



PILLAR 3 DISCLOSURES 2022

CONTENTS

<u>Page</u>	<u>Paragraphs</u>	<u>Title</u>
3	1 - 6	Introduction
4	7 - 15	Scope of Application of Directive Requirements
5 – 10	16 – 49	Risk Management Objectives and Policies
11 – 18	50 – 59	Summary of Key Disclosures
19	60 – 67	Capital Adequacy Assessment
20	68	Liquidity Risk
21 – 23	69 – 83	Credit Risk – Retail Lending
24	84 – 88	Credit Risk – Wholesale Lending
24	89 – 91	Equity exposures
24 - 25	92 – 97	External Credit Assessment Institutions
26	98 – 104	Market Risk
27	105 – 108	Material Credit Risk Mitigation Techniques
28 – 33	109 – 131	Remuneration
34	132 – 136	Conclusion

Introduction

- 1. The Capital Requirements Directive (known as CRD IV) defines how the capital required to be held by banks and building societies, to provide security for shareholders, members and depositors, is calculated. The Directive also determines the rules around corporate governance and regulation and defines the disclosure requirements related to these requirements which are reflected in this Pillar 3 disclosure document.
- 2. The CRD comprises 3 main elements, or Pillars, as follows:
 - Pillar 1: Minimum capital requirements to meet for Credit, Market and Operational Risk
 - Pillar 2: Internal capital adequacy assessment process (ICAAP) and supervisory review and evaluation process (SREP)
 - Pillar 3: Disclosure
- 3. The Pillar 3 disclosure requirements are set out in Part Eight of the Capital Requirements Regulation (CRR) component of CRD IV which is directly effective, meaning there is no UK rule required for implementation.
- 4. The Family Building Society (FBS) is a trading name of National Counties Building Society (Society). The Society and the National Counties Group (Group) are regulated by the Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA).
- 5. The latest full Group ICAAP was approved by the Society Board in September 2022. The Group's Total Capital Requirement (TCR) was set by the PRA in October 2022.
 - The Society Board monitors and updates the Group capital adequacy requirements quarterly.
 - The Society Board reviewed and approved the Group Pillar 3 Disclosure Policy, which embodies the interpretation of CRR Part Eight, in April 2023. The policy complies with the relevant section of the CRR for an undertaking of the size and complexity of the Group. The disclosures made reflect considerations of frequency of disclosure, materiality and confidentiality as permitted by the CRR.
- 6. The figures quoted in this disclosure have been drawn from the Group's Annual Report and Accounts as at 31 December 2022, unless otherwise stated. The Report and Accounts were prepared under applicable United Kingdom Accounting Standards Financial Reporting Standard 102 (FRS102) including the recognition and measurement provisions of IAS 39 Financial Instruments: Recognition and Measurement, and where relevant and material, the Building Societies (Accounts and Related Provisions) Regulations 1998 and the Building Societies Act 1986.

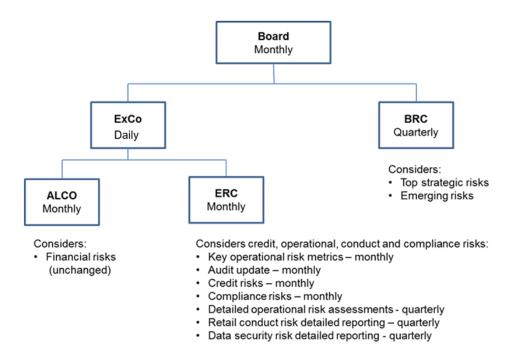
Scope of Application of Directive Requirements

- 7. The Group meets the criteria for being a 'small and non-complex' institution as introduced in the CRR II and incorporated into the PRA Rulebook under Article 433b. The Group's policy is to comply with all requirements of the derogation for small and non-complex institutions as per article 433b of the PRA Rulebook.
- 8. The disclosures have therefore been prepared applying the concept of derogation for small and non-complex institutions.
- 9. These disclosures are made at Group level unless otherwise stated. For disclosure purposes the Group comprises the following entities:
 - National Counties Building Society a regulated building society
 - Counties Home Loan Management Limited (CHLM) a regulated entity
- 10. For capital adequacy purposes, CHLM's figures are solo-consolidated with those of the Society with the regulator's approval.
- 11. For financial reporting purposes, the Society and CHLM are consolidated with the following entities:
 - Family & Arden Homes LLP (F&A), an unregulated property investment partnership. As of 31 December 2022, the Society has advanced £9.8m to F&A for residential property investment purchases.
 - Smart Money People Limited (SMP), an unregulated financial services review and research website.
 - National Counties Financial Services Limited (NCFS), an unregulated entity which is dormant.
- 12. CHLM, SMP and NCFS are wholly-owned subsidiaries of the Society whilst the Society has a controlling 50.01% interest in F&A.
- 13. There were no current or foreseen material practical or legal impediments to the prompt transfer of capital or repayment of liabilities between Group entities at the reporting date.
- 14. The Society is fully committed to supporting its subsidiaries, as stated in the Annual Report and Accounts 2022, Note 28(b), Financial Commitments.
- 15. **Table 1** summarises the capital adequacy monitoring arrangements for the Group and its subsidiaries as at 31 December 2022:

TABLE 1 Monitoring Level	Component entities
Solo-consolidated	Society, CHLM

Risk Management Objectives and Policies

- 16. The Society's Board is responsible for determining a framework for risk management and control and approves policies and Board sub-committee terms of reference. Senior management are responsible for designing and monitoring risk exposure and operating internal control processes, under the guidance of the Group Risk Committees.
- 17. In order to maintain a strong risk culture, the Society has adopted the three lines of defence model. The system of internal control is designed to enable the Group to achieve its corporate objectives within a managed risk profile, not to eliminate risk.
- 18. The risk functions are responsible for oversight of all the Group's risks. In addition, the Group has a formal structure for managing **financial risk**, which includes the establishment of risk limits, monitoring and reporting, mandates and other control procedures. This structure is reviewed regularly by the Board, with a major review being conducted annually.
- 19. First line risk control is provided by all relevant business functions. Managers are responsible for identifying and maintaining effective management of risk in accordance with the Group risk appetite. Where appropriate, these business functions are supported by specialist risk teams (e.g. Compliance) under the control of executive managers and directors.
- 20. Second line independent oversight staff report into the Chief Risk Officer or Director of Legal and Compliance as appropriate. They review risk management policies, standards and limits to establish consistency with risk appetite, monitor and report to the Chairman of the Board Risk Committee on compliance with those limits, and oversee the first line management of risk. These functions thereby ensure that the first line of defence is properly designed, implemented and operating.
- 21. Third line assurance is provided by Group Internal Audit, which reports to the Group Audit Committee. Group Internal Audit provides independent assurance regarding the activities of both first line risk control and second line risk oversight. The internal audit function is carried out by Deloitte LLP to ensure that the appropriate level of expertise is devoted to the audit work.
- 22. The committees that form the Group risk governance structure are set out in the table below. Terms of reference for risk committees are recorded within the Board Manual.



