

Society

Issue 11 • Summer 2020

Clicks, bricks and community

**Paul Denton
shares his views
after a year as
Chief Executive**

Competition

**Win a luxury island
break on Islay
staying at five-star
Glenedale House -
Scotland's best B&B**

The magazine of



**SCOTTISH
BUILDING SOCIETY**

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Cover photo: *Soldiers Rock, Islay, by Kevin Standage*

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Welcome

I am delighted to introduce the latest issue of Society magazine and myself as Editor. I joined the Society as Marketing Manager in February.

This edition of your Society magazine is very different to the one we planned at the start of the year. The impact of the Covid-19 pandemic is unprecedented, and all our daily lives have changed because of it. It has been so inspiring to see our colleagues doing their part to continue to provide essential banking services safely.



One significant change was the need to hold our AGM behind 'closed doors', though I hope you were able to listen in on the audiocast. If you did, you'll know that members voted for Alzheimer Scotland as our new national Charity of the Year. You can read more about their work on page nine.

Elsewhere in this issue, Society Chief Executive Paul Denton talks about his first year in his role, our recent awards

success and the excellent community activities that our colleagues carry out.

Finally, when Emma and Graeme Clark scooped the coveted VisitScotland Thistle award for best B&B for their Islay guest house, it was a dream come true. Our competition to win a luxury two-night stay with the award-winning hosts at Glenegeedale House is on page 11.

Good luck!

Ewan Ashford
Marketing Manager
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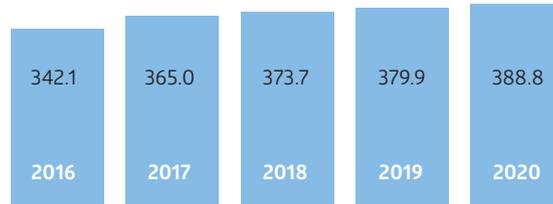
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Mortgage balances (£m)



Savings balances (£m)



Pre-tax profit
£0.6m
(2019: £1m)

Total assets
£431.4m
(2019: £425.1m)

Board reports continued growth at AGM

THIS year's AGM was held on 27 May at the Society's head office in Edinburgh where, once again, the board presented positive financial results. In the 171st Annual Report, directors announced a pre-tax profit of £628k for the year ending 31 January 2020, slightly lower than recent years due to a number of one-off costs associated with transitioning to a new operating structure.

In 2019, membership of the Society passed the 33,000 mark and it was a year of continued growth in mortgage and savings balances. Mortgage balances increased from £327.3m to a record £334.9m, while savings

balances increased by 4.5% to reach an all-time high of £388.8m.

It was the first AGM as Chief Executive for Paul Denton, who took up the post in June last year from his predecessor Mark Thomson.

"Although disappointed not to be able to meet members face to face at this year's meeting, I am pleased to be in a position to report on another period of steady growth for the Society," he said. "Lower profits compared to the previous year reflect a period of restructuring and investment in the branch network as we position the Society for future growth, and that investment will stand us in good

stead as we adapt to manage the impact of the Covid-19 pandemic.

"Having put the building blocks in place for the future, my focus now is on ensuring a sustainable future for the Society, in every sense of the word, and continuing to deliver value to members. I have taken a great deal of confidence from the capability, capacity and resourcefulness within the business during an uncertain year, but it is our collective resilience that will drive us forward."

A donation of £1,381 was announced at the meeting to Breast Cancer Now, the charity for everyone affected by breast cancer. ✨

Scottish housing market recovery

THE Scottish housing market could recover quicker from Covid-19 than the last financial crash if the Government freezes sales taxes to help home buyers, according to Society Chief Executive Paul Denton.

Support measures such as a Land and Buildings Transaction Tax holiday could accelerate the bounceback – although it might not be enough to mitigate against the economic fall-out of lockdown, especially on employment, and ongoing uncertainty over Brexit.

Mr Denton said it took the market six years to recover from the 2007-2009 crash but, that with the right Government incentives, Scotland could see a return to 2019 levels by the end of next year.

