

Pensionwide

MANY HAPPY RETURNS!

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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.

Do you remember the name Arthur Webb? He spent many years leading the Co-operative Permanent Building Society, which later became Nationwide and gave his name to the Arthur Webb Challenge Cup, awarded to a branch annually. Read on page 10 how Nationwide has revived the award and look back at the branches that received it from 1953 to 1970. Did your branch win the cup?

There's news from Nationwide on page 8 stressing the importance of a healthy high street to help keep local communities alive.

On page 4 you can meet our longest serving Trustee, Arthur Amos, who tells us about his role and why he enjoys it.

Nationwide has launched a new mortgage product for people aged 55 and over. It's aimed at addressing the needs of older people, helping them live their retirement of choice. You can read about it on page 3.

Our pensioner groups report on their activities on page 6. They all welcome new members so if you or any former colleagues would like to get involved please get in touch with your local group (see page 7 for our list of regional contacts).

All the Nationwide Employee Pensions team hope you enjoy a happy and healthy summer.

The *Pensionwide* editorial team



What would you like to read?

Do you enjoy reading about the Society's history? Do you like to learn more about the people who administer the Nationwide Pension Fund?

We'd very much like to know what kind of articles and features you enjoy in *Pensionwide*.

Do you have ideas about what you'd like to see, such as general interest articles, news or photos from the Society's archives? We appreciate your feedback on *Pensionwide*, so if you have any comments on this issue, or suggestions for future issues, please get in touch.

And 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, articles and photos. Call Helen Washbourne, pictured, on 07881 595153 or email her at helen.washbourne@nationwide.co.uk.



i If for any reason you would prefer not to be sent *Pensionwide*, please contact Helen Washbourne in the Employee Pensions team. Email us at pensions.team@nationwide.co.uk or write to us at *Pensionwide*, Employee Pensions team, Nationwide House, Pipers Way, Swindon SN38 2GN.

Useful contacts

Citizens Advice Bureau

03444 111 444 www.citizensadvice.org.uk

Money Advice Service – free, unbiased advice on finances

0800 138 7777, www.moneyadviceservice.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

Action Fraud

<https://www.actionfraud.police.uk/> 0300 123 2040 to report fraud and cyber crime

New mortgages offer choice for over 55s

Nationwide has launched a mortgage product to meet the needs of the over 55s – the first high street lender to offer such a service.

The Later Life Lending mortgage product is designed to support the financial needs of Nationwide's older members. It is a comprehensive package of mortgage options and advice for older borrowers, coupled with dedicated advice for people aged from 55 to 85.

It's aimed at addressing the needs of an ageing population by bridging the gap in the market for later life borrowing options, helping people live their retirement of choice. Later Life Lending products will be accessed directly through Nationwide via a team of specialist Later Life mortgage consultants.

The Later Life Lending products are a response to feedback from the Society's members about their evolving needs. People are living longer and need adequate funding to

support their lifestyle. For a growing number of people, having the ability to access the value in their home gives them more choice in making important financial decisions, such as improving or adapting their home.

Initially, the products will be available only to existing Nationwide mortgage members, but the plans are to roll them out more widely later this year.

Specialist Nationwide Later Life mortgage consultants will help applicants with the advice process.

Jason Hurwood, Nationwide's Director of Home Propositions, said: "We've seen growing demand from people wishing to release the value tied up in their home, particularly to support them being able to live the retirement they want to live. The Nationwide Later Life Lending options that are now available through our dedicated mortgage advisers mean we're the first major high street lender to establish ourselves to support that

growing demand. With the variety of options available when it comes to accessing the value that may be locked up in their homes they need to be supported to take charge of their futures and find the right option for them and their particular circumstances."

He continued, "We have an ongoing plan to address the needs of a changing and ageing population, and to design products to support people in or approaching retirement."



There's more on our website and Member Portal

You can find lots of information and some simple video guides at <https://nationwidepensionfund.co.uk/> as well as your access to the secure Member Portal.

You can already tell us quickly and securely if you need to change the bank account your pension is paid into, complete

an Expression of Wish form and see your current pension benefit. And if any of your personal contact details change, you can edit them online too. Next year, you'll also be able to see how your pension benefit has increased.

Registering on the Member

Portal helps us to keep in contact with you, making it much easier to keep in touch.

You should have received your personal unique registration code by post but if you've misplaced it, you can call the Employee Pensions team on 01793 655131 for a new one.

Meet Arthur Amos



Pensions have a higher profile than ever before, says our longest serving Trustee Arthur Amos. He told *Pensionwise* what the role of Trustee Director involves and why he enjoys it.

How long have you been a Trustee?

I am the longest serving Member Nominated Trustee and I've been re-elected several times. My term ends in three years and I think I'll have done my fair share by then.

What's your role as a Trustee?

We administer the pension fund in accordance with the trust deed and rules. There are four Member Nominated Trustees and four nominated by the employer. Essentially we ensure we pay the right pensions at the right time. Some people assume that a Member Nominated Trustee has a slightly different role and is there solely to represent members' views, but that's not the case. Having said that, I do bring a member's perspective and people know me and ask me questions; I sometimes get an email or phone call. When there's an election people ask if I will stand again.