- 23. The Board receives risk management support and insight from the Board Risk Committee and the Group Audit Committee.
- 24. The **Board Risk Committee** (BRC) is a Board committee comprising Non-executive Directors responsible for reviewing the Group's risks and the adequacy and effective operation of internal processes. The BRC met four times during 2022.
- 25. The **Executive Risk Committee** (ERC), is an executive committee reporting to and supporting the Board Group Risk Committee which carries out a similar role, but with operational responsibilities. The ERC incorporates the **Retail Conduct Risk Committee** (RCRC), the **Operational and Compliance Risk Committee** (OCRC) and the **Credit Committee** (CC). The RCRC focuses on the business model, strategy, culture and governance arrangements with respect to ensuring satisfactory outcomes for customers. The OCRC focuses on operational and compliance risks including key metrics, reports on risk assessments, incidents and oversight activities. The CC focuses on key credit metrics at origination, ongoing account monitoring and prudential credit risk considerations. The ERC met twelve times during 2022.

- 26. The **Assets and Liabilities Committee** (ALCO) is an executive committee which considers developments in financial markets and regulatory requirements as they affect the Society's operations and group risk appetite. ALCO recommends and approves appropriate actions, agrees product pricing, and reviews the Society's short and medium term investment and funding strategies, whilst monitoring the various forms of exposure. ALCO meets at least monthly and reports to the Society's Executive Committee.
- 27. The **Group Audit Committee** (GAC) is a Board committee comprising Non-executive Directors which reviews the integrity of the financial statements and the effectiveness of internal controls and risk management systems. The GAC also monitors and reviews the effectiveness of the internal and external audit functions and met four times during 2022.
- 28. The **Remuneration Committee** is a Board committee comprising Non-executive Directors which is responsible for determining the remuneration of all Executive Directors.
- 29. The **Nomination Committee** is responsible for making recommendations on the appointment, election and re-election of Board Directors and on succession planning.
- 30. The principal business and financial risks to which the Group is exposed are business, credit, market, liquidity, operational, conduct, regulatory and climate change risk. The Board has also identified pension obligations as a significant risk requiring separate consideration within the Group ICAAP.
- 31. **Business Risk** reflects competition and variability in the market for financial services (such as mortgages and savings) and the balance of product volume and pricing necessary to cover the costs incurred in management and regulatory compliance.
- 32. **Credit risk** is the risk that a financial loss will arise from a customer or counterparty failing to meet their obligations. This arises primarily from the Group's lending activities but also from the Group's investments and transactions as part of its treasury operations. **Concentration risk**, which adds a further dimension to credit risk, arises from the concentration of exposures within the same category, whether it is geographical location, product type, industry sector or counterparty type. These risks are managed through adherence to Board-approved lending and arrears policies, which set the Group's risk appetite for credit risk and provide for a range of limits that are regularly monitored and reviewed in the light of changing economic conditions and Group objectives.
- 33. The Society is predominantly a residential mortgage lender, which means that it is exposed to the U.K. housing market by virtue of its statutory nature limits.
- 34. Within the residential mortgage business, the Society's main concentration risk is geographical, with the majority of its lending being in the London and South East regions.
- 35. Product type concentrations are also present in the Society, in relation to lifetime (equity release) mortgages, interest only mortgages and buy-to-let mortgages. These are monitored monthly to ensure that Board-approved limits are not exceeded.
- 36. All concentrations are managed within limits which the Board believes are appropriate to current economic conditions and Group objectives.
- 37. **Market risk** incorporates the changes in income or reserves from changes to market rates, mainly movements in interest rates, which affect the balance sheet valuation of financial instruments, particularly derivatives, and consequently increases the risk of volatility in profits. Exposure to this risk is primarily managed through a combination of natural hedges that exist in the Group balance sheet together with appropriate hedging contracts with external counterparties, as

- permitted under the Board-approved financial risk management policy. The Group is also subject to basis risk where the interest rates on offsetting assets and liabilities do not change in exactly the same way. This is monitored and managed by hedging contracts or by reducing the underlying basis risk.
- 38. **Liquidity risk** concerns the Group's ability to meet its financial obligations as they fall due from imbalances in the cash flow of its activities. This risk is subject to an Internal Liquidity Adequacy Assessment Process (ILAAP). The ILAAP is analogous with the ICAAP and is designed to identify and manage all aspects of liquidity risk faced by the Group as well as regulatory liquidity requirements received from the PRA following their risk assessment and liquidity review. The ILAAP assesses the minimum amount of liquidity the Group should hold and was updated in November 2022.
- 39. **Operational risk** is associated with the Group's internal processes and systems and the potential for these not to function properly. It also covers human error and external events. Risk registers are maintained that document key risks, likelihood of occurrence and an assessment of impact. A range of insurance policies are in place to provide protection against such eventualities as business interruption, public and employer liability and certain losses through criminal activity.
- 40. **Conduct risk** is linked with regulations affecting our customers, ensuring that the correct culture in terms of 'treating customers fairly' is adhered to and embedded in the Society together with Board expectations of the service levels that we provide to our customers.
- 41. **Regulatory risk** is the risk of loss arising from failure to comply with statutory and regulatory requirements and the risk that the volume, complexity and cumulative effect of regulatory issues may impact the Society's ability to compete and function effectively.
- 42. Climate change risk is arising in a number of ways but the particular risks most recognised by the Society are physical and transitional. Physical risks relate to specific weather events such as flooding, or longer-term events such as rising sea levels. A key element of this risk is to property, both the Society's own properties and properties held as security for lending. Transition risks can arise from the process of adjustment towards a low-carbon economy. This could lead to a changing regulatory expectation in terms of the way the Society is expected to run its own business, including who it uses as suppliers. It may also impact property held as security, for example the energy efficiency expectations of properties mortgaged for Buy to Let purposes. The Society is increasingly mindful of these risks when making business decisions, including mortgage underwriting ones. The Society monitors the loans portfolio for specific climate risks and uses this information to inform the key risk management processes such as the ICAAP. The Finance Director has responsibility for monitoring the financial risk presented by climate change risk at an operational level, with oversight provided by the Risk Committee.
- 43. **Pension obligation risk** arises from the Group defined benefits pension scheme and derives mainly from changes in the discount rate used, improving life expectancy and the resultant increase in the cost of servicing pension obligations, particularly in respect of those members with a pension commitment linked to final salary. This risk has been reduced going forward through the closure to future accruals of the final salary part of the scheme, closure to new entrants of the cash benefit part of the scheme and replacing this with a revised benefit structure which eradicates the post retirement longevity risk with its associated impact on pension annuities. For new employees a defined contribution scheme is in place which does not present any future actuarial risk to the Society. The Board has made adequate provision in the Group ICAAP for residual pension obligation risks.
- 44. Full details regarding the financial risks and instruments used by the Group are given in the **Annual Report and Accounts 2022**, **Note 29**, **Financial Instruments**. The Group continues to be able to maintain overall capital at a level which is in excess of the TCR.

