives were increased by 5% in line with the increase awarded to all staff.

The current 3-year Medium Term Incentive Plan (MTIP) scheme was put in place in 2022 and ended in 2024. The scheme is based on Key Performance Indicators (KPIs) which are aligned to the achievement of the corporate plan. A sum will be accrued each year based on performance in that year, and the resulting bonus will be paid in two instalments, 50% in 2025 and 50% in 2026.

Executive Directors are eligible to receive other taxable benefits including a car or car allowance and healthcare provision for themselves and their immediate family, and standard professional body subscriptions. Travel and subsistence expenses are also met when the Executives undertake travel for business purposes.

In keeping with current recommended practice, the standard terms for any new Executive Director appointment include a contractual notice period of no more than 6 months by the Society and 6 months by the Executive Director. Andrew Barnard has a contract on this basis issued in 2018. Mark Bogard has a contract issued in 2012 on the basis previously adopted by the Society which requires 12 months' notice to be given by the Society and 6 months to be given by the Executive Director.

In the light of the performance of the Society's staff during 2024, the Remuneration Committee has decided that a variable pay award should be awarded to the Executive Directors and nearly all staff. Variable pay awards are made on the basis of individual performance and payable in cash. Details of the awards to Executive Directors are set out on page 11.

No Executive Director has any involvement in determining their own pay.

NON-EXECUTIVE DIRECTORS' REMUNERATION

Non-executive Directors do not receive any benefits other than their fees and travelling expenses when attending training or meetings other than standard board and committee meetings. The level of fees payable to Non-executive Directors is assessed using benchmarks from a group of comparable financial organisations. In recognition of the increased responsibility associated with the roles, additional fees are paid to the Chair of the Board, the Chair's of the Board sub-committees and the Senior Independent Director. No benchmarking exercise was undertaken in 2024. The basic fee for the Non-Executive Directors was increased by 5% in line with the increase awarded to all staff. The fees paid for chairing specific committees remained unchanged.

This increase was recommended by the Executive Directors in accordance with the Society's Remuneration Policy as noted below.

No Non-executive Director has any involvement in determining their own pay.

DIRECTORS' EMOLUMENTS

Emoluments of the Directors of the Society totalling £1,181,000 (2023: £1,204,000) are detailed as follows:

a) Executive Directors	2024					
	Salary	Performance bonus	Medium-term incentive plan	Benefits	Pension	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Mark Bogard	308	63	47	24	69	511
Andrew Barnard	222	45	27	15	50	359
	530	108	74	39	119	870

Chris Croft, formerly Executive Director and Company Secretary, left the Society in November 2022 having received £259,441 as compensation for loss of office. He subsequently made a claim for unfair dismissal which was settled in July 2024 with a further payment of £54,400 and the payment of his legal costs.

A three year medium term incentive plan payment was agreed by the Remuneration Committee for the three years ending 31 December 2024 and the amounts accrued by each Director will be paid in two equal amounts in 2025 and 2026.

Mark Bogard is no longer an active member of the Group's Pension Scheme and Andrew Barnard has never been a member of the Scheme. Their pension emoluments in 2024 represent monthly cash payments in lieu of contributions to the Scheme.

	2023					
	Salary £'000	Performance bonus £'000	Medium-term incentive plan £'000	Benefits £'000	Pension £'000	Total £'000
Mark Bogard	294	75	67	24	66	526
Andrew Barnard	212	54	39	15	48	368
	506	129	106	39	114	894

b) Non-executive Directors

	2024 Fee £'000		2023 Fee £'000
Simon Wainwright	**67**	Simon Wainwright	51
Patrick Muir	**56**	Patrick Muir	52
John Cole	**55**	John Cole	51
Peter Navin	**53**	Peter Navin	44
Susan Sharrock Yates	**48**	Susan Sharrock Yates	44
Robin Churchouse	**8**	Robin Churchouse	–
Rodger Hughes	**24**	Rodger Hughes	68
	311		310

During the year, a company for which Patrick Muir is a Director, was paid £68,400 (2023: £58,500) for his services as a Director to Smart Money People Limited, a subsidiary company.

Directors' loans and related party transactions

A register is maintained at the Head Office of the Society, in accordance with the requirements of Section 68 of the Building Societies Act 1986, which shows details of all loans, transactions and arrangements with Directors and connected persons. The register will be available for inspection at the Society's Head Office during the period of fifteen days up to and including the date of the Annual General Meeting.

There were no outstanding loans with Directors at 31 December 2024 or 31 December 2023.

INDEPENDENT JUDGEMENT

CODE PRINCIPLE R:

DIRECTORS SHOULD EXERCISE INDEPENDENT JUDGEMENT AND DISCRETION WHEN AUTHORISING REMUNERATION OUTCOMES, TAKING ACCOUNT OF COMPANY AND INDIVIDUAL PERFORMANCE, AND WIDER CIRCUMSTANCES.

SOCIETY'S APPROACH

All members of the Remuneration Committee are independent Non-executive Directors. They rely on both performance assessment and independently verifiable information about the Society's performance and market information to make determinations of remuneration policy and outcomes. The Committee may consult external advisers on pay and rewards. No external benchmarking was conducted during 2024.

