

Pensionwide

HAPPY RETIREMENT!

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Your guide to moving to a smaller home / p10-11

Welcome to Pensionwide

We hope you enjoy this issue of *Pensionwide*. As ever, we aim to bring you news from Nationwide, information about pensions, and help you keep in touch with former colleagues and friends.

In this issue we look at Take Five, a government-backed national awareness campaign to protect people from fraud (page 12) and announce the winners of two iPads from the launch of our new Member Portal (this page).

We also highlight some interesting news from Nationwide: on page 7 we report that the Society is bidding for funding to launch a business banking service while on page 9 you can read about the Nationwide research which reveals that more than half of the people in the UK who are struggling with debt don't seek help.

Are you thinking of moving to a smaller home to release some capital or make life simpler? Then you'll be interested in our guide to downsizing on page 10.

And are you making the most of your retirement? Tony Gabb certainly is, doing the things he loves. On page 4 he tells *Pensionwide* about his work at Swindon Town Football Club's ground – a bit of a dream come true for a life-long fan.

Reader Annette Minor (née Holmes) enjoyed an article in the last issue of *Pensionwide* about Derek Alcock's memories of a training course at Knuston Hall in Northamptonshire. Annette wrote to tell us about her own experience on a course there – see page 5.

And please do keep in touch with our pensioner groups – see page 6 for our list of regional contacts.

We'd love to hear about your retirement or memories of your time with the Society and its predecessors. Please send your letters to our Postbag (address on page 5) and tell us about your recent activities, trips, hobbies and events. We'd also welcome your views on *Pensionwide* and what you'd like to see in future issues.

All the Nationwide Employee Pensions team wish you a happy, healthy and enjoyable summer.

The *Pensionwide* editorial team



Our iPad winners

Congratulations to the two lucky winners of iPads in the competition that launched our new member portal.

The winners were Miss Marie Smith, a Deferred member from Swindon, and Mrs Margaret Higgins, a retired Pensioner member from Wolverhampton.

We caught up with Mrs Higgins in March to find out how she felt about her win. She told us that she worked for Staffordshire Building Society (pre-Portman merger) for over 20 years and retired in 1998. Mrs Higgins registered for the portal as she recognised how much easier it would be for her to keep in touch through the website and portal, but never expected to receive a call to say she'd won.

Margaret is completely embracing the new technology and since she got the iPad up and running, with a little help from her grandson and granddaughter, her main searches have been on Google Earth and looking for holidays. She's now looking forward to exploring all the apps the iPad has to offer including crosswords, games and musical challenges.

Well done to both Margaret and Marie.

How's the new Member Portal doing?

In a digital age, it's important not to get left behind. That's one of the reasons why we launched the Secure Member Portal on the Fund website – so you can keep in touch with us and we can keep in touch with you.

Changing your details no longer has to be onerous with form filling and letter writing: just log into your portal, update your details online, hit the 'submit' button and the job is done.

But we're not going to stop there; there's lots we can do with the portal and we're busy in the background identifying what's important to you as a member and how the portal can help us better manage the Fund.

We'll soon be adding Annual Benefit Statements for our Deferred Pensioner members and our Active members who are still employed by Nationwide. For our Pensioner members, we want to make sure we're paying your pension into the right place so we're making it easier for you to change your bank details with us, when you need to, by completing a simple online form. Look out for further developments.

If you haven't already done so, make sure you register for the portal using the unique code we gave you in January as we'll soon be using SMS texting and email to keep you informed on everything you need to know about your pension.

We do recognise though that one size doesn't fit all, so if you'd prefer to carry on receiving communications from us through the post you can always request to do so by contacting the Employee Pensions team at the address on page 5. And of course you can write to us even if you've registered for the portal.

And likewise, if you have yet to register and can't remember where you stashed your postcard, just get in touch with us and we'll provide a new one.



