

THRIVE! NEWSLETTER

SPRING 2024



Market Harborough
BUILDING SOCIETY

Together we thrive!

WELCOME TO OUR 2023 REVIEW

Dear Member,

2023 marked my first full year as Chief Executive of the Society and I couldn't be prouder of all we have achieved together.

The Society delivered an exceptionally strong financial performance in 2023, across both our Mortgage and Savings ranges. And this success has allowed us to continue to focus on giving back to our hardworking colleagues, our customers, and our local communities.

In this booklet, I'm delighted to share with you some of the highlights of our Thrive! Agenda from 2023.

STRENGTH OF OUR PAST GIVES US CONFIDENCE FOR OUR FUTURE

This year we are taking the bold position to move our colleagues to a new head office building where they will benefit from a state of the art, modern work space designed to encourage collaborative team working. The new building has also been thoughtfully designed so we can share the benefits with local community groups, clubs and societies too, by making space available for them to host meetings or other events.

When we were looking for a name for our new home, we looked to our past and decided on 'Newcombe House'.

John W Newcombe was one of the early pioneers of our Society, a kindly but astute businessman who also showed great benevolence to the local community.

We're as passionate about supporting our customers and communities today as we've ever been. And so it feels fitting that Newcombe House is a name that pays respect to our heritage whilst we continue the legacy of supporting the local community to thrive.

I'm delighted we'll be hosting our AGM in Newcombe House and I do hope many of you will be able to join us in celebrating this next stage of our journey as a Society.

Thank you for your ongoing support.

Iain Kirkpatrick,
CEO

PROFILE OF JW NEWCOMBE

Mr J. W. Newcombe gave 44 years of service to the Society, overseeing its incorporation under the Building Societies Act and growing it into an organisation with assets of £300,000. Along with his brother, Arthur, Newcombe played a significant role in the development of Market Harborough pouring his own money into developing the town and institutions we now all enjoy.



J. W. Newcombe, J.P.
Secretary 1879-1923



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PUTTING OUR CUSTOMERS FIRST

For more than 150 years, Market Harbourough Building Society has put its members and customers first and we're not planning to stop anytime soon. As one of the UK's fastest-growing building societies, we believe it's a winning formula and something we should stand by to this day.



In 2023, an impressive 30% of our new savings accounts were opened in our branches.



ALWAYS THERE FOR YOU

After the pandemic, many businesses disappeared from local communities, choosing to interact with their customers online or by telephone, rather than face to face.

At MHBS we remain committed to keeping all six of our branches open. We are more than just a place for your money. Our teams welcome you with a smile and help look after your financial and personal well-being.

They also play an active role in the community by taking part in fundraising and volunteering activities.

In 2023, an impressive 30% of our new savings accounts were opened in our branches, demonstrating the ongoing need for us to be present in our communities.

We promise to do everything we can to ensure the people of Market Harbourough and the surrounding areas continue to have friendly face-to-face access to vital financial services.

DOING THE RIGHT THING FOR SAVERS

We are committed to doing the right thing for our savers and work hard to provide them with excellent products and outstanding levels of service.



Last year, the overall pay rate on our savings accounts increased by 1.17% and we paid almost £7 million more to our members in interest than in the previous year.

We kept a watchful eye on the market and reacted quickly to ensure our products always remained competitive. Interest rates on our available savings accounts were raised four times and we responded to the needs of our members by launching a total of 15 new products. A couple of these were market-leading and featured on the Martin Lewis Money Saving Expert website.

In February 2024, we were delighted to receive a Moneyfacts Best Buy Award for our three-year fixed-term savings bond.

Handed to products that are considered to be best in class, this independent seal of approval applauded both the quality of our bond and the interest rate we were paying.



In March 2024 we received the Best Building Society Savings Provider Award from consumer website MoneyComms in their 2024 Top Performers List. The award is based on product features, transparency, simplicity, consistency and website navigation, and not merely savings rates. Showing that we're bringing our purpose and our priority of 'straightforward savings' to life.