45. The risk management and governance structure for the Group is illustrated in the following table 2:

TABLE 2					
Risk category	Control	Oversight	Assurance	Executive Governance	Non-Executive Governance
Business	ExCo Finance Business Development New Business Team	Risk Oversight	Internal Audit	ERC	Board
Concentration	Lending	Risk Oversight	Internal Audit	ALCO (Treasury) ERC	BRC
Credit	Treasury Lending Customer Services Central Services	Risk Oversight	Internal Audit	ALCO (Treasury) ERC	BRC
Interest rates	Treasury Business Development	Risk Oversight	Internal Audit	ALCO ERC	BRC
Liquidity	Treasury Business Development	Risk Oversight	Internal Audit	ALCO ERC	BRC
Operational	All departments	Risk Oversight Compliance Oversight	Internal Audit	ERC	BRC
Pension	Trustees	Risk Oversight	Internal Audit	-	Board
Compliance	All departments	Compliance Oversight	Internal Audit	ERC	BRC or Group Audit Committee
Conduct	Business Development Customer Services	Compliance Oversight	Internal Audit	ERC	BRC
Model	All relevant departments	Risk Oversight	Internal Audit	ERC	BRC

- 46. The risk management and control framework, as set out above, is encapsulated in the Enterprise Risk Management Framework (ERMF) which was approved by the Board during September 2022.
- 47. The Group risk appetite, expressed in the ERMF, is set out in **Table 3.**

TABLE 3	
Business	Business model, strategy and capital resources are focused on growing stable earnings and minimising the risk of volatility and loss.
Liquidity and Funding	We hold sufficient liquid resources and a diverse funding mix.
Interest rates	Product interest rates and group net interest rate exposure will be managed to provide stability in the net interest margin and market valuation of the balance sheet.
Credit	We build high quality lending portfolios that earn an adequate return through limiting LTVs and applying affordability thresholds.
Concentration	Concentration of exposures will be managed to avoid exposure to operational capacity constraints.
Operational	We ensure controls are effective to minimise serious customer or business disruption or associated financial losses.
Compliance	We maintain legal and regulatory compliance.
Conduct	We deliver fair customer outcomes and avoid regulatory fine and censure
Pension	We remain alert to existing and emerging risks to the business

- 48. Risk exposure is also monitored against the Group risk appetite as measured quantitatively through key ratios and risk indicators which includes the Liquidity Coverage Ratio (LCR) as well other figures within this disclosure.
- 49. Further details of corporate governance arrangements including the Group's policies on Board diversity and appointments, can be found in the Annual Report and Accounts, Report on Corporate Governance. Details of directorships held by Board members can be found in the Annual Report and Accounts, Annual Business Statement.

Summary of key disclosures

- 50. Group own funds at 31 December 2022, amount to £154.9m. This is made up predominantly of Common Equity Tier 1 (CET1) capital comprising accumulated profits of the Group.
- 51. Tier 2 capital is limited to collective provisions for bad and doubtful debts, which amounted to £0.3m in the Group at 31 December 2022.
- 52. A number of factors will impact the leverage ratio in any particular period. Profit or losses for the year increase or decrease the capital measure and impact the ratio accordingly. Balance sheet size is the main factor underpinning the exposure measure. Off balance sheet items including the lending pipeline also contribute.
- 53. The Group ratio of 6.3% is higher than the leverage ratio from the previous year of 5.6% arising from a growth in capital and a reduction in assets as detailed in the **Annual Report and Accounts 2022, Strategic Report.**
- 54. The leverage ratio is monitored by ALCO. Whilst the Society is not excessively leveraged, the risk posed by excessive leverage is managed as part of the Group's strategic planning framework.
- 55. The components of regulatory capital before adjustments at 31 December 2022 and the Group's prudential regulatory metrics is shown below in Table 4:

Table 4:	UK KM1 - Key metrics		
		2022	2021
		£'000	£'000
1	Common Equity Tier 1 (CET1) capital	154,661	132,139
2	Tier 1 capital	154,661	132,139
3	Total capital	154,927	132,290
	Risk-weighted exposure amounts		
4	Total risk-weighted exposure amount	747,705	738,030
	Capital ratios (as a percentage of risk-weighted exposure amount)		
5	Common Equity Tier 1 ratio (%)	20.7%	17.9%
6	Tier 1 ratio (%)	20.7%	17.9%
7	Total capital ratio (%)	20.7%	17.9%
	Additional own funds requirements based on SREP (as a percentage of risk-weighted exposure amounts)	unt)	
UK 7a	Additional CET1 SREP requirements (%)	3.6%	3.6%
UK 7b	Additional AT1 SREP requirements (%)		
UK 7c	Additional T2 SREP requirements (%)		
UK 7d	Total SREP own funds requirements (%)	11.6%	11.6%
	Combined buffer requirement (as a percentage of risk-weighted exposure amount)		
8	Capital conservation buffer (%)	2.5%	2.5%
9	Institution specific countercyclical capital buffer (%)	0.9%	0%
UK 9a	Systemic risk buffer (%)		
11	Combined buffer requirement (%)	3.4%	2.5%
UK 11a	Overall capital requirements (%)	15.0%	14.1%
12	CET1 available after meeting the total SREP own funds requirements (%)	9.1%	6.3%
	Leverage ratio		
13	Leverage ratio total exposure measure	1,980,410	2,346,328
14	Leverage ratio	6.3%	2,346,328