The operation of remuneration policy within the work force as a whole is based upon criteria set out by the Board or the Remuneration Committee. Annual pay reviews for individuals within the work force are based on market data and are determined by the Executive Directors. Performance related pay (variable pay) is awarded from a pool allocated by the Remuneration Committee based upon the performance of the Society and allocated to individual staff members in accordance with a defined scheme. The initial allocations are made by the management of the Society and the operation and application of the scheme is independently reviewed by the Executive Directors. Awards for certain staff are reviewed by the Remuneration Committee.

It is the view of the Committee that Directors' remuneration for the year has been in accordance with the Society's stated Remuneration Policy. It is also the Committee's view that the Society's policy and practice has taken account of the principles of the UK Corporate Governance Code. On behalf of the Committee, I recommend that you endorse this report.

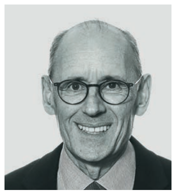
Patrick Muir
Chair, Remuneration Committee
6 March 2025

Directors seeking election and re-election

IN ACCORDANCE WITH BEST PRACTICE ON CORPORATE GOVERNANCE, THE DIRECTORS BELOW ARE STANDING FOR ELECTION AND RE-ELECTION AT THE AGM

ROBIN JAMES CHURCHOUSE BA, ACA

Robin joined the Society in October 2024. He is a financial services professional with over 35 years' experience as a regulator, strategic and corporate finance advisor, senior executive with roles in finance, risk and operations, and non-executive director. After studying law at Cambridge, he qualified as a chartered accountant with Price Waterhouse. After a spell as a regulator at the Building Societies Commission, Robin was a strategy consultant at KPMG before over a decade at Yorkshire Building Society, in a variety of senior roles, including CFO, CRO and COO. Since then he has been Non-executive Director at companies including a start-up SME lender, a specialist mortgage lender and PLC car dealership, variously as Senior Independent Director and Chair of risk, audit and remuneration committees.



PETER EDWARD NAVIN BA, FCIB

Peter was appointed to the board as a Non-executive Director in November 2022.

Early in his career he was an international economist with ICI, before moving into banking where he acquired 30 years' experience. This included senior leadership positions in Operations, Product Marketing, Corporate and Retail banking. Peter led large customer-facing teams under the Lloyds, Cheltenham and Gloucester and Bank of Scotland brands and was Chief Executive of Lloyds TSB Scotland plc for four years from 2010 before becoming Distribution director for TSB when it separated from Lloyds Banking Group. Peter is a Fellow of the Chartered Institute of Bankers and also works as an executive coach, having qualified at Henley Business School.

SUSAN SHARROCK YATES BA, FCA, FCT

Susan joined the Board as a Non-executive Director in August 2020. Susan is a Chartered Accountant and a Member of the Association of Corporate Treasurers. She qualified with Ernst & Young before working in investment banking, gaining valuable markets and trading experience. She then moved into corporate treasury, where her first position was as treasurer for CIBC Mortgages. Susan subsequently held senior corporate treasury positions in a range of companies, including Diageo and Rentokil, and until the end of 2019 was Group Treasurer for Aviva.

Recent Non-executive roles include Ariel Re Managing Agency Ltd, as an Independent Non-executive Director and Chair of the Audit Committee, and the Friends Life Pension scheme, as a Trustee and member of the Investment Committee.

MARK ALEXANDER BOGARD MA

Mark joined the Board in 2012 as Chief Executive. He has over 30 years' experience in financial services focused on helping people make the most of their money. He ran Barclays' retail funds business and then built up Moneyextra, an aggregator website focused on mortgages and savings that was sold to Bristol & West Plc. Upon its acquisition the business was merged with Chase de Vere and Willis National, two leading IFAs, and Mark was appointed as Managing Director. From 2004 until 2012, Mark was UK Chief Executive of IFG Group plc, responsible for James Hay, the leading SIPP provider, and Saunderson House, an hourly rate financial advisory business. He has an MA from Cambridge University and completed his articles with Slaughter and May before joining Schroders to work in corporate finance.

In January 2013 he was appointed as a Non-executive Director of Alexander Hall, the leading mortgage broker, whose board meetings he now chairs, which helps him to understand the perspective of the Society's principal channel for distributing mortgages. In May 2021 he was elected Chair of the Building Societies Association, the body representing all 43 building societies, as well as 6 credit unions, a position that he held until May 2023. Mark is also a Director of Good Effect Ltd and a Director of Eleven Eton Avenue Limited.

ANDREW DAVID BARNARD BA, ACMA, CGMA

Andrew was appointed Finance Director in April 2018 and Director of Counties Home Loan Management Ltd, a wholly owned subsidiary of National Counties Building Society in November 2018. He is an accountant with over 30 years commercial experience, the last 17 years having been spent in senior finance roles in financial services. In his previous role he was Group Financial Planning & Analysis Director for Lloyds Banking Group. From 2008 to 2015 he undertook a number of roles for RBS including Finance Director of Lombard North Central plc, Finance Director of RBS Invoice Finance, Non-executive Director of Motability Operations Group plc and Head of FP&A for RBS's Commercial & Private Banking Division. Prior to 2008 he spent 11 years working for Unilever PLC, in the UK & Europe, and four years based in Reigate with Pfizer, the world's largest pharmaceutical company.

PATRICK HARRY MUIR

Patrick was appointed to the board as a Non-executive Director in March 2015. He has over 25 years Marketing and Brand experience having held leadership positions at Egg, Citi, Morgan Stanley and Lombard Direct. Patrick was previously voted as one of the three most influential marketers in financial services by Marketing Week.