USEFUL CONTACTS

Citizens Advice Bureau
03444 111 444
www.citizensadvice.org.uk

Money Advice Service
– free, unbiased advice on finances
0800 138 7777
www.moneyadvice.service.org.uk

Mailing Preference Service
– to reduce junk mail
0207 291 3310
www.mpsonline.org.uk

Telephone Preference Service
– to reduce cold calling
0345 070 0707
www.tpsonline.org.uk

Action on Elder Abuse
0808 808 8141
www.elderabuse.org.uk/helpline

Age UK
0800 055 6112
www.ageuk.org.uk

Elderly Accommodation Counsel – advice and guidance
0800 377 7070
www.eac.org.uk

Independent Age
– advice and help for older people
0800 319 6789
www.independentage.org

Pension Credit Claim Line
0800 99 1234
www.gov.uk/pension-credit/how-to-claim

Thanks Philip... and welcome Catherine

Philip Whittome will leave the Trustee Board at the end of June 2018. We'd like to thank Philip for his contribution to the Board during his six years as

a Trustee. Catherine Redmond will join the Board from 1 July 2018. Catherine is a professional pension trustee and represents BESTrustees. Catherine has

extensive experience of larger UK pension schemes and also holds pension trustee appointments in the technology, banking and charity sectors.

Meet Tony Gabb

What's the secret to a happy retirement? Keeping active and doing things in your own time says Tony Gabb. Here he tells *Pensionwise* about his work at Swindon Town Football Club and offers some tips on retirement.

What have you been doing since you retired?

I work with the groundsman at Swindon Town Football Club. I've always been a fan and since 2011, before I retired, I used to go over the pitch on match day tapping divots (churned up lumps of turf or earth) back into place at half time and afterwards to leave the pitch smooth for the groundsman.

When I retired the groundsman said he needed help at Swindon's training ground so I started working there three days a week for three hours. I enjoy it because you're out in the fresh air getting exercise and it's useful. They now pay me a small wage too!

Why Swindon FC?

My grandfather took me to my first match in May 1967 when I was nine – 51 years ago. I loved it and I've been a fan ever since.

Do you have any other interests?

I keep active and I enjoy fishing, walking and cycling. We moved house six months after I retired so there's been a lot of DIY and gardening. People always say it but it's really true: I don't know how I found time to go to work.

We've been on some super holidays since I retired: Mexico, two Caribbean cruises, Cape Verde and

we travelled down the west coast of America. Of course the key is being able to afford it.

Any tips on enjoying retirement?

Keep active mentally and physically. You can keep busy but the difference is that once you're retired you can do what you like, when you like. If you don't feel like doing something today you can do it tomorrow.

Also I'd advise anyone to retire in April if possible then you have the summer to look forward to. I retired in October and had the winter before I could get out and make the most of it.

My grandad said 'don't regret what you haven't done – regret what you have done'. I think that's good advice so get out there and do whatever it is you want to do.

If there are any newly-retired people in Swindon who are feeling a bit lonely give me a shout and we'll meet for a coffee.

A Society career

Tony joined Nationwide straight from school in September 1974, on the day the Swindon Admin Centre opened in Princes Street. He was a finance clerk earning £16 a week. In 1980 he moved to the Index section, then to Data Processing in 1982. In 1984 he joined Establishment (known as Logistics today) and then Technology in 1988, working most recently as a Platform Manager leading a capacity planning team. He retired aged 55 in October 2013. His wife Julie still works at Nationwide in the Employee Pensions team.



Tony working at Swindon Town Football Club's County Ground.

More memories of Knuston Hall

Reading Derek Alcock's memories of a training course at Knuston Hall in Northamptonshire prompted Annette Minor (née Holmes) to tell *Pensionwide* about her own experience on a course there, and how some cows took a liking to a Ford Zephyr!

I enjoyed the photograph sent in by Derek Alcock showing the course at Knuston Hall for assistant managers, chief clerks and supervisors in November 1969.

I too went on a course at Knuston but for the junior staff. This photograph I am sure was taken in 1964. I cannot put a name to every face, but of course Mr G H R Gardiner (Chief of Staff) took centre stage with Stanley Blunt and Bob Bending either side of him. The young ladies from the left were me (Annette Holmes), Judy Collins, Gill Sergeant, Jill Allen and Mary Mitchell. Gill and I went on to marry Society staff.

Mr Edgar Swannell, I remember, came along one morning to take a teaching session, driving over in a rather



swanky brand new Ford Zephyr. During the day, the cows in the meadow – there was no fencing in those days – took a liking to the British Racing Car Green paintwork and licked off every layer. It resulted in Edgar's broken heart and a respray of course. Happy days.

Annette joined the Northampton Town and County Building Society in 1962 as a junior and worked in various roles including in the machine (accounting) room and in the mortgage department. She then became Bob Bending's personal assistant. Annette left work in 1967 when she married Northampton Branch Manager Ray Minor, who was with the Society until he retired in 1981.

