Building PRIDE

Happy employees look after our members

Carillion employees

taken on within

7 days of its collapse



teams voluntarily engaged in efficiency projects



Building Legendary Service

Our members are getting great service and they are very satisfied

Ist

with a lead of 4.6% for customer satisfaction compared with

our high street

peer group*

higher than our nearest high street peer for current account satisfaction

growth in mobile active current account members

branches transformed into 4C branches

million calls the busiest year ever in our contact centres

Built to Last

A stable and secure Society that uses its members' money wisely

underlying profit

statutory profit

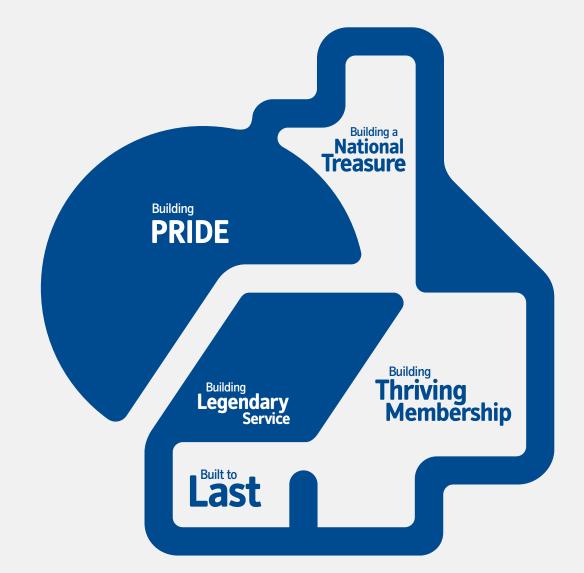
UK leverage

cost growth while growing membership

2017/18 highlights

Building society, nationwide

We are the world's largest building society. We thrive when our members thrive, and this has been another strong year for us. Together we can achieve more.





Building a National Treasure

Our social purpose is at the heart of what we do



most trusted

financial brand - lead of 3.8% over nearest high street competitor



of employees involved in

fundraising, volunteering or payroll giving

Started a 5 year in Presswatch programme to invest favourably we're referred to by the media million



Building Thriving Membership

More members are doing more with us



million

member financial benefit

A record 816,000

current accounts opened. with more people opening with Nationwide than with any other brand

15.5 million members



members rewarded through Recommend a Friend

record first time buyers £29.4 billion

record gross prime mortgage lending



Building Society