Best Building Society Savings Provider

HELP AND SUPPORT FOR OUR MORTGAGE MEMBERS

We continue to support our mortgage members during the cost of living crisis and challenging 2023 environment.

If you have concerns about your finances and are worried about making your monthly mortgage payments now, or in the future, we have options available to help you.

The first step is to call us on **01858 412412** so that we can help you find a solution.

Your call will be treated in the strictest confidence and will not affect your credit file.

Scan to find out more about the help available to our mortgage customers:



AWARD-WINNING PRODUCTS AND CUSTOMER SERVICE



In June, we were delighted to be named a winner in the Finder 2023 UK Lending Innovation Awards for our multi-generational mortgage range. The panel of esteemed judges recognised the uniqueness of our product, its impact on the market and value to customers.

Earlier this year we won a Feefo Platinum Trust Service Award 2024, this recognises the consistently outstanding service we have provided over the past three years.

“ MHBS PROCESSING SECOND TO NONE

MHBS made the remortgage process really easy from start to finish. At initial contact we had one point of contact who we could discuss the case with and check we fitted, the point of contact also obtained the DIP and sent our case to credit committee for approval.

We moved to full submission and were allocated an underwriter who was in direct contact with us for updates and any additional requirements. Having the personal contact with staff at MHBS really made the process so much easier to explain our complex case too. Real USPs and a competitive product.



TAKE FIVE

Take Five is a national campaign offering straightforward advice to keep you safe from financial fraud and scams. We endorse the guidance and encourage you to always stop and think before parting with your money or sharing personal information.

One of our top priorities is the safety and security of you and your finances. If you have any concerns please get in touch and we'll be happy to help you.

For more information visit: takefive-stopfraud.org.uk



HELPING OUR COMMUNITY TO THRIVE

In January 2023, we launched our Thrive Agenda, a pioneering initiative that puts giving back at the heart of everything we do. It's our promise to stand up for what matters most and is already making a difference to people in our community.



THERE'S NO PLACE LIKE HOME

We believe that everyone in our community should have a safe and secure place to live and have invested £2.2 million into our unique, affordable homes programme.

We've purchased seven homes that will be allocated on an affordable rent basis to those most in need.

To find out more scan:



MERRY THRIVE!MAS

Last winter, we pledged £100,000 to help ensure that nobody in our community was hungry or lonely at Christmas.

We provided support to more than 23 local good causes who organised Christmas lunches and parties, a remembrance service, food parcels for the homeless and more.

This investment provided support to more than 5,000 people.

The Cransley Hospice Trust Annual Christmas Remembrance Service was supported by our Thrive!mas Campaign, Rachel Herrick a representative said:



For me, having an event like this enables somebody who is lonely or isolated to come together and share something with others.

Thrive! News | [Community](#)

DONATIONS TO CHARITY



Our Charitable Foundation has been making a difference in our community for almost 25 years.



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Last year we supported a wide variety of projects that included providing a £5,000 grant to Naseby Village Hall to help them purchase a suspended ceiling and reduce their carbon footprint. We also donated £5,000 to Kettering Cricket Club to help fund improvements to the club's training facilities and grounds.



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The nets have already made a significant difference to our club and we are very grateful for the support of MHBS Charitable Foundation for making this possible.

Martin Reece,
KCC representative.



Working together in our communities.



TACKLING HOMELESSNESS TOGETHER

We've joined forces with Hinckley & Rugby Building Society and Melton Building Society to support The Bridge East Midlands, a charity providing accommodation and support services to homeless people in Leicestershire.

By each donating £15,000, together we have funded the hiring of a Housing Adviser who provides support to people in and around our three building society communities.

Scan to find out more:



JUST A REMINDER

The Bridge (East Midlands) is holding weekly drop in sessions on Thursday's at The Well Café in Kibworth between **1pm and 4pm** and the Children and Family Wellbeing Service in Lutterworth between **9:30am and 1:30pm**, everyone is welcome.