Anything to share?

Do keep sending us your news and views for *Pensionwide*, because we love to hear what you're doing in retirement and your memories of your time with Nationwide.

We welcome your letters, news or articles and photos. We also appreciate your feedback

on *Pensionwide*, so if you have any comments on this issue, or suggestions about what you'd like to read in future issues, please get in touch.

Email us at pensions.team@nationwide.co.uk or write to us at *Pensionwide*, Employee Pensions Team, Nationwide

House, Pipers Way, Swindon SN38 2GN.

i If for any reason you would prefer not to be sent *Pensionwide*, please contact the Employee Pensions Team. Email us at the address above or call us on 01793 655131.

Diary dates

★ You can keep in touch with former colleagues online via the Nationwide Pensioners' Facebook group. The Facebook group, called Ex-Anglia and Nationwide Employees, is for all retired employees and members would be delighted to hear from you. If you're already on Facebook you can just join the group. If not, simply search for the group and follow the instructions.

SWINDON

Our Swindon Pensioner Group members are looking forward to outings including a trip to the National Botanical Gardens of Wales in Carmarthenshire and a visit to Gloucester.

The group holds regular well-attended coffee mornings at Nythe Community Centre, The Drive, Swindon, SN3 3RR from 9.30am to around 11am. Day trips leave Nythe at 8.30am. All former colleagues are welcome.

Dates for the rest of the year are:

14 June: coffee morning

28 June: visit to National Botanical Gardens of Wales

12 July: coffee morning

26 July: evening summer buffet at Wrag Barn

August: no meetings (summer break)

6 Sept: coffee morning

4 Oct: coffee morning

18 October: visit to Devizes market and Avebury House

8 Nov: coffee morning

22 Nov: visit to Gloucester city and quays

7 to 10 Dec: Thursford Christmas Spectacular staying at a hotel in Great Yarmouth

13 Dec: coffee morning.

There's more information on the website at www.nationwidepensioners.btck.co.uk. For more details call June Phillips on 01793 520059 or Dave Coe on 01793 813396, or email him at [deevee.coe@ntlworld.com](mailto:coe@ntlworld.com).

PENSIONER GROUP CONTACTS

BEXHILL-ON-SEA

Mrs J Porter

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Mrs J Wilson

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Find us on Facebook at

<https://www.facebook.com/groups/1633280563594043/>.

SWINDON

David Coe

☎ 01793 813396

Deevee.coe@ntlworld.com

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☎ 01793 520059

WEST MIDLANDS

We are looking for a contact for our West Midlands Group.

Please contact Abigail Elson on

☎ 01793 655131 or

✉ abigail.elson@nationwide.co.uk



YEOVIL

Retired Nationwide staff met for a reunion lunch in Yeovil in November 2017. Ex staff members present were Diana King, Colin Evans, Roger Walters, Marion Charles, Teena Hallett, Edwina Moran, Wendy Hunt, Ken Bray, Nic Hill, Roger Walters, Ray Darch and Louise Jones.

More events are planned for Yeovil in May/June and November/December 2018, with dates to be agreed.

If anybody would like to join in please join the Facebook group at <https://www.facebook.com/groups/1633280563594043/> or send an email to Diana King at diking@btinternet.com.

★ You can find all the Nationwide pensioners' groups on the website <http://nationwidepensioners.btck.co.uk/>. It lists all the pensioners' groups and contacts, making it easy for you to find out about meetings and social events. All group organisers can submit updates and news via the website, which is updated regularly. Most groups organise coffee mornings or pub lunches and some offer a range of other activities as well. If you'd like to get in touch with your nearest group have a look at the list on the website.

5.7m

the number of UK's smaller and micro businesses



Nationwide bids for funding for business account

Nationwide is bidding for funding to launch a business banking service.

If successful, Nationwide will help to transform competition in a market dominated by the big five banks who hold 85 per cent of business accounts.

The Society is hoping to secure RBS funding to launch a straightforward current account that prioritises the needs of the UK's smaller firms, which employ one-in-three people in the UK.

"There is a growing crisis of confidence between our businesses and our banks," said Kevin Hollinrake MP, Vice-Chair All-Party Parliamentary Group on Fair Business Banking. "I welcome the news that Nationwide will bid for funding to allow it to offer an alternative in business banking."

