

MEDIA RELEASE

ONE IN FIVE PEOPLE WOULD PREFER BRANCH-BASED MORTGAGE ADVICE

Nottingham, UK, 15 November 2018 - People looking for mortgage advice in the local area can now get it face-to-face at their Nottingham Building Society (The Nottingham) branch, thanks to tech investment from the UK's eighth largest building society.

In a study by The Nottingham¹, over one in five (22%) consumers said they would want to use a branch-based mortgage advice service. As part of a large-scale digitisation project, the society's branches now feature a modern video system, which connects the customer to a qualified Nottingham Mortgage Services (NMS) mortgage advisor who can search and compare products from over 50 lenders.

The new Nottingham On Demand (NOD) service allows for full mortgage application details to be taken - in an average of just 30 minutes.

Director of Member Services Tina Hayton-Banks said: "We understand that going through a mortgage application process or remortgaging your house can be a daunting prospect and with so many products out there, it's a struggle knowing which to choose. Advice tailored around a person's individual needs makes a big difference and sometimes it's more complex than simply filling in a form.

"We already offer the service over the phone and face-to-face via an adviser in some locations but with the help of the technology investment, we can now extend this service to even more branches. Customer feedback so far has been excellent so we're excited our new 'NOD Pods' will allow us reach more customers with whole of market mortgage advice."

Head of Branch Network Gary Womersley added: "Finding our members the right mortgage, regardless of provider, is something we are passionate about. It's the reason, back in 2013, we started offering whole of market mortgage advice to our customers through Nottingham Mortgage Services and something we get lots of positive feedback about, so it's great customers in new locations can now benefit."

* Your home may be repossessed if you do not keep up repayments on your mortgage.

Photo caption: *Head of Branch Network Gary Womersley speaks to Director of Member Services Tina Hayton-Banks in one of The Nottingham's new 'NOD Pods'.*

ENDS

For further information please contact: Chris Kershaw, Senior Communications Assistant (PR) on 0115 956 4347 or chris.kershaw@thenottingham.com

Notes to editor: The Nottingham is an award-winning building society and estate agency operating online and via its network, spanning 67 branches across 11 counties. The eighth largest building society in the UK by assets, with the fifth biggest branch presence, The Nottingham offers a broad range of building society services such as mortgages and savings, as well as independent financial planning, whole-of-market mortgage advice and local estate agency services.

www.thenottingham.com

¹ 1,078 people were interviewed online in March 2018 by the research company Consumer Intelligence. They represented the demographic profile of the UK