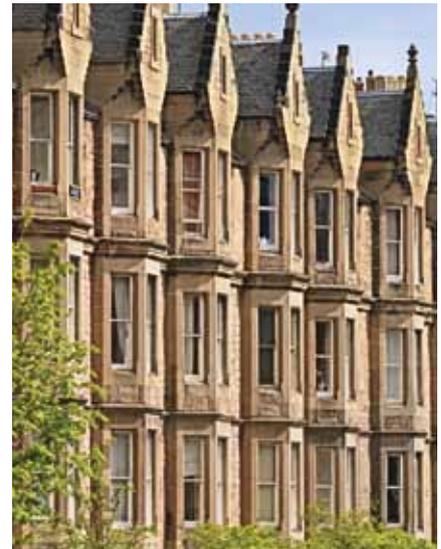
He said: “We are seeing an increase in inquiries and the current market situation is certainly down to social isolation measures rather than any lack of consumer demand.

“Until buyers and sellers can start interacting as normal, until property inspections and valuations fully begin, the market will stay in hibernation.

“However, as we move to the next phase, we need to think about practical steps we can take to reinvigorate an £18 billion market that is key to the nation’s economic wellbeing. We would support any action from the Scottish Government on a Land and Buildings Transaction Tax holiday to accelerate the recovery.”

According to the latest House Price Index report, average property prices in Scotland rose 1.5% in March to £151,856. However, as most transactions take between six and eight weeks, the figures do not take in the impact of lockdown.

The largest increase was in the Scottish Borders, where the average rose 12.3% to £162,926. The largest decrease was recorded in Aberdeen, with a fall of 3.5% to £144,533. ✨



New Glasgow branch a hit with customers

Since opening a new concept branch in Glasgow’s Queen Street, right in the heart of the city, the Society has seen an uplift in membership as new customers have discovered the brand for the first time.

It was November 2019 when the opening ribbon was cut at Queen Street with mascot Hamish and players from the Scottish Women’s Premier League, who are sponsored by the Society.

Branch manager John Boyd, said the £350,000 investment

was money well spent, if customers’ reactions are anything to go by.

He said: “Although we have had a presence in Glasgow for many years, our old branch in Waterloo Street had nothing like the profile we enjoy now. Football has grown significantly and customers really like the new, open-plan design. They also comment on the decoration touches which give it a distinctly Glaswegian feel, such as the picture of the Duke of Wellington statue which is hyper local as

the real thing is just across the street!

“At a time when bank branches are disappearing from towns and city centres, the Society is bucking the trend and our customers have responded positively to our physical presence. It quickly became a meeting place for our mortgage intermediary partners also.”

The Glasgow branch complements the Society’s branch network in key locations throughout Scotland.

The Glasgow branch is located at 78 Queen Street, G1 3DN.

Coping with Covid-19

SCOTTISH Building Society has been open for business throughout the coronavirus crisis. Our primary focus is the health and welfare of our staff and our customers, ensuring we provide financial and emotional support through difficult circumstances. We have not furloughed any members of staff and, where possible, they are providing a seamless service from home.

Our branches have been operating reduced hours since early March, staying open to provide essential banking services to members. We continue to offer mortgage and savings advice over the phone. In addition, we have been granting mortgage payment holidays for members experiencing financial difficulties as a direct result of the pandemic. As we move towards the easing of the lockdown measures, we will align our business plans and services to the Government’s strategy. ✨

Paul Denton on clicks, bricks and caring about community

The Society's CEO explains why his outlook has altered but his vision remains focused

A YEAR on from taking over the reins at Scottish Building Society, Paul Denton's views have changed. Aside from steering the organisation through uncharted waters of the Covid-19 global pandemic, he has been under the bonnet of the Society to learn what has been working for the last 172 years, and where there may be opportunities for the future. We spoke to Paul as he was preparing to address his first AGM as Chief Executive.

"The more I've come to understand this business, the more I'm buoyed by its foundations and history and the more excited I've become about the opportunities going forward. My respect, admiration and excitement around the future of the Society has grown throughout the past 12 months," he said. "I'm very grateful to my predecessor Mark Thomson who handed me a stable environment with good capital reserves and a strong underlying credit position. His prudence put us in a robust position to navigate our way through the coronavirus emergency.

"I've spent a lot of time on the road, visiting our branches and agents, and talking to colleagues, members and mortgage brokers. Around 80% of our mortgage business now comes through intermediaries. Everyone has a positive view of Scottish Building Society and recognises that it is a brand that can do more. We are very proud of our traditions, but the world is changing rapidly, and we need to step forward and improve our digital offer to attract new members."