The RBS fund is designed to inject choice into the UK business current account market.

Approximately half of small and medium-sized businesses (SMEs) don't rate the service they receive as 'very good' or 'excellent', but the lack of real alternatives means just four per cent a year switch.

Meanwhile, despite not actually offering a business current account, Nationwide has the top rating for customer satisfaction among SMEs.

Funding would help Nationwide serve the UK's 5.7 million smaller and micro businesses – such as tradespeople, sole traders and owner managed businesses – rather than targeting the big corporates and start-ups.

Escape room challenge for interviewees



**Harry Dhillon,
Nationwide Graduate
Scheme inductee, said:**

“The overall experience took me by surprise. Being used to competency based interviews, this assessment centre was a refreshing change. In particular, the escape room challenge and the digital aspect of the tasks. The Nationwide assessment centre was the best I’ve attended; a truly rewarding experience.”

Candidates for jobs at Nationwide are being asked to escape from a locked room as part of their job interviews.

The ingenious ‘escape room’ format is being used during the assessment process for graduates and apprentices. Echoing popular programmes such as *The Crystal Maze* and *The Krypton Factor*, the escape room format is designed to identify skills like collaboration and creative thinking.

Candidates are allocated 25 minutes to solve a series of clues that help them find the padlock

combinations to five boxes, the last of which holds the key to the room. Challenges include logical tasks, code breaking, crosswords and spatial puzzles. The escape room is being used alongside more traditional assessment methods for the Society’s emerging talent applicants, including graduates and apprentices.

Katrina Hutchinson-O’Neill, Nationwide’s Director of Resourcing, said: “Just as we value the fresh insight, enthusiasm and drive our graduates and apprentices bring

to the Society, it’s important that we reciprocate this approach. The refresh of cult classic game show *The Crystal Maze* is a great example of the resurgence in popularity of group problem solving tasks. Our escape room concept is very much the resourcing equivalent.”

Escape for the evening: Escape rooms are springing up across the UK providing a novel evening out. They started in Japan but are now popular in the US and much of western Europe. Groups book in and have to solve a series of puzzles to find the key to the room within a set time.



Silent struggle with debt

More than half of the people in the UK who are struggling with debt don't seek help, according to new research by Nationwide.

The poll of more than 2,000 UK adults reveals that of those in debt, 57 per cent are experiencing problems and feel like they are 'juggling' their debts. Nationwide commissioned the research to encourage people in persistent or problematic debt to ask for help from their building society or bank as early as possible, rather than struggle alone.

According to the survey, almost six in ten (58 per cent)

say they have never sought help with managing their debts. Among those who do seek help, just seven per cent approached their financial services provider, whereas more than a fifth asked for help from friends and family and more than one in ten (12 per cent) have consulted a debt counselling service.

Jasper Davy, Nationwide's Head of Collections and Recoveries, said: "Dealing with debt should be a shared responsibility. As a building society, we have a duty of care to support our members both in the good times and the difficult ones. Because of the debt support services we offer for free, we know that there are customers who were struggling, but who are now in work, have increased their income and are thriving. There's lots of support widely available and we'd encourage anyone who is struggling to ask for help as early as possible."

Dealing with debt:

1

Don't ignore debt – make a list of all debts and don't forget your overdraft and cards you don't use

2

Create a budget – cut back on non-essential spending and use savings to pay off expensive debts

3

Shop around for cheaper deals and check if there are ways to increase your income

4

Talk with your creditors or a debt advice service, many of which are free, to see how they can help

Time to downsize?

Moving to a smaller home can make sense: it releases money and a lower maintenance property will give you more time to enjoy retirement. Here's *Pensionwise's* guide to downsizing.

Across Britain it's estimated that downsizing to a home with one less bedroom releases on average more than £50,000. Such a big move requires thought – here are some points to consider.

Be realistic

Downsizing is a time to be honest and to look ahead. Would a smaller garden be easier in future? Should you put aside dreams of a country cottage and go for the practical option of an easy to maintain house in a handy town? Think about your needs not only now but in ten years' time.

Location

If you're planning to downsize, the first decision is where you'll live. For many people staying in the area where they have a network of family and friends is a good idea. Or you might want to move to be nearer to your children. Others opt for a complete change, going from the city to the country or vice

65

More than half of people aged 65 and over have two or more spare bedrooms

versa, and many people plan to retire to the coast.