SUPPORTING COLLEAGUES WHO VOLUNTEER

We're so proud of all our colleagues who use their two paid days to volunteer for causes close to their hearts.

Our underwriter Joe works with Care4Calias, a volunteer-run charity that delivers aid to refugees. Working with Joe, We've donated over 40 old mobile phones to help people stay in contact with their families.

Our branch colleague Jeni works with a charity that distributes hot food, warm clothing and other essentials to the homeless. We were delighted to work with Jeni and donate 10 much-needed sleeping bags.

Last year, our risk and compliance team dedicated their time to Marlow House, a day-care centre dedicated to improving the lives of older, isolated, and vulnerable people in Rothwell and Desborough. The team worked together to redecorate a function room and helped with fundraising initiatives.

Many of our colleagues also volunteer at local foodbanks, helping to pack food parcels and manage donations.



We are so proud of everyone who supports the community in a variety of different ways.

SUPPORTING OUR COLLEAGUES

As the fastest growing building society, we understand the importance of investing back into our colleagues, and in 2023 we expanded our team by a whopping 20%. We couldn't be more proud of the talent that has joined us and working together, we will achieve more great things in 2024.

We support our colleagues with a variety of benefits, which include an electric car scheme, private health insurance, an extra days holiday for their birthday and much more.

TAKE A LOOK AT WHAT OUR COLLEAGUES HAVE TO SAY:

A GREAT PLACE TO WORK

In a recent staff engagement survey, more the 90% of respondents said they were proud to work for the MHBS and would recommend it as a great place to work.

A PLACE TO LEARN AND DEVELOP

Almost 90% of our colleagues agree that they have access to learning and development opportunities.



In 2023 our team grew by a massive 20%!

OUR AWARD WINNING MHBS TEAM



CLAIRE'S STORY

With support from MHBS, our colleague Claire Kotzé, recently graduated from Loughborough University with a master's degree in strategic leadership.

It wasn't an easy ride and Claire was forced to delay her studies at one point due to a complicated pregnancy. However, with support and encouragement from the Society, Claire went on to pass with Merit and now puts her learning into practice in her role as Propositions Lead in our Mortgage team.

Reflecting on her experience, Claire said "I could not have done this without the incredible belief and support from my manager and the team at MHBS. They allowed me to pursue my dream to study for and obtain a degree."

We couldn't be more proud of Claire for her amazing dedication and commitment.



I could not have done this without the incredible belief and support from my manager and the team at MHBS.



VOLUNTEERING OUR TIME

As part of our commitment to support our community, our colleagues are each given two paid days a year to volunteer for a cause that's close to their hearts. Last year, collectively they spent 1,500 hours volunteering – more than double the previous year's total! And, because this year is a leap year and our colleagues are working an extra day, we are giving them an extra paid volunteering day.



A PLACE THAT CARES ABOUT THE COMMUNITY

Our colleagues feel positive about our Thrive Agenda and are advocates of our initiative to give back to our communities.



OUR MOVE TO PASTURES NEW

This year, our move to a new head office on the outskirts of Market Harborough will create a modern environment for our ever-growing teams to thrive.

For the first time, they will be able to collaborate and work together under one roof. We will also offer our meeting and event space to local charities free of charge. Sustainability is at the heart of our work to upgrade the office space, with much of what is already there being re-purposed, and all works being undertaken by local contractors.

Our new head office gives us the ability to share the benefits with local charities who will be able to use the space for meetings or other events free of charge.

To find out more email customersfirst@mhbs.co.uk



A new, modern environment for our ever-growing teams to thrive.



A PLACE WHERE I FEEL PART OF A TEAM

The overwhelming majority of our colleagues told us they enjoy their jobs. They feel empowered and believe that their ideas and opinions are listened to and value working together as part of a close-knit team.

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[mhbs.co.uk](https://www.mhbs.co.uk)