Paul is adamant that introducing digital services does not mean the Society will be forcing members down a particular route. Passbooks will not be consigned to history and branches will remain open for those who prefer dealing with their finances in person. Indeed, branches remained open throughout the Covid-19 lockdown period, which threw up an unprecedented set of challenges for Paul to overcome.

"We had to find new ways of working within the isolation and social distancing rules. Around 90% of my colleagues have adapted to working from home. Despite working apart as individuals, it has brought us closer together as a team.

"For a small building society we have had a large voice on our industry response to the crisis and I am pleased to have been able to play a part as a member of the UK Finance and Mortgage Board which has been at the forefront of discussions with the Regulator and Government. As we speak, almost 12% of our mortgage customers have been granted a payment holiday, which is in line with UK industry."

The first three months of 2020 was a record quarter for the Society in terms of mortgage growth. Unfortunately, Scotland's housing market has been one of the casualties of the country's emergency response to Covid-19. Back in 2008, very different circumstances created a housing market crash, followed by a swift bounce back, and Paul anticipates that as restrictions ease, there could be a return to a healthy housing market towards the end of the year. His vision for the longer term therefore remains unchanged.

"We have two streams to the business and have no aspirations to move away from a model that has worked exceptionally well for over 170 years. We are a lender, and we provide a good, fair return to our members on their savings. How we do that is where I see the change going forward.

"We will continue to focus on our core mortgage proposition and providing the personal touch we are known for, but there will be a far greater emphasis on the mortgage intermediary market. We will still have personal underwriters who look at every single mortgage application, unlike large-scale lenders who tend to automate their credit underwriting.

"We have traditionally been a passbook and



physical savings provider, and that will continue. The loyalty of our membership has been the foundation of our Society, and we will honour that loyalty going forward. Equally, we know that to attract new membership to remain sustainable we have to offer choice, and that means we will offer a fully enhanced savings online system later this year."

When it comes to community, Paul is committed to ensuring Scottish Building Society remains relevant to all the communities it serves, from colleagues to members and mortgage intermediaries.

"We will continue to support good causes that make a difference locally, and our sponsorships will have a dual purpose of raising awareness of our brand and putting something back into



Q&A

What is your career background?

I left Brechin High School at 17 and went straight into banking with Royal Bank of Scotland. I worked my way up through the branches and RBS sponsored me through my professional qualifications. I went from RBS to the Co-operative Bank, where amongst other things I ran the Britannia Building Society and had my first exposure to a mutual organisation. That led me to Scottish Building Society.

What does a typical week look like for you now?

Mondays are mainly taken up with Senior Leadership Team and other internal meetings. Other meetings throughout the week tend to cover governance issues. It's important that I get out into the field once a week to visit branches, agents or brokers in order to keep a real sense of what's going on in the marketplace. I also must fit in external commitments connected with the Building Society Association, the UK Finance Mortgage Product Board and our regulators. I try to keep Fridays available to manage the moment and catch up with people.

What do you do to relax?

I live in Fife with my wife Shirley and our four children, Jack (20) Lauren (18) Gemma (11) and Michael (9). At weekends I run a Dad's taxi service and will be found at the side of a rugby or football pitch or dancing class. I love walking my dog, a chocolate lab called Dexter, and I'm a big rugby fan so I'm regularly at Murrayfield, and was in Japan for the World Cup. I enjoy the social life around the local rugby clubs as well. My two sons play, one for Kirkcaldy RFC and the other for Howe of Fife.

What is the most important financial lesson you've learned?

I regularly use the phrase 'look after the pennies and the pounds will look after themselves'. It's never failed me yet.

Away from the office, Paul is usually at the side of a rugby pitch or walking the dog when he's not running a taxi service for the family

the community. We are committed to Scottish Women's Football for the whole of this season and were delighted when the BBC started to pick up on it and show live games. Unfortunately, the season was barely underway before the coronavirus crisis hit. As headline sponsor, we're looking forward to live sport returning. I feel very privileged that we have been able to help shine a spotlight on the game, and proud that we have played a part in encouraging more young people to take up the sport, get active and make new friends through their local clubs.

"If there's one thing that we have always known it's that community is important, never more so than in recent months. What matters to members, and everyone else important to our business, matters to us." ✨

Society lands top industry award for second year running

THERE was cause for celebration when Scottish Building Society was named Building Society of the Year award at the annual Mortgage Introducer Scottish Mortgage Awards for the second year running.