	Liquidity Coverage Ratio		
15	Total high-quality liquid assets (HQLA) (Weighted value -average)	352.7	294.6
UK 16a	Cash outflows - Total weighted value	193.2	164.5
UK 16b	Cash inflows - Total weighted value	7.9	6.8
16	Total net cash outflows (adjusted value)	185.3	157.7
17	Liquidity coverage ratio (%)	190.3%	186.8%
	Net Stable Funding Ratio		
18	Total available stable funding	2,098,595	1,957,669
19	Total required stable funding	1,400,785	1,429,376
20	NSFR ratio (%)	149.8%	137.0%

56. Overview of Risk Weighted Exposure Amounts (RWEAs)

The RWEAs and credit risk exposures related to the standardised model for the Group are detailed in Table 5 below.

Table 5:	Table 5: UK OV1 – Overview of risk weighted exposure amounts								
		Risk weighted exposu	Total own funds requirements						
		2022	2021	2022					
		£,000	£'000	£'000					
1	Credit risk (excluding CCR)	663,267	678,611	53,061					
2	Of which the standardised approach	663,267	678,611	53,061					
4	Of which slotting approach		•	-					
6	Counterparty credit risk - CCR	6,057	5,792	485					
7	*Of which the standardised approach	6,057	5,792	485					
8	Of which internal model method (IMM)	-	-	-					
UK 8a	Of which exposures to a CCP	49	38	4					
UK 8b	Of which credit valuation adjustment - CVA	3,423	3,971	274					
9	Of which other CCR	2,585	1,783	207					
15	Settlement risk	-	-	-					
UK 22a	Large exposures	-	-	-					
23	Operational risk	78,381	53,627	6,270					
UK 23a	Of which basic indicator approach	78,381	53,627	6,270					
24	Amounts below the thresholds for deduction (subject to 250% risk weight) (For information)	1,134	1,200	91					
29	Total	747,705	738,030	59,816					

[•] This exposure value is inclusive of derivative counterparty and CVA RWAs

57. Standardised approach – Credit risk exposure and CRM effects

Standardised exposures in the Table 6 below are stated on two different bases - pre-CCF (credit conversion factor) and CRM (credit risk mitigation) and post-CCF and CRM.

Table 6: UK CR4 – standardised approach – C	redit risk exposure	and CRM effects				
Exposure classes £'000	Exposures before	e CCF and before RM	Exposures post CRM		RWAs and RWAs density	
	On-balance- sheet exposures	Off-balance- sheet exposures	On-balance- sheet exposures	Off-balance- sheet amount	RWAs	RWAs density (%)
	£'000	£'000	£'000	£'000	£'000	
Central governments or central banks	477,890		477,890		1,071	0.2%
Regional government or local authorities						
Public sector entities						
Multilateral development banks	4,125		4,125		-	-
International organisations						
Institutions	8,734		8,734		2,683	30.7%
Corporates						
Retail	3,126		3,126		2,344	75%
Secured by mortgages on immovable property	1,806,950	70,497	1,806,950	5,131	640,399	35.2%
Exposures in default	7,109		7,109		7,109	100%
Exposures associated with particularly high risk	56		56		85	150%
Covered bonds						
Institutions and corporates with a short-term credit assessment						
Collective investment undertakings						
Equity	25		25		63	250%
Other items	12,160		12,160		12,147	99.9%
TOTAL	2,320,175	70,497	2,320,175	14,660	665,901	28.7%

58. Standardised approach – exposures by asset class

Under the standardised approach for credit risk, the Group applies a risk weighted asset value to each of its exposure classes and provides 8% of that risk weighted asset value as the minimum capital requirement for credit risk.

Table 7 below provides details of the exposures as at 31 December 2022 and total exposures and the calculation of own funds requirements within the Group at 31 December 2022. Details of credit risk for retail lending are given in the section below. Further details of other risk exposures can be found in **Note 29** to the **Annual Report and Accounts 2022**.

Table 7: UK CR5 – standar	Table 7: UK CR5 – standardised approach											
	Risk weight								Of which			
Exposure classes £'000	0%	2%	20%	35%	50%	75%	100%	150%	250%	Others	Total	unrated
Central governments or central banks	477,461								429		477,890	350,259
Regional government or local authorities											-	1
Public sector entities											-	-
Multilateral development banks	4,125										4,125	-
International organisations											-	-
Institutions		2,423	1,736		4,575						8,734	-
Corporates											-	-
Retail exposures						3,126					3,126	3,126
Exposures secured by mortgages on immovable property				1,873,029			4,418				1,877,447	1,877,447
Exposures in default							7,109				7,109	7,109
Exposures associated with particularly high risk								56			56	56
Covered bonds											-	-
Exposures to institutions and corporates with a short-term credit assessment											-	
Units or shares in collective investment undertakings											-	-
Equity exposures									25		25	25
Other items	14						12,146				12,160	12,160
TOTAL	481,600	2,423	1,736	1,873,029	4,575	3,126	23,673	56	454	-	2,390,672	2,347,813

59. The Group maintains sufficient CET1 capital to meet the capital buffer requirements of the CRD. The Group has not needed to issue any remunerated capital e.g. subordinated debt or permanent interest bearing shares. Also, the Group has the additional ability to issue core capital deferred shares (CCDS) which would count as CET1 capital, should this be required in the future. **Table 12** below shows the Group's Capital composition as 31 December 2022.

