

Dear Member

### **Changes we are making to our branch network**

I wanted to personally write to you to let you know that we've taken the very difficult decision to close 17 of our branches.

This follows a detailed and considered review I have undertaken since joining the Society to ensure we are operating in the best interests of members, their families and our communities, as well as gaining a thorough understanding of how we perform relative to our competitors and the wider market. As part of this review, I've taken a deep look at our branch network and can clearly see the way members use our branches has changed. People are visiting us less and less each year, reducing the number of times they visit, and using alternative ways to manage their money - over the telephone and online.

In some of our locations there are days where we have very few members transacting in our branches. In others, less than 30% of members have transacted in the branch in the last 12 months. We also have decreasing customer numbers and savings balances in some branches. We've also considered the impact on staff morale, of working in branches where they have little to no interaction with members.

When we compare ourselves to other building societies, we have too many branches for the size of building society that we are, with low transaction levels and branch usage in some of our chosen locations. Whilst we know it doesn't suit everyone there is a continuing trend towards having the ability to transact digitally and we've seen this trend continue post the pandemic.

We have a responsibility to you and all our members to make sure we have an efficient branch network and that we operate in locations where members need and use them the most. We've been very thoughtful, and done a great amount of analysis, to understand the impact branch closures will have. We have also considered the distance to an alternative Nottingham branch, whether there are other financial service providers on the high street or whether we are the last remaining branch.

As a result, we have decided to close the following branches: Ashbourne, Bourne, Crystal Peaks, Fakenham, Leicester, March, Matlock, Melton Mowbray, Rothley, Scunthorpe, Skegness, Spalding, Stamford, Stapleford, Thetford, Wollaton, Wigston.

### **What happens next?**

We are writing to all members to inform them of the closures and for those members impacted directly by a closure we are sharing details of their new branch and will work with them to provide all the necessary support and answer any concerns they might have. We recognise that for some members their new branch may not be convenient and if we can't find a way to help them with their savings, we'll help them find other suitable savings options elsewhere.

We will also be listening to member and colleague feedback throughout the process to understand whether our plans are working and responding to any queries. I know members often ask what will happen to the colleagues in the branch. Our plan is to help as many colleagues find alternative roles in other branches or at head office so they can continue to be part of the Nottingham. In cases where we can't find an alternative role rest assured, we are doing all that we can to ensure colleagues are well supported.

These branches will close in December this year.

### **Thank you for your support**

The Branch network and our colleagues are extremely important to me, and so I am very mindful about the decisions we have taken and how they apply to both members and colleagues. We will do everything possible to make this as good an experience as possible for all those impacted by these changes.

These decisions are never easy, but we will always act in the best interests of our members and colleagues in the actions we take. Branches will remain a fundamental part of The Nottingham and the ability to help people to save and supporting people and the wider community in times of need. I look forward to sharing more in the months ahead on our future strategic priorities to ensure we continue to build a stronger and sustainable Society for years to come.

In the meantime, I'd like to thank you for being a member of The Nottingham and for your ongoing support.

Yours sincerely



Sue Hayes  
Chief Executive Officer