The awards dinner took place at Prestonfield House in Edinburgh, where the best and brightest of the Scottish property finance market were recognised, and we were delighted to be among them.

Shortlisted in three categories, the Society's people, products and services were praised for demonstrating excellence and originality within the Scottish Intermediary mortgage market.

Society Chair Raymond Abbott said: "It is an honour to have won the Building Society of the Year award for the second year in a row, and against such strong

competition for the title. This is a great recognition of the team's efforts.

"We are proud to be Scotland's only independent building society. Customers are at the heart of our business, no matter if you require advice on your mortgage or planning for a rainy day or the future."

Robyn Hall, publishing director at Mortgage Introducer,

added: "To scoop

the accolade of Building Society of the year is no mean feat. Competition in this category was exceptionally tough against some of the

biggest names in the mutual sector.

"What swung it for the judges was the true diversification of a strong society that is not afraid to push the boundaries but still remain inclusive to all. Well done Scottish Building Society!" ✨



The winning team (from left): Seated; Paul Alexander – Head of Sales (retired), Neil Easson – Finance Director, and Stephen Brown – Head of Intermediaries. Standing: Paul Denton – CEO, Kerra McKinnie – Head of Customer and Marketing, and Grahame Walker – Chief Risk Officer

Islay guest house named bed and breakfast at indu

To say Emma and Graeme Clark were delighted to scoop the VisitScotland Thistle award for the best B&B in Scotland is probably an understatement.

FOR the husband and wife team it was recognition of years of ensuring a top-notch experience for their guests at Glenevedale House, the guest house of choice for royals and celebrities seeking five-star luxury on their visits to the Inner Hebridean island of Islay. Having won the Highlands & Islands Tourist Board's 2019 Most Hospitable B&B / Guest House Award (sponsored by the Society), the Clarks secured a finalist's place for the Thistle Award.

"Winning awards motivates us to make our business the best it possibly can be," said Emma. "We have won 36 awards for Glenevedale House in the past four years, but to win at the Thistle Awards is especially meaningful. It is one of the most respected awards in Scottish tourism. We offer a five-star experience and the judges recognised our willingness to go the extra mile to make sure our guests have everything they want."

Glenevedale House is indeed something special. When we caught up with Emma, she had been foraging for gorse flowers to make syrup for her signature Islay gin cocktails.

"We love island life. Glenevedale House is just two hours from Glasgow by car and it's such a stunningly beautiful journey, you can feel yourself relax on the way. You can see sea eagles, porpoises and minke whales and the views around the island are amazing. It's a wee bit of heaven. We use as much local produce as possible in the food we prepare, and that includes seafood, meats, cheese, butter and of course the local gin and whisky that Islay is world famous for. I like to gather local plants like gorse to make syrup for cocktails and puddings which does make it a bit more special. Last week I made a nettle, gorse and almond cake with rhubarb syrup."

Although originally from Islay, moving back to the island to set up the guest house business was a life change for the Clark family. Both had



studied hospitality management at university and while Graeme stayed in the industry, Emma followed a career in pharmaceutical sales. Their jobs involved long hours and meant they couldn't spend as much time as they liked with their two children, Cameron and Millie.

"My mum and dad had guest houses on the island, and I had worked for them as a teenager, so it wasn't entirely new to us," said Emma. "We had the opportunity to take on Glenevedale House from my parents and took a leap of faith. We sold our house, packed up the kids and made the move in 2013. Initially, we rented Glenevedale from my parents and invested heavily in making it into the five-star experience it is today. After building the business up over six years, we finally bought the property in 2019.

"I wish we'd known about the specialist guest house mortgages that Scottish Building Society offer. We knew that not all financial institutions will lend on island properties and ended up going to one of the big high street lenders. We should probably have shopped around a bit more."

People often ask Emma and Graeme for tips on how to run a guest house business.

"Often our guests say they would love to do what we do and my advice is to make sure you have your own space. When you're getting up at 4.30 every morning to make fresh bread for breakfast, you can't sit and drink with your guests until late into the evening.

"Also I think it's better to do it young, this isn't a job for an older person. I am 43 now, and Graeme is 46. Our children are also older and

Scotland's best Industry Oscars



it wouldn't be possible to manage it with young children unless you had extra help. It's hard work, but you get to meet some amazing people and have time to enjoy the simple things like walking on the beach, and watching the sea. Drinking Islay whisky and gin does something for the soul and makes you appreciate life more. Even our most uptight guests can't help but relax."