Table 8	: UK CC1 - Composition of regulatory own funds	
Commo	on Equity Tier 1 (CET1) capital: instruments and reserves	£'000
2	Retained earnings	156,006
3	Accumulated other comprehensive income (and other reserves)	(581)
UK-3a	Funds for general banking risk	-
4	Amount of qualifying items referred to in Article 484 (3) CRR and the related share premium accounts subject to phase out from CET1	-
5	Minority interests (amount allowed in consolidated CET1)	-
UK-5a	Independently reviewed interim profits net of any foreseeable charge or dividend	-
6	Common Equity Tier 1 (CET1) capital before regulatory adjustments	155,425
	Common Equity Tier 1 (CET1) capital: regulatory adjustments	
7	Additional value adjustments (negative amount)	(221)
8	Intangible assets (net of related tax liability) (negative amount)	(543)
11	Fair value reserves related to gains or losses on cash flow hedges of financial instruments that are not valued at fair value	-
25	of which: deferred tax assets arising from temporary differences	-
UK- 25a	Losses for the current financial year (negative amount)	-
28	Total regulatory adjustments to Common Equity Tier 1 (CET1)	(764)
29	Common Equity Tier 1 (CET1) capital	154,661
	Additional Tier 1 (AT1) capital: instruments	
57	Total regulatory adjustments to Tier 2 (T2) capital	
58	Tier 2 (T2) capital	266
59	Total capital (TC = T1 + T2)	154,927

Capital Adequacy Assessment

- 60. The Group maintains a five-year strategic planning framework, the detail of which is reviewed by the Society's Board annually to take account of current and changing economic conditions and any other factors that may affect the Society's future performance, such as regulatory or technological change. The process culminates in the annual production of a five-year Corporate Plan including financial projections, with a detailed budget covering the following year's activities.
- 61. The projections are driven by reference to the Group ICAAP submission and in particular the Board's risk appetite for different business activities and risks, which is an important component within the submission.
- 62. The Group ICAAP contains the capital plan for the next five years and the Board ensures that there are adequate capital resources to support the corporate goals contained within the projections.
- 63. In order to produce a detailed capital plan, the Group ICAAP contains calculations of the capital resources requirement (effectively the minimum capital required) each year using the standardised approach for credit risk and the basic indicator approach for operational risk.
- 64. Under the standardised approach for credit risk, the Group applies a risk weighted asset value to each of its exposure classes and provides 8% of that risk weighted asset value as the minimum capital requirement for credit risk.
- 65. The Group has historically held capital in excess of its regulatory requirements and its regulatory CET1 ratio stands at 20.7%. The ICG at 31 December 2022 was to hold a minimum amount of capital of 10.75% of risk weighted assets plus a static add-on for pension risk of £6.1m. The Group's capital was in excess of this requirement.
- 66. Under the basic indicator approach for operational risk, the Group calculates its average net income over the previous three years and provides 15% of that average net income as the minimum capital requirement for operational risk.
- 67. Capital is also required in relation to the credit valuation adjustment. This is to account for counterparty credit risk in relation to derivative transactions.

Liquidity Risk

68. The Group's risk management objectives and policies for liquidity risk are summarised in the table below as required to be disclosed by the CRR:

TABLE 9	
Structure and organisation of liquidity risk management function	Liquidity risk is managed on a day-to-day basis by the Group Treasury function and managed by ALCO with oversight by the BRC.
Scope and nature of liquidity risk reporting and measurement systems	Treasury use a number of daily, weekly and monthly reports and liquidity forecasts to monitor risk against appetite and the effectiveness of liquidity risk mitigants which are in place.
Policies for hedging and mitigating the liquidity risk and strategies and processes for monitoring the continuing effectiveness of hedges and mitigants	The ILAAP informs the Board and proposes the liquidity risk appetite and policies and appropriate controls to enable compliance with this appetite. This is documented in, and managed through adherence to, the Board-approved liquidity and financial risk management policies and limits which include the LCR, ILAAP measures and Net Stable Funding Ratio.
Adequacy of liquidity risk management arrangements	The Board is satisfied that the liquidity risk management arrangements in place remain adequate and that the Group's overall risk profile continues to remain within its risk appetite.
Overall risk profile associated with the business strategy.	The Board is satisfied that the Group's overall risk profile remains within the policies and limits noted above and is in line with the Group's business strategy.

Credit Risk- Retail Lending

- 69. Assessment of the borrower's ability and propensity to make payments and the level of security provided are paramount considerations for the Group.
- 70. The Group uses an affordability model to assess residential property owner occupier applicants' ongoing ability to service the requested mortgage advance. This includes expenditure data from the Office of National Statistics (ONS) which takes into account the size of the household unit and the spending patterns of households with similar incomes. In addition to ONS data, the Group also collects specific information on ongoing financial commitments in order to assess the ability of the applicant to meet mortgage repayments at appropriate interest rates.
- 71. Regular reviews are undertaken to assess the performance of loans and the suitability of the affordability model with a view to ensuring that the parameters set within the model are consistent with Group risk appetite.
- 72. In all cases, the Group requires a report prepared by a suitably qualified person, on the value of the security for mortgage purposes. The exception to this, is for further advances where the loan is fully secured on residential property and the new total borrowing does not exceed 60% of the existing valuation.
- 73. For residential buy-to-let lending, affordability is assessed with reference to the rental value of the property which will secure the mortgage. For loans to non-individual limited liability companies, personal guarantees are also obtained from the Directors for higher-LTV loans and, for larger portfolios of buy-to-let loans to a single borrower, each individual property is available to cross-collateralise other loans within the same portfolio. For certain specialist FBS mortgages monies placed on deposit with the Society also act as further security on a mortgage.
- 74. The Group regards as 'past due' any mortgage or loan account which, at the accounting date, is more than three months in arrears. Arrears of mortgage repayments are monitored very closely and the Group has performed favourably in comparison with national arrears statistics. Past due assets are reported under the "In default" exposure class. The only material exposures in this class relate to loans secured on property.
- 75. Arrears are evidence of loan impairment. Impaired loans will be reviewed, with provisions made against any potential losses in the loan book.
- 76. A loan is considered "impaired" where there is objective evidence of one or more impairment events after the initial recognition of the loan. Impairment events can be on an individual loan-by-loan basis, for example where the mortgaged property is taken into possession, or on a collective basis for groups of loans with similar characteristics.
- 77. The Group's accounting policy in relation to impairment provisions for loans and advances is set out in full in **Note 1.10 of the Annual Report and Accounts 2022.**
- 78. Full details of the movements on impairment provisions for loans and advances are shown in Note 10 of the Annual Report and Accounts 2022.