Through his consulting firm, he now works with a variety of organisations in developing marketing and business growth strategy.

Patrick is a Director of Swan Marketing Services and Chair of Smart Money People and has served on boards and committees of a number of other organisations.

SIMON WAINWRIGHT BSC, MBA, FCIB & CHARTERED DIRECTOR IOD

Simon was appointed to the Board as a Non-executive Director in March 2015. Simon is currently Executive Vice President, Head of Europe, Middle East & Africa for Reinsurance Group of America.

He has 40 years' experience with Nationwide Building Society, Lloyds Banking Group and latterly HSBC, where he held roles including: CEO, HSBC Insurance; CEO HSBC Bank Ireland; and COO Commercial and Corporate Banking.

Simon holds a BSc degree in banking practice and management from the Institute of Financial Services, School of Finance (formerly the Chartered Institute of Banking), a Diploma in Management Studies from Oxford Business School, an MBA from Henley Business School, is a Fellow of the Chartered Institute of Bankers (FCIB) and is a Chartered Director, Institute of Directors.

JOHN GRANVILLE COLE FCA

John joined the Board in October 2019 as a Non-executive Director and Chair of the Audit Committee. John is a qualified accountant and was a partner at Ernst & Young for 30 years. A large part of his career was spent focused on the financial services sector. Among other things, he was previously a member of its governance committees at both a global and European level, was a member of the audit committee, had responsibility for the partnership's controls surrounding financial crime and data protection, and managed aspects of quality and risk. Other directorships include being Non-executive Director of London South Bank University.

Summary Financial Statement

FOR THE YEAR ENDED 31 DECEMBER 2024

THE GROUP'S PROGRESS IS MONITORED BY THE BOARD USING A SET OF STRATEGIC KEY PERFORMANCE INDICATORS (KPIs) WHICH ARE SHOWN ON THE RIGHT. GIVEN THE DIFFICULT BACKGROUND ENVIRONMENT, THE BOARD IS SATISFIED WITH THE OUTCOME OF THE KPIs FOR 2024.

KEY PERFORMANCE INDICATORS

KPI	Measure	2024	2023
1. GROUP PROFIT	Group profit after tax to average assets ratio	**0.18%**	0.50%
2. NET INTEREST	Society net interest margin	**1.49%**	2.01%
3. COST / INCOME	Society cost/income ratio	**80.6%**	51.9%
4. COMMON EQUITY	Common Equity Tier 1 capital ratio	**19.1%**	20.3%
5. LOAN MOVEMENT	Movement in Group loan balances†	**+8.2%**	+7.5%
6. MORTGAGE ARREARS	Group residential mortgages in arrears by more than three months as a percentage of all Group residential mortgage accounts	**0.53%**	0.36%
7. COMPLAINTS	Number of complaints upheld in the year as a percentage of average number of Society members	**0.18%**	0.18%
8. SERVICE	Percentage of members reporting good or better service in the annual customer survey	**92.9%**	91.9%

†Excludes fair value adjustments

Summary Directors' Report

STATUTORY GROUP PROFIT BEFORE TAX
£7.5m
2023: £17.0m

UNDERLYING GROUP PROFIT BEFORE TAX*
£6.1m
2023: £20.0m

RESERVES
£171.3m
2023: £169.4m

TOTAL ASSETS
£2,651m
2023: £2,480m

*See page 20 for the definition of underlying group profit before tax

2024 WAS ANOTHER PRETTY TRICKY YEAR. IN THE UK THE NEW GOVERNMENT HAS HAD A TOUGH START WITH A WEAKENING ECONOMY, INFLATION STILL ABOVE TARGET AND SLOW INTEREST RATE REDUCTIONS. THE WAR IN UKRAINE CONTINUES; THERE HAS BEEN ONGOING TURMOIL IN THE MIDDLE EAST; AN AGGRESSIVE NEW ADMINISTRATION IN THE US ADDS TO THIS COCKTAIL OF UNCERTAINTY FOR THE FUTURE. FOR YOUR SOCIETY, IT WAS A SATISFACTORY YEAR, WITH FURTHER MEASURED GROWTH AND REASONABLE PROFITABILITY. WE MAINTAIN A STRONG CAPITAL BASE.

ECONOMIC ENVIRONMENT

Last year in this report we noted that the Bank of England had been slow to raise interest rates and may be slow to cut them too.

The Consumer Prices Index (CPI) rose by 2.5% in the 12 months to December 2024. This is down from 2.6% in November, and well below its recent peak of 11.1% in October 2022. This represents a significant reduction towards the Bank's target albeit there are persistent signs that the final yards will be the hardest. The persistence in the headline rate led to fewer reductions in the Bank base rate than forecast at the start of 2024 and for many borrowers this will have meant having to renew their mortgages at higher rates than they hoped. At the time of writing, the markets appear to be anticipating three rate reductions in 2025 with rates closing the year at or around the 4% level. There remain many uncertainties though and the continuing war in Ukraine, the prospect of trade tariffs from the new US President and the ability of the UK government to fund its spending plans via higher taxation without stalling the economy will all play out over the months ahead. It is possible to make the case that rates may need to rise to counter the inflationary impacts of some of these contingencies as well as the case that they may need to fall to cushion their effects if lack of growth were to decay into recession.

