

Building PRIDE

Happy employees look after our members

c.300

Carillion employees taken on within 7 days of its collapse



110

teams voluntarily engaged in efficiency projects

74%

employee engagement



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



UK's

most trusted financial brand – lead of 3.8% over nearest high street competitor



66%

of employees involved in fundraising, volunteering or payroll giving

Started a 5 year programme to invest

£20 million

in member directed Community Grants

1st in Presswatch - measuring how favourably we're referred to by the media



Building Legendary Service

Our members are getting great service and they are very satisfied

1st

with a lead of 4.6% for customer satisfaction compared with our high street peer group*

10%

higher than our nearest high street peer for current account satisfaction

44%

growth in mobile active current account members

24

branches transformed into 4C branches

9

million calls the busiest year ever in our contact centres

Built to Last

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

£1,022 million

underlying profit

£977 million

statutory profit

4.9%

UK leverage ratio

0%

cost growth while growing membership



Building Thriving Membership

More members are doing more with us



£560 million

member financial benefit



816,000

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

15.5 million members

100,000

members rewarded through Recommend a Friend

76,000

record first time buyers

£29.4 billion

record gross prime mortgage lending



Building Society

*We're number one for satisfaction for the 6th year running. At the end of the year, we held a lead of 4.6%, for the twelve month period ending 31 March 2018.