79. A reconciliation of the regulatory own funds to the **Statement of Financial Position in the Annual Report and Accounts 2022** is provided in **Table 10** below.

Table 10: UK CC2 - reconciliation of regulatory own funds to balance sheet in the audited financial statements

Assets - Year-end balance sheet assets reconciled to regulatory exposures

	Unconsolidated Society balance sheet as in published financial statements	Inclusion of solo consolidated subsidiary	Derivative valuation adjustments	Assets Deducted from Own Funds	Provisions	Regulatory off-balance sheet items	Under regulatory scope of consolidation
Assets Year-end 2022	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cash in hand and balances with the Bank of England	364,078		(14,234)				349,844
Loans and advances to credit institutions	100						100
Debt securities	131,756						131,756
Derivative financial instruments	72,564		(60,442)				12,122
Loans and advances to customers	1,747,209	65,548			(5,397)	70,497	1,877,857
Of which Loans fully secured on residential property	1,742,791	65,548			(5,397)	70,497	1,873,439
Of which Other loans	4,418						4,418
Investment in equity shares	69,716	(58,897)			25		10,844
Intangible assets	543			(543)			-
Tangible fixed assets	6,589						6,589
Deferred tax	381	48					429
Other assets	169						169
Prepayments and accrued income	962						962
Total assets	2,394,067	6,699	(74,676)	(543)	(5,372)	70,497	2,390,672

- 80. Individual impairment provisions are utilised to reduce the value of residential exposures in the capital adequacy calculations. For capital adequacy purposes, collective impairment provisions are regarded as Tier 2 capital (see **Table 8** above).
- 81. The Group's residential mortgage loan portfolio includes a pool of lifetime mortgage loans. If the amount received on the sale of the property on redemption of the loan is, in certain circumstances, less than the value of the contractual loan balance due, the Group cannot pursue the borrower or the estate for the shortfall. This No Negative Equity Guarantee (NNEG) represents an exposure that the balance of lifetime loans may not be fully recovered and is presented as an embedded derivative liability on the Group's statement of financial position. The NNEG derivative liability is also applied to adjust downwards the value of residential risk-weighted assets in the capital adequacy calculations.
- 82. The key determinants of the value of the NNEG are assumed House Price Inflation (HPI) and HPI volatility. A lower HPI assumption increases the projected shortfall of property values against outstanding loans and therefore increase the NNEG liability. The Group HPI assumption is determined with reference to historical 20-year HPI growth. 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, with a higher volatility assumption leading to an increased risk and therefore cost which is reflected in a higher NNEG liability.
- 83. Each year, the Society performs a detailed analysis of historical HPI data and the assumptions adopted by comparative peers. At 31 December 2022, based on the analysis performed, the Group decided to maintain the volatility assumption used in the NNEG valuation at 10%. The Group will continue to monitor the market and guidance from the PRA and update the assumption used in the NNEG valuation accordingly.

Credit Risk – Wholesale Lending

- 84. Counterparty risks relate to the potential for loss from the actions or performance of a counterparty, in particular the failure of a counterparty to repay deposits or investments due and the failure of a counterparty to perform under the terms of derivative transactions.
- 85. Investments other than those in UK gilts or Treasury bills are spread to the extent practical to prevent undue concentration in particular market sectors, geographical areas, maturity profile or institutions. The spread is managed through the setting of exposure limits expressed as absolute limits with reference to the Group's and the counterparty's free capital.
- 86. Counterparty credit limits are formally reviewed and agreed by the Board annually. ALCO formally reviews the limits on a quarterly basis but can address any required changes on an on-going basis.
- 87. All derivative contracts are with a central counterparty clearing house or covered by bilateral credit support agreements, from which collateral is pledged or held in the form of listed debt securities (usually UK gilts) or cash deposits to provide protection to both the Group and its counterparties against default.
- 88. Details of the Groups exposure values on derivatives are given in **Table 10**. Further details on the value and type of derivatives held can be found in the **Annual Report and Accounts 2022, Note 29, Financial Instruments**.

Equity Exposures

- 89. The Group has equity exposures to SMP and F&A, which are held at cost of £56k (written down from £1.2m in 2022) and £50 respectively on the Society's Statement of Financial Position. There have been no disposals or unrealised gains or losses on these investments during 2022.
- 90. The investment in F&A allows the Group to control a strategic investment in residential property purchases. The ownership of SMP is held for both strategic reasons and potential capital gain. Neither of these instruments are publicly traded.
- 91. In addition, the Society has a Corporate loan exposure to SMP of £813k which was fully provided against in 2022 and a mortgage loan exposure secured on residential property of £9.8m to F&A.

External Credit Assessment Institutions

- 92. The Group has nominated Moody's Investors Services as its external credit assessment institution.
- 93. Moody's ratings are applied to non-cash liquidity exposures to central governments / banks, multilateral development banks and institutions, to establish the risk-weighted value of those exposures for capital adequacy purposes.
- 94. Risk-weighted asset values under the standardised approach are calculated by reference to six credit quality steps set out in Article 120 of the CRR and are dependent upon whether they are exposures for up to 3-months, or longer. **Table 11** maps the Group's application of Moody's ratings to the CRR credit quality steps, together with the risk weightings applicable according to counterparty type.

TABLE 11 Matrix of risk weightings by	11 If risk weightings by credit quality step and Moody's ratings										
Credit quality step	1	2	3	4	5	6					
Moody's short-term ratings	P-1	P-2	P-3	NP							
Risk weighting	20%	50%	100%	150%							
Moody's long-term ratings	Aaa - Aa3	A1 - A3	Baa1 - Baa3	Ba1 - Ba3	B1 - B3	<= Caa1					
Central Govt & Banks	0%	20%	50%	100%	100%	150%					
Institutions: <= 3 months	20%	20%	20%	50%	50%	150%					
Institutions: > 3 months	20%	50%	50%	100%	100%	150%					
Corporates	20%	50%	100%	100%	150%	150%					

^{95.} As is clearly demonstrated from the Moody's ratings attached to each credit quality step, step 1 represents the highest credit quality and step 6, the lowest.

^{96.} The Group does not invest with counterparties within credit quality steps 4 to 6.

