

YBS 2021 Annual Results

Supporting information for customer-facing colleagues

In this document, you'll find:

- Key messages - to help you with any basic queries from customers and members.
- Key contacts – if you receive any queries that you don't feel comfortable dealing with.
- Key dates – around the communication of our 2021 Annual Results.

Key messages

Our mutuality and financial strength...

- These are an incredibly strong set of results, with healthy profits. Our capital position remains strong and we remain a financially sustainable business with plenty of capital and liquidity to reinvest for the long term and weather this challenging environment.
- As a mutual, we have no external shareholders and all of our profit is retained to help members or increase our financial strength. This has enabled us to continue our purpose of delivering real help with real life.
- Our primary focus is balancing the needs of our membership as a whole and delivering value to both our savers and borrowers. We have delivered an additional £107 million to our savers, helped a record number of first-time buyers find a place to call home and further invested in our communities.

Our borrowers...

- We delivered value by using our members' savings to fund mortgages and returned to the market faster than our competitors in key product areas.
- As a building society we've been helping people to buy their own homes for more than 150 years and during 2021, provided 75,732 mortgages.
- We remain committed to helping first-time buyers who are less well served by the wider market, and in 2021, helped a record 42,000 people to have a place to call home for the very first time through our first-time buyer mortgages.

Our savers...

- We've delivered value by rewarding loyalty and providing regular savings accounts to help create a savings habit and build financial resilience.
- We have tried to protect existing savers as much as possible, by offering savings rates at 0.32% higher than the rest of market average and paid £107m in additional interest to savers in 2021.
- While the Bank of England increased base rate to 0.25% in December last year, we understand that 2021 was another tough year for savers.

Key contacts

If you're not comfortable answering a customer query using the press release or the key messages above, please just take the customer's details and pass them to the relevant colleague from this list below.

Type of query	Pass to	Telephone
Financial results, including: <ul style="list-style-type: none"> ▪ Queries on the figures, financial position / stability of YBS 	Gareth Mitchell (First point of call for telephone queries) Liz Porteous Richard Shaw	07557 093146 07709 345388 07860 637308
Treasury queries, including: <ul style="list-style-type: none"> ▪ Wholesale funding ▪ Investments ▪ Credit ratings agencies (e.g. Moody's, Fitch) 	Richard Driver Ed Smith Duncan Asker	07718 099692 07712 731914 07702 656646
Calls from the media <ul style="list-style-type: none"> ▪ Refer to External Affairs 	Paul Addison Gary Brook	07592 589870 07866 455111
Chief Officer PAs <ul style="list-style-type: none"> ▪ If above contacts unavailable 	Alison Sedgwick (PA to Stephen White, Interim Chief Executive Officer) Carole Munro (PA to Alasdair Lenman, Chief Finance Officer and Executive Director)	07519 378194 07872 100711

Key dates

(Please note, these could change, but it's unlikely)

Date	Activity	What this means
Wednesday 2 March 7am - 7.15am	Internal and external announcement of our 2021 Annual Results from Stephen White	The press announcement could attract commentary in the media throughout the day and afterwards Colleagues in customer-facing roles may be asked questions about our results from this point
w/c 7 and 14 March	Briefings to telephony colleagues in Customer Services in readiness for AGM mailing to members	Information to ensure colleagues are equipped to respond to queries
w/c 14 March	AGM branch and agency briefing information live on the intranet	Information to ensure branch and agency teams are equipped to respond to queries
Wednesday 23 March	Annual Report and Accounts available on our external websites Copies should also be available in branches and agencies from Wednesday 30 March	
Wednesday 23 – Friday 25 March	AGM pack mailed / emailed to voting members	During this period, please take the opportunity to encourage members to vote
Friday 22 April (5pm)	Deadline for voting online and receipt of completed proxy voting forms	
Tuesday 26 April	AGM at The Met Hotel, Leeds Members will also be able to watch the meeting live at www.ybs.co.uk/agm2022 (they'll need to enter their two part security PIN and meeting code) or the recording of the meeting (from Wednesday 27 April until the end of May) on the website at www.ybs.co.uk/agmrecording	