The Clarks are gearing up to re-open Scotland's best bed and breakfast as the Covid-19 restrictions on travel are set to ease. They can accommodate up to eight guests and with two dining rooms and three large sitting rooms, the house is large enough to meet the most stringent social distancing recommendations, and totally contactless visits will be possible for those who want it. ✨

Opposite: (L to R) Graeme and Emma Clark with Scottish Building Society Business Development Manager Douglas Sharpe

Above: Outside Gleneedale House. Local single malt whiskies and seafood are served at Gleneedale

To learn more visit www.gleneedalehouse.co.uk

Turn to page 11 for your chance to win a luxury short break at Scotland's best B&B

Our Loyalty Promise ...

All our products and services will be designed to meet real customer needs and offer long-term value



Catering for staycationers

The Clarks' hospitality venture brings great lifestyle benefits. With many people choosing to holiday at home in the UK, there has perhaps never been a better time to purchase or expand a business within the hospitality sector.

Guest House Mortgages

If you dream of opening a guest house or B&B in Scotland, or want to develop your existing business, our competitive and hassle-free Guest House Mortgage could make it a reality.

For new ventures

This mortgage is available for an owner-occupied guest house with a maximum of nine bedrooms in total, with no more than six of these being 'guest rooms'. The business of running the guest house will need to be the sole occupation of at least one of the borrowers. As a responsible lender, we'll ask you to demonstrate that you have the appropriate expertise to successfully run a guest house business.

For existing businesses

Our competitive rates include discounted variable rate and fixed rate options which, for existing businesses, could reduce current monthly mortgage payments, release working capital to upgrade or extend the property or to provide finance to buy new equipment.

Scottish Building Society offers a free valuation for remortgages, when all other conditions have been satisfied, plus we will provide a free basic legal service.

Holiday Let Mortgages

Our Holiday Let Mortgages are designed to allow the purchase or re-mortgage of residential holiday lets in Scotland. All mortgages are subject to a suitable property valuation, the minimum being £50,000 and the maximum £350,000. We can lend up to 80% of the purchase price or property valuation, whichever is lower.

Up to 50% of holiday let rental income may be included in the affordability calculation where there is a track record, and rental income must be verified. The minimum non-property related income for at least one applicant must exceed £40,000, or £60,000 joint income.

The product carries a fee of £995 and is currently available on a three-year discounted variable interest rate of 3.79%.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

Please note that our mortgage products can change or be withdrawn at any time.

Society supports First Home Fund

SCOTTISH Building Society was one of the first lenders to take applications for the Scottish Government's First Home Fund, a national pilot scheme aimed at helping first-time buyers take their first step on to the property ladder.

The aim of the fund is to make the housing market fairer by providing a total of £150 million until March 2021 to help at least

6,000 people buy their first home. It means that all first-time buyers in Scotland can apply for an interest-free loan of up to £25,000 towards the cost of a home, if at least 25% of the property cost is covered by a mortgage.

Scottish Building Society's Head of Lending Andrew Moses commented:

"We're proud to be one of the

first lenders to offer this new scheme. It provides a greater degree of flexibility to first-time buyers and allows them to benefit from the lower interest rates available on lower 'loan to value' mortgages. Compared to other funding schemes, there are no limits on the property value and the government contribution could be as high as 49%, allowing

more people to purchase their first home."

Loans are secured on the equity of the home and buyers must repay the government's percentage equity share when they sell. For example, if the £25,000 loan amounts to 10% equity share in the home, Scottish Government will receive 10% of the sale price when the property is sold. ✨

Ione gets foot on the ladder

THANKS to an interest-free loan from Scottish Government's First Home Fund, Ione Edmundson (23), a trainee lawyer from Kilmalcolm, has made her first move on to the property ladder. We spoke to Ione as she was settling in to her two-bed flat in the Leith area of Edinburgh.

"Without the First Home Fund loan I would have had to wait a few more years to buy a flat. I found a traditional tenement property which has high ceilings, corner windows and is an absolute gem. It was priced at offers over £180,000.

"My mortgage adviser recommended Scottish Building Society as one of the lenders willing to lend alongside the Scottish Government incentive. Rather than just putting the numbers into a computer, the Society took into consideration my personal circumstances, like the fact my job allows for career progression beyond my current salary.