We remain vigilant for signs that the increased strain from higher rates may show itself in the form of increased forbearance or arrears for our mortgage customers. There was little sign of this in 2024 and at the time of writing there remains little sign that our book is exposed in this regard. Our policy of lending at low Loan to Values and underwriting each case on its merits stands us in good stead. Despite all of this we continue to think there is sensible lending to be done at sensible margins. In order to succeed regardless of the outcome however, the Society will continue to offer very high levels of service and innovative products for our Members. We think this is the best protection for our Members against whatever a changing economic environment may bring.

FINANCIAL PERFORMANCE

The Group and Society both had a healthy trading year. The Group's statutory result before tax for the year ended 31 December 2024, was a profit of £7.5 million compared with a profit of £17.0 million in 2023. The reduction in profitability of £9.5 million was driven in a large part by a reduction in net margin as the economic cycle turned from the increases in Bank base rates in 2024 to the start of rate cutting. Group Net Interest Income dropped by £9.2 million from £47.8 million in 2023 to £38.6 million in 2024. At the same time the investment in the Society's Digital Transformation Programme, selective investment in headcount to support the growing balance sheet, wage inflation and the continued investment in the growth of the Smart Money People business increased Group administrative expenses by £5.4 million. These were partly offset by an increase in other income of £0.6 million and a £4.4m positive swing in net gains and losses from financial instruments versus 2023.

Group underlying profit was £6.1 million compared to £20.0 million in 2023. In the Society, there was a profit before tax of £8.4 million compared with a profit before tax in 2023 of £21.5 million.

STATUTORY PROFIT BEFORE TAX	GROUP		
	2024 £m	2023 £m	Change £m
Net interest income	**38.6**	47.8	(9.2)
Other income	**1.5**	0.9	0.6
Net gains/(losses) from financial instruments	**1.4**	(3.0)	4.4
Administrative expenses (including pension scheme finance charge)	**(32.6)**	(27.2)	(5.4)
Depreciation and amortisation of software and goodwill	**(1.2)**	(1.1)	(0.1)
Impairment losses and provisions	**(0.2)**	(0.4)	0.2
Profit before tax	**7.5**	17.0	(9.5)

The statutory figures included in the Annual Accounts are prepared under FRS 102 and include the impact of fair valuing derivatives which include the No Negative Equity Guarantee (NNEG) liability and ineffectiveness when accounting for the hedges the Society takes out to economically protect itself from movements in interest and other market rates. These create profit volatility, for example

from movements in market interest rates and assumptions. The Board take the view that it would be misleading to include these items in the underlying profit calculation as they are affected by dynamics outside the control of the Society and are largely related to a portfolio of assets (Lifetime Mortgages) that are a closed book in run down. These items do not therefore reflect on the underlying trading of the Society or Group.

The Board believes it is appropriate to remove the effect of these adjustments when looking at the underlying performance of the Society and Group. The Group's underlying profit can therefore be summarised as follows:

UNDERLYING PROFIT BEFORE TAX	GROUP		
	2024 £m	2023 £m	Change £m
Profit before tax per statutory accounts	**7.5**	17.0	(9.5)
Add back net (gains)/ losses from financial instruments	**(1.4)**	3.0	(4.4)
Underlying profit before tax	**6.1**	20.0	(13.9)

LIFETIME MORTGAGES AND NO NEGATIVE EQUITY GUARANTEE

Before 2011, the Society originated and its subsidiary Counties Home Loan Management (CHLM) acquired a portfolio of Lifetime Mortgages (LMs). The Group has not acquired or written any new LMs since then.

A Lifetime Mortgage is one where a loan is taken out against the value of a property but where the interest charged is not paid during the life of the loan. Instead, the interest is added to the loan balance and, at the end of the term (which typically comes on the move into residential care of the borrower or their death), the loan balance (including the rolled-up interest) is deducted from the sale proceeds of the house.

To protect the borrower from the possibility that the loan balance is greater than the property value at the end of the loan the LMs included what is referred to as a No Negative Equity Guarantee (NNEG). This was a promise that the borrower wouldn't be charged for any excess of the loan value over the property value. The inclusion of a NNEG promise in a LM is a normal feature of a LM written to the Safe Home Income Plan standards of the Council of Mortgage Lenders.

This promise has a value and we need to show the users of the accounts what that promise is worth.

IAS39 requires us to use Fair Value Accounting to do this. The standard requires us to value the NNEG by reference to what an independent buyer and seller would value the NNEG at.

Since the Group originally acquired the LMs these mortgages, now sometimes referred to as Equity Release Mortgages (ERMs), are mainly written by insurance companies and residual books of LMs are also held by a number of Building Societies. Therefore, we try to understand how these other market participants would price our NNEG when we work out what it is worth. However, there is no observable market in the sale of NNEG liabilities so we need to model and understand the component parts that make up a NNEG valuation.

Two key determinants of the value of the NNEG are assumed House Price Inflation (HPI) and HPI Volatility. Volatility refers to the probability that any one house price will be above or below the average HPI assumption at any one moment in time. A higher volatility assumption means that there is a greater risk that an individual house price will be higher or lower than the average assumed. This risk has a cost so that a higher volatility assumption leads to a higher value for the NNEG.