^{97.} Unrated institutions have the same credit quality step as the central government of the jurisdiction in which it is incorporated and, in the case of U.K. institutions attract a 20% risk weighting.

Market Risk

- 98. Market risk incudes interest rate risk and basis risk as defined under paragraph 37 of this disclosure document.
- 99. The main activities undertaken by the Group that give rise to interest rate risk are as follows:
 - Management of the investment of capital and other non-interest bearing liabilities.
 - Issue of fixed rate savings products.
 - Fixed rate wholesale funding taken by the Treasury department.
 - Fixed and capped rate mortgage and other lending; and,
 - Fixed rate investments held by the Treasury department.
- 100. Interest rate risk is managed by utilising natural hedges on the balance sheet and by transacting interest rate swaps with external counterparties.
- The interest rate risk on savings and mortgage products is reviewed on a weekly basis and hedging action taken as appropriate. The Group balance sheet is tested quarterly against the supervisory limits and monthly for the Board limits for the effects of a 2% parallel shift in interest rates, after the appropriate adjustment for interest rate floors.
- 102. Interest rate risk limits are an expression of the Board's risk appetite and are reviewed annually as an integral part of updating the Group financial risk management policy and ICAAP.
- 103. Basis risk is managed within limits and is monitored monthly with the results being reported to ALCO.
- The valuation of pension fund liabilities is subject to changes in interest rates. The Board takes account of this liability when considering an appropriate interest rate risk appetite.

Material Credit Risk Mitigation Techniques

- 105. As indicated earlier in this disclosure document, credit risks are managed through adherence to Board-approved policies, which provide for a range of limits that are regularly monitored.
- 106. The Treasury department maintains a regular review of active counterparties and recommends action to ALCO to restrict exposures in those cases where the risk of default is considered to have increased beyond the Group risk appetite.
- 107. Counterparty risk may become significant in relation to the market value of interest rate swaps transacted with major banks as interest rates fluctuate. The Group mitigates this risk through collateral agreements with all interest rate swap counterparties, which protect against counterparty default by means of collateral requirements based on movements in the market values of the instruments involved. The collateral is pledged or received in the form of cash or securities. Some swaps are transacted through a central counterparty clearing house which guarantees performance of the collateral requirements, whilst the remainder are covered by industry-standard bilateral credit support agreements.
- 108. The Group also uses repos and reverse repos, which are effectively secured borrowing and lending, in its liquidity management operations. The Group's repos and reverse repos are covered by Global Master Repurchase Agreements.

Remuneration

INFORMATION RELATING TO BODY THAT OVERSEES REMUNERATION

- 109. The board has established a Remuneration Committee (REMCO) which comprises of three Non-executive Directors. The Remuneration Committee is responsible for setting the remuneration of the Executive Directors. The Committee also sets the additional payments for the Chairman of the Board, the Chairmen 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.
- 110. 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 and 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.
- 111. 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 and a benchmarking exercise was conducted in 2022.

REMUNERATION POLICY

112. 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 and is published on the Society's website.

- 113. The aim of the Group's Remuneration Policy is to achieve a fair level of financial reward for the Society's staff whilst ensuring primacy of members' interests and avoiding incentives to take inappropriate levels of risk. An objective of the Society is to attract and retain staff with the requisite skills, attitude and motivation to perform its operations to the highest standards in line with its business strategy, risk appetite and long-term objectives.
- 114. In keeping with its values, the Society also seeks to provide its staff with fair financial reward for their contributions commensurate with the level, nature and demands of their roles and their individual achievements.

POLICY OVERSIGHT AND IMPLEMENTATION

- 115. Responsibility for policy oversight and implementation resides with the Remuneration Committee in respect of the remuneration of the Executive Directors and their immediate subordinates. The Remuneration Policy was reviewed by the Committee in May 2019.
- 116. During 2022 the Remuneration Committee met four times. The terms of reference of the Committee can be found on the Society's website, www.ncbs.co.uk. In setting remuneration, the Committee takes account of salaries, benefits and fees payable to executives and senior managers within similarly sized building societies and other relevant organisations. Feedback on the deliberations of the Remuneration Committee is provided to the Society's Board by way of its meeting minutes, and its recommendations are considered and endorsed or rejected as appropriate. For additional independent oversight, a review of the Executive Directors' remuneration is commissioned periodically from external consultants to ensure that the Society's rewards remain fair, competitive and in line with industry norms.
- 117. Further information on the mandate of the Remuneration Committee and its decision-making process in determining the remuneration policy for the Executive Directors is included in the Report on Remuneration within the Group's Annual Report and Accounts, which is published each year on the Society's website.
- 118. Responsibility for policy oversight and implementation in respect of the remuneration of all other staff resides with the Executive Directors, with Board approval being required for the budgets for the annual review of staff salaries and for performance linked awards. Any significant changes in staff benefits are also reviewed and agreed by the Board, as is the introduction and construction of any staff and executive performance related pay schemes that may be deemed appropriate from time to time.

MATERIAL RISK TAKERS (MRTs)

- 119. REMCO has determined that there are 22 individuals (22 roles) who are material risk takers and whose professional activities have a material impact on the Society's risk profile.
- 120. The category of the employees cover all members of the Society's Board (the Management body broken into its supervisory function Non-Executive Directors and the Chairman, and its management function the Executive Directors), senior leadership team and those receiving remuneration that takes them into the same remuneration bracket as senior managers and perform a professional activity within a material business unit of a kind that has a significant impact on the relevant business unit's risk profile.

- 121. In the case of the Executive Directors and the Senior Managers, fixed remuneration includes pension contributions made by the Society on behalf of the employees, and the value of taxable benefits.
- 122. 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.
- 123. The provision of performance related pay schemes for Executive Directors and staff relating to financial and business performance is generally considered an appropriate part of a balanced remuneration package. Where such schemes are felt to be justified, the potential rewards are geared to the attainment of corporate targets of key and tangible benefit to the organisation and are set at modest levels, being mindful of the context of the organisation's operating environment, its status as a mutual organisation and the need for robust risk management to ensure that the outcomes achieved are beneficial to the organisation over the immediate and the long term. The Society has a variable pay scheme based on both the performance of the Society and the individual. All staff except the Mortgage Adviser team and the Business Development Managers are eligible for bonuses under this scheme.
- 124. Tables 12 to 14 give details of the variable remuneration to 'material risk' staff in 2022. All variable remuneration is in the form of cash.