"My mortgage repayments now are less than the rent I was paying for a smaller flat. When I sell up, Scottish Government will be entitled to a percentage of the sale, but there are no



Ione Edmundson takes a proud selfie in her new first flat in Leith

monthly repayments to worry about. I was pleased to find out I could also use my Help to Buy ISA alongside the £25,000 loan, which made it even more affordable.

"I am very impressed with the prompt

service I have had from Scottish Building Society. When lockdown happened and my date of entry was postponed, I had to get an extension on my mortgage offer and they were really accommodating." ✨

Our Loyalty Promises ...

We launched our Loyalty Promises in 2015 to demonstrate our commitments to our members. A lot has changed since then and we have evolved them to reflect the needs of our members and customers.

We value our members' loyalty, and always do what we can to reward it.



We promise that:

We will offer products that reward loyalty



Existing mortgage members will be offered the same deals as new customers

Helping children learn essential skills



Children at Dalry Primary School come from many corners of the world, and often English is not their first language. The school is located opposite our Head Office on Edinburgh's Dalry Road, so when STEM ambassador Colin Kerr approached us for help to run coding masterclasses for the children, staff didn't hesitate to step up to the challenge.

The pupils are all aged between 8 and 10 years and they learn using a Sphero Bolt, a robot with sensors, which is controlled by the code sent to it from an iPad.

Colin is passionate about helping children to discover their capabilities in computing, and to learn new skills along the way.

"I couldn't manage without volunteers from the Society," he

said. "The class is full every week. As well as coding, the children are learning how to research ideas, solve problems and work in teams. Above all, they learn to be resilient: you have to keep trying.

"Coding languages will be different in the future, but all the other skills they are learning will still be relevant in whatever they decide to do." ✨

Alzheimer Scotland named Charity of the Year

AFTER receiving most members' votes, Alzheimer Scotland has been chosen as Scottish Building Society's Charity of the Year. This is the first year we've nominated a single charity to support nationally.

Good causes in the running this year were Scotland's Hospices Together, providing free end-of-life care and support, Children 1st, which protects children in Scotland from suffering abuse and harm, Kidney Research UK, dedicated to research and freeing lives from kidney disease, and Alzheimer Scotland, which aims to make sure nobody faces dementia alone.

The Society has already provided staff training on supporting vulnerable customers, and many have attended training sessions to become Dementia Friends. They also have been supporting the charity's volunteers by providing specialist advice on questions around finances, such as mortgages and savings. ✨



Our Loyalty Promise
Our members will choose our Charity of the Year



A brighter future for Margaret

Everyone with dementia is different. Alzheimer Scotland provides a network of specialist Dementia Advisors, NHS Dementia Nurse Consultants, Dementia Research Centres, a 24-hour Freephone Dementia Helpline and numerous local support services, reminiscence programmes and Dementia Resource Centres in communities all across Scotland to meet individual needs.

These services are a lifeline for people like Margaret:

"I was diagnosed with Alzheimer's disease three

years ago aged 57, which was quite early in my life. It came as a shock to me and I initially went into a depression as I just couldn't cope with the information being presented to me.

"I ended up in hospital and, from there, all the support started to kick in. I was initially allocated an Alzheimer Scotland link worker and it feels like everything has been on the up since then.

"I was introduced to nearby community activity groups and my local Dementia Advisor, Gillian, who is one of the kindest

people; I always feel uplifted when I know I'm coming to see her.

"I gave up work after my diagnosis which I found really difficult and, through Gillian, I was given the opportunity to put my skills to use by being introduced to the Highland Dementia Working Group. It was something I could go to which wasn't just a support group.

"I've had a new lease of life, new interests and more friends and the support of Scottish Building Society will allow more people to experience that."

www.alzscot.org



We will not offer short-term 'teaser' rates on our savings products



Members will always be treated as individuals with individual needs



Our members will choose our Charity of the Year



All our products and services will be designed to meet real customer needs and offer long-term value



Supporting women's and girls' football through challenging times

The 2020 Scottish Building Society SWPL season kicked off in February with a media launch attended by all 18 clubs at Hampden Park.

In a measure of how far the women's game has progressed, player and coach interviews hit the headlines in the national broadcast and print media.

At that point the talk was about how Glasgow City, after 13 years of consecutive titles, would face the challenge from the

country's first full-time professional clubs, Rangers and Celtic.