In making a judgement on the volatility assumption, the Directors take note of the paper published by the Actuarial Research Centre of the Institute of Actuaries ('UK Equity Release Mortgages: a review of the No Negative Equity Guarantee') on 19 February 2019 that identified a probable value for volatility in the range of 3-6% and volatility in a stress scenario in the range of 10-13%. In each year, the Directors evaluate data for the UK housing market that continues to bear out this perspective. In addition, other Building Societies have published their own assumptions in their respective Reports & Accounts. These have shown that HPI volatility has been valued in the range of 8-10% and therefore, the Directors concluded that a HPI volatility assumption for the Group of 10% would be appropriate. The Directors also note that the allowance made within the calculations for Dilapidations (the cost of making good a property before it can be sold at a fair market value) is substantial at 1% and is also supported by the work that the Group undertakes to maintain contact with its borrowers and assess the condition of properties during the life of a LM loan.

The Directors also consider the underlying rate of assumed HPI that should be taken into account over the remaining life of the LMs. It is important to note that this assumption relates to HPI over the very long term. The long term prospects for GDP growth, CPI inflation and the structural housing shortage that persists in the UK are therefore the main factors driving the HPI assumption. Given these factors, the Directors have concluded that a long term HPI assumption of 3.75% would be the most appropriate to use for the Society's lifetime mortgage book. During 2024 the Directors have seen no evidence that the structural drivers of HPI have changed. They don't therefore expect that any short term volatility from the current economic conditions will impact the long term assumption at this point.

During this year we refreshed our analysis, and as a result of this review, the assumptions relating to the NNEG liability have remained largely unchanged at the 2024 year end.

Although the main NNEG liability assumptions remain largely unchanged in 2024, the NNEG liability has decreased by £0.9 million. This decrease is due to the following reasons. £0.9 million relates to movements in the discount curve and £0.5 million relates to a decrease in the number of loans outstanding due to actual redemptions. These impacts were offset by a £0.3m increase from a slight change to the assumption made of the length of time from death of the borrower or them going into long term care, to repayment of the loan and £0.2m from the impact of prepayment and HPI.

The value of the NNEG is £2.8 million in the Society (2023: £3.4 million) and £5.7 million in the Group (2023: £6.6 million). The Group credit for 2024 was £0.9 million (2023: charge of £1.1 million) which all arises from the decrease in the NNEG value. There were no crystallised losses from repossession sales in 2024.

ASSETS AND LIABILITIES

The Group total assets at 31 December 2024 were £2,651 million (2023: £2,480 million).

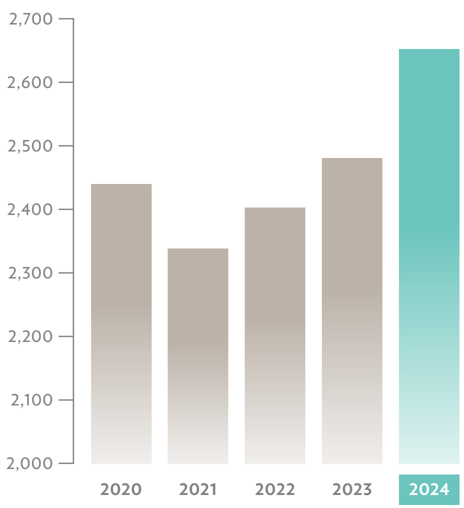
Total loans and advances to customers at the year end were £2,137 million (2023: £1,987 million). At 31 December 2024, a total provision of £0.7 million, comprising £0.2 million individual impairment and £0.5 million collective (2023: £0.6 million, comprising £0.1 million individual impairment and £0.5 million collective), was made in the Annual Accounts for possible credit losses. Mortgage arrears are detailed in the Strategic Report.

Liquid assets amounted to £441 million at the year-end (2023: £418 million), representing 18% (2023: 19%) of total shares and borrowings and 17% (2023: 17%) of total assets of the Group.

Savers' share balances totalled £2,003 million at 31 December 2024 (2023: £1,819 million) and deposits by credit institutions and other customers and debt securities in issue amounted to £414 million at the year-end (2023: £404 million), representing 17% (2023: 18%), of total shares and borrowings.

The Group's capital position is represented by general reserves and the Available for Sale (AFS) reserve. Group gross capital at 31 December 2024 amounted to £171.3 million, an increase from 2023's £169.4 million. Gross capital represented 6.5% (2023: 6.8%) of Group total assets at the year-end, or 7.1% (2023: 7.6%) of total shares and borrowings. Group free capital (i.e. capital plus collective impairment provisions, less tangible and intangible fixed assets) amounted to £163 million at the end of the year (2023: £161 million), equivalent to 6.8% (2023: 7.3%) of total shares and borrowings. A key indicator of the Group's capital strength is its Common Equity Tier 1 capital ratio. At 31 December 2024 this ratio stood at 19.1%, (2023: 20.3%).

GROUP TOTAL ASSETS (£MILLION)



RETAIL SAVINGS

First and foremost, we want to and must be a safe and attractive home for your savings. In 2024, we took in £561 million of new savings balances and customers withdrew £501 million. A huge effort by staff sits behind what is only a net inflow of £60 million but a gross flow of over £1 billion. With added interest our total savings balances actually increased by £184 million.

The Society has maintained its tradition for paying some of the highest rates in the market when we are looking to raise funds. Whilst we want to do the best that we can for depositors, we are driven by rates in the market. If we are even a little out of kilter with what others are paying, we would receive a significant excess of savings funds in a short period of time, funds which we simply would not be able to lend out sensibly as mortgages to generate the interest we need to pay depositors their interest.