IDENTIFIED STAFF

- 125. The Mortgage Adviser team has a separate bonus structure based on their performance across a variety of categories including the quality of calls made, customer feedback and compliance.
- 126. The Business Development Managers receive commission based on the number of mortgage applications received from brokers which turn into completions.
- 127. Executive Directors are eligible to participate in an incentive scheme based on their own and the Society's performance. Awards are limited to a maximum of 25% of base pay. In addition, there is a medium term incentive plan based on performance over a three year period measured by five performance indicators: customer satisfaction, capital growth, maintaining profit, loan growth and culture. The maximum award under this scheme is between 45% and 75% of base salary over three years. No payment is made until the end of the three year period, with 50% of the payment deferred for a further year. The incentive scheme is subject to detailed rules which permit clawback in the event of unforeseen circumstances or evidence of inappropriate conduct in full compliance with the Remuneration Rules set by the PRA. The incentive plan lapses if the Director leaves in the scheme period otherwise than through redundancy or other similar circumstances that make the Director a good leaver and is subject to an overriding discretion of the Remuneration Committee.
- 128. Apart from employees of Smart Money People Limited, all Group employees are employed by the Society. The aggregate quantitative remuneration was £13,397k.
- 129. No individuals were remunerated €1 million or more in the financial year.
- 130. As set out in the Remuneration Policy the Society has determined those members of staff whose professional activities have a material impact on the Society's risk profile in accordance with the CRD. **Tables 12 to 14** sets out the aggregate quantitative remuneration for these staff in respect of the period 1 January 2022 to 31 December 2022.

	Table 12: UK REM1 - Remuneration awarded for the financial year								
			MB Supervisory function	MB Management function	Other senior management	Other identified staff			
1		Number of identified staff	7	3	12	-			
2		Total fixed remuneration	255,155	854,148	1,697,603	-			
3		Of which: cash-based	255,155	854,148	1,697,603	-			
4		(Not applicable in the UK)							
UK-4a	Fixed	Of which: shares or equivalent ownership interests	-	-	-	-			
5	remuneration	Of which: share-linked instruments or equivalent non-cash instruments	-	-	-	-			
UK-5x		Of which: other instruments	-	-	-	-			
6		(Not applicable in the UK)							
7		Of which: other forms							
8		(Not applicable in the UK)							
9		Number of identified staff	7	3	12	-			
10		Total variable remuneration	-	272,516	394,500	-			
11		Of which: cash-based	-	272,516	394,500	-			
12		Of which: deferred	-	122,345	-	-			
UK-13a		Of which: shares or equivalent ownership interests	-	-	-	-			
UK-14a	Variable	Of which: deferred	-	-	-	-			
UK-13b	remuneration	Of which: share-linked instruments or equivalent non-cash instruments	-	-	-	-			
UK-14b		Of which: deferred	-	-	-	-			
UK-14x		Of which: other instruments	-	-	-	-			
UK-14y		Of which: deferred	-	-	-	-			
15		Of which: other forms	-	-	-	-			
16		Of which: deferred	-	-	-	-			
17	Total remuneration (2 + 10)		255,155	1,126,664	2,092,103	-			

	Table 13: UK REM2 - Special payments to staff whose professional activities have a material impact on institutions' risk profile (identified staff)							
		MB Supervisory function	MB Management function	Other senior managem ent	Other identified staff			
	Guaranteed variable remuneration awards							
1	Guaranteed variable remuneration awards - Number of identified staff	-	-		-			
2	Guaranteed variable remuneration awards -Total amount	_	-	-	-			
3	Of which guaranteed variable remuneration awards paid during the financial year, that are not taken into account in the bonus cap	-	-	-	-			
	Severance payments awarded in previous periods, that have been paid out during the financial year							
4	Severance payments awarded in previous periods, that have been paid out during the financial year - Number of identified staff	-	-	-	-			
5	Severance payments awarded in previous periods, that have been paid out during the financial year - Total amount	-	-	-	-			
	Severance payments awarded during the financial year							
6	Severance payments awarded during the financial year - Number of identified staff	-	1	-				
7	Severance payments awarded during the financial year - Total amount	-	259,441	-	-			
8	Of which paid during the financial year	-	-	-	-			
9	Of which deferred	-	-	-	-			
1 0	Of which severance payments paid during the financial year, that are not taken into account in the bonus cap	-	-	-	-			
1	Of which highest payment that has been awarded to a single person	_	259,441	-	-			

131. In addition to the remuneration detailed above, no other severance or sign-on payments were made or awarded to a 'material risk' employee.

Table 14: UK REM5 - Information on remuneration of staff whose professional activities have a material impact on institutions' risk
profile (identified staff)

	profile (identified staff)										
		Manageme	ent body remu	ıneration	Business areas						
		MB Superviso ry function	MB Managem ent function	Total MB	Investme nt banking	Retail banking	Asset managem ent	Corporate functions	Independ ent internal control functions	All other	Total
1	Total number of identified staff										20
2	Of which: members of the MB	7	3	10							
3	Of which: other senior management							12			
4	Of which: other identified staff										
5	Total remuneration of identified staff	255,155	1,126,664	1,381,819				2,092,103			
6	Of which: variable remuneration	-	272,516	272,516				394,500			
7	Of which: fixed remuneration	255,155	854,148	1,109,303				1,697,603			

Conclusion

- 132. The Board has set a business strategy for the Group to originate low-risk mortgages whilst managing the risks associated with the legacy portfolios of lifetime mortgages.
- 133. The Board has defined risk tolerances in line with the above strategy and the Group's overall risk profile is proactively managed to be within these tolerances.
- 134. In the Board's opinion the risk management arrangements and reporting systems in place are adequate with regard to the Group's risk profile and strategy.
- 135. This disclosure document has been prepared in accordance with the requirements of CRR Part Eight, as interpreted for a group of firms of the size and complexity of the Group.
- 136. In the event that a user of this disclosure document should require further explanation on the disclosures given, application should be made, in writing, to the Group Finance Director at National Counties Building Society, Ebbisham House, 30 Church Street, Epsom, Surrey, KT17 4NL.