As with all sports, the women's and girls' game soon faced a bigger challenge as Covid-19 resulted in the suspension of all professional and grass-roots football in Scotland. However, Scottish Building Society committed to continue support of the SWPL for 2020, despite the lockdown.

Kerra McKinnie, Head of Customer and Marketing said: "We have supported women's and girls' football in Scotland for three years

and recognise the challenges players and teams face in these difficult times.

"We are determined to maintain that relationship to ensure the SWPL are ready to go when the season resumes."

Vivienne MacLaren, Chair of Scottish Women's Football, said: "We are delighted Scottish Building Society are continuing to support us through lockdown.

"At a time of uncertainty, this is a major boost in helping ensure the continued growth of the women's and girls' game in Scotland." ❄️



Surge in new players taking up women's football

IN August 2017 Scottish Building Society broke new ground by becoming the first major supporter of Scottish Women's Football as title sponsor for the two top senior leagues, SWPL 1 and 2. Since then, the pioneering three-year deal has been helping clubs develop a strong elite pathway, with the aim of allowing more women to play professionally in Scotland.

We have also continued to support the game at grassroots level, strengthening communities



The Inverness branch sponsors Clachnacuddin Women F.C.'s Chloe Devine for the Scottish Women's Football Highlands & Islands League 2020 season.

by providing training camps and other initiatives aimed at encouraging youngsters of all

abilities to try out the sport, get fit and make new friends along the way.

So, we were delighted to learn that the number of registered female players in Scotland jumped by 21% during 2019 to more than 17,000, according to official Scottish Football Association (SFA) statistics. Although no doubt partly fuelled by Scotland's campaign at the Women's World Cup, the Society's sponsorship has undoubtedly contributed to the spike in participation by

raising awareness of the game, and actively encouraging young people to become involved.

Society Chief Executive Paul Denton said, "We are very proud to have played a part in raising the popularity of women's football in Scotland, and in boosting participation at grassroots level too. It has been exciting to help spark growing interest in a sport that delivers so much for communities, and we are confident it will continue to go from strength to strength." ❄️

Five-star feedback

Member feedback is important and drives what we do. We have partnered with Smart Money People, the 'Trust Pilot'

for financial services, who collate member reviews that are published online. We also encourage members visiting

our branches to fill out a Smart Money People feedback form. Our early results are showing our customer satisfaction score

is well above other banks and is excellent recognition of our personal service.
www.smartmoneypeople.com



Competition



WIN a luxury stay at Scotland's best B&B

TO celebrate our Guest House and Holiday Let Mortgages, we've teamed up with Emma and Graeme Clark, owners of the five-star Glenedale House on Islay and winners of the coveted 'Best B&B in Scotland' Thistle Award, to give away a two-night luxury getaway for two. Passionate about creating memorable experiences for their guests, Emma and Graeme have picked up no fewer than 36 awards in total, promising one lucky winner a holiday to write home about. With wholesome Scottish food sourced from local artisan producers, roaring peat fires, indulgent surroundings and the stunning scenery and island delights to experience, you may not wish to leave. ✨
www.glenedalehouse.co.uk

The prize

One lucky winner will enjoy award-winning food and five-star service over a two-night break at Glenedale House. The holiday

is for two people sharing one luxury room and breakfast is included. The Society will contribute £100 towards travel costs.

How to enter

To be in with a chance of winning, all you have to do is answer the following question: Islay is one of the largest islands that make up the Inner Hebrides and is famous for its peaty whiskies. Which of the following distilleries is NOT on Islay?

- A. Bowmore
- B. Lagavulin
- C. Ardbeg
- D. Auchentoshan

Competition closes at midnight on 14 Aug 2020. Simply email your answer along with your name, address and Scottish Building Society membership number to: members@scotbs.co.uk

Alternatively, send your answer and contact details to:

**Society Competition Marketing Department
Scottish Building Society, SBS House,
193 Dalry Road, Edinburgh EH11 2EF.
Competition terms and conditions can be
found at www.scottishbs.co.uk**

Competition winner

Congratulations go to Alan Donaldson (below), a member at Troon branch, who won these fabulous Gillian Kyle designer suitcases in our competition in issue 10.





Building for the future since 1848

As Scotland's only independent building society, the Scottish is owned by and run for the benefit of our members. We're proud to put you first. And wherever you are, whatever you need, we're here for you. So whether we're helping you buy your home, save for a rainy day, or invest for the future, we'll always help you make the most of your money.



scottishbs.co.uk