It is unfortunately not possible for us to pay our Members the market leading rate the whole time and we do not want to compete just on price. Our Windfall Bond product offers savers interest plus the chance of winning cash prizes and we believe, offers a better chance of winning than Premium Bonds, plus the added benefit of the interest. Our Market Tracker product tracks the top 20 accounts, so saving you the bother of endlessly changing accounts. The success of these accounts is a testament to the Society's ability to offer something different and relevant.

MORTGAGES

We received mortgage applications totalling £732 million in 2024, an increase of 69% over the £432 million in 2023, made advances of £410 million, an increase of 22% on the previous year and we received £250 million of repayments, giving net new lending of £160 million. This was a strong net lending performance and we went into 2025 with a good pipeline of applications.

Competition in the mortgage market remains intense both on price and criteria. We cannot compete with the largest players on price and we do not want to decay the quality of our loan book by materially loosening our criteria. This means we have to better serve the independent mortgage brokers who introduce most of our business to us and design products to meet specific client need segments, whilst maintaining our underwriting standards and margin, and meeting the significant regulatory constraints that govern the overall shape of our mortgage book. We have to be efficient, helpful, innovative, agile and smart.

Total loans and advances including fair value adjustments ended the year at £2.1 billion, a record.

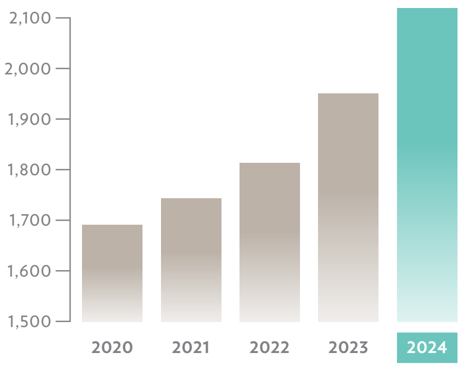
We have remained cautious on the Loan to Value that we will lend at, so that we are more protected than many other firms from any fall in the housing market if, for any reason, our borrowing Members cannot keep up with their repayments. Overall, our average loan to value on new business last year was less than 50%, which is a comfort both to the borrowers and the Society – we do not want to see borrowers overstretched or facing negative equity.

The Society's prudent lending risk appetite is implemented through the individual assessment of loan applications by experienced underwriters and the success of the approach is demonstrated by the incidence of arrears remaining very low. Whilst we observe responsible lending principles, so that borrowers should find their mortgages affordable, genuine difficulties can arise in relation to maintaining mortgage payments in adverse economic conditions or changes in personal circumstances.

We offer overstretched borrowers a range of options in accordance with our arrears policy and procedures which are compliant with regulatory guidance, best practice and the principles of the Consumer Duty. Reaching good outcomes for the customer is, though, dependent on borrowers making early contact with us and openly discussing their circumstances. It is pleasing to report that only four residential properties mortgaged to the Group had to be repossessed during 2024, two of which were lifetime mortgages where one of the borrowers had gone into long-term care and the other was deceased, and the property needs to be sold or the mortgage redeemed in some other way. We have only 116 accounts in arrears, only 14 of those by greater than 12 months. A number of these arrears cases are extant whilst the borrower's estate is wound up. In the final analysis, most problems in banking are caused simply by lending money to people who are unable to repay it. This is why credit quality is fundamental to the Society's security and its long-term future.

Our review of the arrears situation at the end of 2024 resulted in provisions in the Group of £0.7 million up slightly from £0.6 million the previous year.

GROUP RESIDENTIAL MORTGAGES (£MILLION)



TREASURY OPERATIONS

As well as taking in retail deposits, we were active in the wholesale money market to help provide a diversity of funding. This activity is subject to careful management, with targets set for the mix of funding in terms of both source and duration and other limits set to ensure a prudential approach. It is pleasing that the Society is able to raise wholesale funding of varying maturities, including some longer term funding, on attractive terms.

The Society's overall wholesale funding last year remained strong.

In 2024, we drew down some of the £250 million bilateral funding facility to help repay the Bank of England's Term Funding Scheme with additional incentives for small and medium sized enterprises (TFSME). The scheme was introduced in March 2020 to provide banks and building societies with access to additional liquidity to help maintain lending, especially to SMEs. This scheme has now come to an end and the loans need to be repaid in tranches.

Although the Society has not experienced any difficulties in raising funds throughout the various market conditions that have prevailed across recent years, we recognise the importance of maintaining a strong liquidity position at all times. The Society's framework is subject to ongoing review. Central to this regime is the holding of a portfolio of high quality, readily realisable liquid assets, mainly UK Gilts and cash at the Bank of England, in order to provide a buffer in the event of any major funding issues arising for any reason. Alongside the holding of these assets, there is a requirement to prove their value at regular intervals, either through sale or use as collateral in sale and repurchase (repo) transactions.

CUSTOMER SERVICES

Cognisant of our duty to customers, our guiding principle remains to provide consistently attractive, innovative, fair and dependable products supported by convenient and personal service.

We want to be modern, but with traditional values.

Our online accounts are backed up by experienced and well-trained people on the telephone, all in our Epsom office or, sometimes, working from home. Our branch is available for those who wish to deal with us in person. We continue gradually and carefully upgrading and updating our systems and improving our operational resilience, for when, inevitably, something goes wrong or fails. We place an especial and continuing emphasis on our cyber security and it is really important for Members to play their part in this by remaining vigilant too at all times. The threat posed in this area is accelerating. We each of us see it every day now. Sometimes our security protocols frustrate some Members – but we are only trying to protect your money.