If you plan a big change, do plenty of research. Is that seaside town dead in the winter? Are there enough amenities for you in the country? Is there public transport and access to facilities such as a doctor's surgery? If you plan to move into town from a rural area, visit at night and weekends. Will it be too noisy?

Might you be lonely in a new place? If you're a couple and have no contacts in your new area, relying solely on each other could strain your relationship. Are there places to go and clubs to join to meet like-minded people?

Which property?

Many downsizers want newer and lower maintenance homes, but moving from a rambling Edwardian house to a neat modern flat can be quite a leap. Look on it as an adventure – a complete change of style. Decorating and furnishing a sleek modern home can be a refreshing opportunity.

If you're planning to look for a picture-perfect period cottage, be practical. Do you have the time and resources for the upkeep? Could that charming winding staircase be a hazard in the future? That said, you

can afford to take your time and find somewhere you love.

How small?

Consider how many rooms you'll really need. A one-bedroomed flat may be temptingly cheap but you might want space for visitors. Do you need a garden or would a balcony or courtyard do?

Do your sums

If there's equity in your home, selling it might release enough money to invest to give you an income. Get professional advice

and factor in costs such as estate agents' and solicitors' fees, removals and stamp duty.

Declutter

Unless your current home is a model of minimalism you'll need to declutter before you move somewhere smaller. To avoid being overwhelmed, start by clearing one cupboard or drawer at a time and put things in three boxes: keep, sell or give away. Be ruthless: if you haven't looked at something or used it in the past year you probably don't need it.

Retirement properties

Retirement developments are usually for people aged 55 (sometimes 60) or over. They may be apartments in a single block or houses, bungalows and flats in a retirement community. They are leasehold and there will be added costs such as service charges. Many retirement property schemes charge a percentage of the sale price when you sell your home there. Retirement properties tend to be sociable places so are good for those living alone. Some offer assisted living support and larger developments may have swimming pools, gyms and activities.



1 in 3

One in three householders aged 55 or over expects to downsize.

More than half of them say a low maintenance home is a big factor

{and finally}

Keep a step ahead of the scammers



Think you know how to avoid fraud? With criminals getting more ingenious all the time it pays to be suspicious.

One way to keep a step ahead is to take the test on the Take Five Stop Fraud website at <https://takefive-stopfraud.org.uk>.

Take Five is a government-backed national awareness campaign led by FFA UK (part of UK Finance) that urges you to stop and consider whether a situation is genuine and think if what you're being told really makes sense.

Nationwide signed up to the Take Five anti-fraud campaign and has also established a



Specialist Support Service to help customers in vulnerable circumstances manage their finances. You can call the Nationwide Specialist Support Service free on 0800 917 23 93 or visit the website at <http://www.nationwide.co.uk/guides/dealing-with-the-unexpected/specialist-support>.

Remember:

- A genuine bank will never contact you out of the blue asking for your PIN, full password or to move money to another account.
- Question every uninvited approach by phone, email or text in case it's a scam. Never automatically click on a link in an unexpected email or text. Instead, contact the company directly using a known email address or phone number.
- Give your personal or financial details only to services that you have given your consent to, that you trust and that you are expecting to be contacted by.
- Always contact your bank using a number or email address you trust – such as the one on the back of your payment card or on their official website.

Your privacy is important

The Trustee holds information about you, your fellow members and other beneficiaries of the Fund. It needs this information to make sure the Fund is managed properly. Keeping this information safe and secure is something the Trustee takes very seriously.

In May 2018 the data privacy laws changed. The Trustee has reviewed its data policies in light of these new rules. The Trustee's Privacy Policy can be found through a link on the bottom of each page on the Fund website nationwidepensionfund.co.uk. This

policy will explain more about how the Trustee keeps your personal information safe, who the Trustee might share this information with, how long it may be held for and, most importantly, your rights relating to your personal data.

If you'd like to keep a paper copy of the Privacy Policy, you can print it directly from the website. Alternatively, if you would prefer to be sent a copy, please contact the Pensions Team by either emailing them at pensions.team@nationwide.co.uk or you can call them on 01793 655 131.

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nationwidepensionfund.co.uk

Remember to let the Trustee know any changes to your details – you can log in or register to update your address or Expression of Wish on the Member Portal at nationwidepensionfund.co.uk or contact the Pensions Team.