Our goal is always to answer the telephone quickly. Members value this – we all hate hanging on. Our target is normally three minutes or less – we all have experience of hanging on with some providers for much longer than this. If you are hanging on for ages, that firm has made a choice as to how it staffs up its call centre. Your call may be "valuable" to them, just not that valuable. On those occasions where we cannot answer, we call people back promptly if that is what they ask us to do. Sometimes it will take us longer to answer the phone than we aim for and for that we are sorry when it does happen.

Consistent with the principles of the new Consumer Duty, which has been the subject of a significant implementation exercise, we take care in the design of our products to ensure they will meet the needs of the customers for whom they are designed, provide good outcomes and fair value and assess the impact of any new products on existing account holders. We do not reserve any of our products for new customers only and we notify our savers and borrowers of the products available to them upon expiry of special terms, such as fixed or discounted rates. We believe that we do well in retaining mortgage customers at the end of their product terms and we devote significant resource to contacting every Member personally as this time approaches. Our websites are updated promptly and provide full details of our product range. In addition, there are a number of newsletter mailings undertaken each year which we use to keep customers advised generally of service developments.

Feedback from customers is much appreciated, with positive comments reinforcing our actions, whilst any instances of unsatisfactory service cause us to investigate and determine improvements for the future. It is rare that complaints from our Members are referred to the Financial Ombudsman Service ("FOS"). In 2024, a total of six FOS decisions were received. Two of our decisions on the original complaint were overturned, and in one other case, the compensation that we had offered for the customer's distress was increased.

PERSONNEL

Our staff should be proud of what they have done in 2024.

Across the Society, the people who explain what we have to offer to mortgage brokers, answer calls, give customers advice, open and close accounts, underwrite the loans and process the business, manage the money, evolve our products and produce our marketing materials, make sure our systems and IT operate and are resilient, manage our risks, look after our staff, keep what we do legal and compliant, prepare the accounts and make sure that the office functions, have all themselves had another challenging year.

Many of our staff now work flexibly between the office and home. They enjoy the additional flexibility it gives them, nevertheless fulfilling the obligations that their role carries. This goes to a collegiate attitude and the strong desire and commitment of staff to serve. If people need to be in the office, they come in, but we have chosen not to mandate a certain level of attendance – people need to do what they need to do, to do their job for you.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

The Society has always recognised its community, marketplace, employer and environmental responsibilities and targets. We met these responsibilities, almost instinctively, as a by-product of our mutual, customer owned status and business ethos, but they are also enshrined in Board-approved CSR and Environmental, Social and Governance Policy statements that encompasses all facets and provide a steer for the ongoing development of this important issue which is driven by staff-led Committees and the Board.

Our activities in the community include support for selected charities, schools, clubs and voluntary organisations based locally to the Society's head office; this includes in particular our local Citizens Advice Bureau which we believe provides an invaluable service to those who seeks its help.

THE FUTURE

We hope to continue to grow in a measured, sensible and cautious way, if the background circumstances allow, whilst also investing in staff and the future infrastructure of the Society to help us continue to serve our Members in the ways that you want us to.

We have learnt that predicting the future with any accuracy is impossible. So we must continue to remain vigilant, and above all resilient, to dealing with the uncertainties that we all face and which, in significant part, continue to prescribe the Society's relationship with you, our Members.

We still face the future with optimism and we continue to invest in that future. If we offer customers what they want – innovative, good value products, that meet their needs sensibly, delivered efficiently but with old-fashioned customer service, we will continue to prosper.

SUMMARY FINANCIAL STATEMENT

FOR THE YEAR ENDED 31 DECEMBER 2024

	GROUP	
Group results for the year	**2024 £'000**	2023 £'000
Net interest income	**38,617**	47,866
Fees, commissions and other income	**1,303**	1,242
Gain/(loss) on investment properties	**178**	(335)
Net gains/(losses) from financial instruments	**1,411**	(2,960)
Administrative expenses	**(32,619)**	(27,231)
Depreciation and amortisation of software and goodwill	**(1,267)**	(1,142)
Provisions for impairment losses	**(164)**	(431)
Profit for the year before tax	**7,459**	17,009
Tax charge	**(2,765)**	(4,839)
Profit for the year	**4,694**	12,170
Financial position at the end of the year		
Assets		
Liquid assets	**441,146**	418,005
Mortgages	**2,136,739**	1,986,665
Derivative financial instruments	**50,671**	53,928
Fixed and other assets	**22,119**	21,780
Total assets	**2,650,675**	2,480,378
Liabilities		
Shares	**2,002,674**	1,818,805
Borrowings	**413,981**	403,918
Derivative financial instruments	**26,361**	41,129
Other liabilities	**35,540**	46,412
Retirement benefit obligation	**859**	667
Reserves	**171,260**	169,447
Total liabilities	**2,650,675**	2,480,378

SUMMARY OF KEY FINANCIAL RATIOS

	GROUP	
As a percentage of shares and borrowings	**2024 %**	2023 %
Gross capital	**7.09**	7.62
Liquid assets	**18.25**	18.81
As a percentage of average total assets		
Profit for the year	**0.18**	0.50
Management expenses	**1.32**	1.16

The notes on page 30 form part of this Summary Financial Statement.

The Summary Financial Statement was approved by the Board of Directors on 6 March 2025 and signed on its behalf by:

Simon Wainwright
Chair

Mark Bogard
Chief Executive

Andrew Barnard
Finance Director

NOTES TO THE SUMMARY STATEMENT

THE INFORMATION SHOWN HAS BEEN TAKEN FROM THE GROUP STATEMENT OF FINANCIAL POSITION AND INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2024.

Gross capital consists of general reserves and provides the cushion which underlines the Group's financial strength. The **gross capital ratio** measures the relationship between capital and the Group's liability to investors and depositors.

Liquid assets are funds readily available to meet general business activities. The **liquid assets ratio** measures the relationship between such funds and the Group's liability to investors and depositors.

The Group aims to make a reasonable level of profit in order to maintain its capital strength and allow for future growth. The **profit for the year ratio** measures the proportion that the Group's profit after taxation bears to the average of its total assets during the year.

Expenses need to be controlled so that the Group operates as efficiently as possible while providing the service that members require. The **management expenses ratio** measures the proportion that the Group's administrative expenses for the year bears to the average of its total assets during the year.

INDEPENDENT AUDITOR'S STATEMENT TO THE MEMBERS AND DEPOSITORS OF NATIONAL COUNTIES BUILDING SOCIETY

OPINION

We have examined the Summary Financial Statement of National Counties Building Society ('the Society') for the year ended 31 December 2024 set out on pages 17 to 30.

On the basis of the work performed, as described below, in our opinion the Summary Financial Statement is consistent with the full Annual Accounts, the Annual Business Statement and Directors' Report of the Society for the year ended 31 December 2024 and conforms with the applicable requirements of section 76 of the Building Societies Act 1986 and regulations made under it.

BASIS FOR OPINION

Our examination of the Summary Financial Statement consisted primarily of:

- Agreeing the amounts and disclosures included in the Summary Financial Statement to the corresponding items within the full Annual Accounts, Annual Business Statement and Directors' Report of the Society for the year ended 31 December 2024, including consideration of whether, in our opinion, the information in the Summary Financial Statement has been summarised in a manner which is not consistent with the full Annual Accounts, the Annual Business Statement and Directors' Report of the Society for that year;
- Checking that the format and content of the Summary Financial Statement is consistent with the requirements of section 76 of the Building Societies Act 1986 and regulations made under it; and
- Considering whether, in our opinion, information has been omitted which although not required to be included under the relevant requirements of section 76 of the Building Societies Act 1986 and regulations made under it, is nevertheless necessary to include to ensure consistency with the full Annual Accounts, the Annual Business Statement and Directors' Report of the Society for the year ended 31 December 2024.
- We also read the other information contained in the Members' Update and consider the implications for our statement if we become aware of any apparent misstatements or material inconsistencies with the Summary Financial Statement.

Our report on the Society's full Annual Accounts describes the basis of our opinions on those Annual Accounts, the Annual Business Statement and Directors' Report.

DIRECTOR'S RESPONSIBILITIES

The directors are responsible for preparing the Summary Financial Statement within the Members' Update, in accordance with applicable United Kingdom law.

AUDITOR'S RESPONSIBILITIES

Our responsibility is to report to you our opinion on the consistency of the Summary Financial Statement within the Members' Update with the full Annual 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.

THE PURPOSE OF OUR WORK AND TO WHOM WE OWE OUR RESPONSIBILITIES

This Auditor's statement is made solely to the Society's members, as a body, and to the Society's depositors, as a body, in accordance with section 76 of the Building Societies Act 1986. Our work has been undertaken so that we might state to the Society's members and depositors those matters we are required to state to them in such a statement 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 and the Society's depositors as a body, for our work, for this statement, or for the opinions we have formed.

Michael McGarry
(Senior Statutory Auditor)
for and on behalf of KPMG LLP,
Statutory Auditor
Chartered Accountants
15 Canada Square
London
E14 5GL

6 March 2025

BOARD OF DIRECTORS

Chair
Simon Wainwright BSc, MBA, FCIB

Vice Chair
Patrick Muir

Directors
Mark Bogard MA*
Andrew Barnard BA, ACMA, CGMA*
John Cole FCA
Robin Churchouse BA, ACA
Peter Navin BA, FCIB
Susan Sharrock Yates BA, FCA, FCT

* Executive Directors

EXECUTIVE TEAM

Chief Executive
Mark Bogard MA

Finance Director
Andrew Barnard BA, ACMA, CGMA

Functional Directors

Business Change:	Michael Feather
Business Development:	Keith Barber DMS, ACIB, DipPFS
Chief Information and Technology Officer:	Rebecca Hayes
Chief Risk Officer:	Graeme Wolvaardt
Commercial Development:	Chris Agathangelou
Finance:	Malcolm Clays BSocSc, ACA
Financial Planning and Analysis:	David Horsman LLM, FCCA
Information Technology:	Grigorios Anastasiadis
Lending:	Phillip Townsend Blaine Faragher BA(Hons)
Marketing:	Alistair Nimmo
People and Learning & Development:	Vicki Webb BSc, MCIPD
Products and Business Insight:	Jamie Crayden BSc
Secretary and Compliance and Legal Services:	Kathryn Mendoza LLB
Treasury:	Nick Hodges BSc, FCT, ACMA

ncbs national counties building society

Principal Office
Ebbisham House
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