There's no 'us' and 'them' between Member Nominated and Employer Nominated Trustees. We have to administer the fund according to the law and, while we may have some robust discussions, most decisions are made unanimously.

What attracted you to the role?

I was contributing to the pension

fund and there was a vacancy on the Board so I stood for election. I like to get things done so I wanted to be part of it.

Also, I was interested in pensions and financial matters and I'd been involved in pensions negotiations as part of the NGSU.

What was your job at Nationwide?

I started in the branches and became a branch manager. Then I moved into IT in various managerial roles, so I've seen different aspects of the Society, including working directly with members.

Is the Trustee role time consuming?

Fairly. I attend eight trustee meetings each year in London and there's always quite a lot of reading and preparation for those. There are also numerous phone conferences – it can be as many as 20 a year. Each year we put out to competitive tender one of the companies we use, such as actuaries and lawyers; this can involve several meetings.

Then every three years there's a valuation of the Fund, which is reported to the Pensions Regulator.

If there's a deficit, we have to negotiate a deficit recovery plan which would also be reported.

For all of this there are papers

to read and preparation. It gets easier after the first year!

How do you keep up to date with pensions legislation and news?

I do a lot of reading around the subject. Someone saw me reading *Occupational Pensions Monthly* and said it would be a good candidate for the missing headlines round on *Have I Got News For You!*

You have to keep up to date when you're a Trustee because members having the pension they're expecting is massively important for people.

Is there any training?

New Trustees are asked to do the early modules of the Pensions Regulator's online toolkit and there is regular training. I've done the Pensions Management Institute Award in Pensions Trusteeship.

Do you enjoy being a Trustee?

I do. Sometimes I ask myself on a cold February morning why I'm getting up at five thirty to get from my home in Swindon to a London meeting, but on the whole I enjoy it.

What skills do you bring?

My roles within Nationwide were quite analytical and operational, so I bring that. People tell me that I'm quite independently minded and I'm not afraid to speak out, but hopefully in a constructive manner.

Has the Trustee role changed?

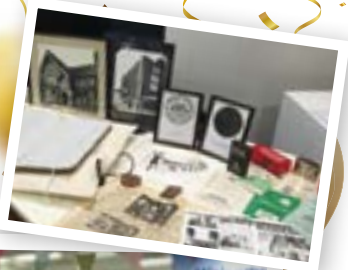
A lot. It's now much more complicated and there are far more regulations. People used to take pensions for granted but now they recognise their importance.

Branches celebrate milestone birthdays

Nationwide branches around the country are marking their milestone birthdays – and would love customers to join in the celebrations.

Branches have been supporting members and their local communities for many, many years – and are proud to celebrate their anniversaries.

The Maidenhead branch celebrated its 160th birthday this year. Its roots go back to 1859 with the foundation of the Maidenhead Building Society in the town.



Other branches with anniversaries this year are:

- July: Seaford, Northwood, Liverpool, Canvey Island, Hampstead, Anstey, Milton Keynes
- August: Portadown, Bromley, Croydon, Stirling, Southgate, Ilford, Andover
- September: Preston, West Bromwich, East Grinstead, Newbury
- October: Bootle, Trowbridge, Beckenham, Bedworth, Hornchurch, Surbiton
- November: Purley, Cliftonville, Tiverton, St Neots, Putney, Hackney, Crewe, Kingsbury.



Early days

Nationwide's parent Society, the Co-operative Permanent Building Society, started opening local branch offices as early as the 1920s; the very first was in Birmingham. This experiment in branching out was successful so new branches were opened up and down the country.

Branch expansion really took off in the 1970s and the network also grew through the Society's merger with the Anglia in 1987. Today there are just under 700 branches, and many of them have been operating from the same location for decades – a real fixture on the High Street.





CHESHIRE

Jenny Wilson of our Cheshire group has started a Facebook group to make it easier for members to keep in touch.

“I am starting up a Black Cat Club group on Facebook,” she says. “I know not everyone uses Facebook and I will endeavour to update non-users by email. If you still want to be contacted by email or telephone, please let me know using the contact details on page 7, which are now current. Paul (Hughes) really likes to hear about what people are doing and it would be nice to have something to tell him! I’m hoping that by the time you read this I will have mastered the technology required to keep everyone in the loop. I look forward to hearing from you.”

EAST ANGLIA

The next bi-annual lunch has been arranged for Wednesday, 9 October 2019 and will be held at our regular location of the George Hotel in Swaffham.

“The last lunch held in April was well supported, and included a new member, Andy Agent,” says Deryck Chambers. “The venue can still cope with larger numbers, and more will be welcome to join us.”

NORTHAMPTON

Our Northampton group would be pleased to welcome you to one of their enjoyable lunches – no need to book, just turn up around noon. The exception is the Christmas

Gentlemen who lunch!

Our Covent Garden Pensioners group met for lunch recently at Cote Brasserie, near Covent Garden, London. Pictured around the table, left to right, are Doug Jefferies, Liam DeRoe, David Smith, Malcolm Wrapson, Graham Barley, Arthur King and David Vanandel.

“We meet twice a year, usually in May and November, at a convenient London venue,” says Liam. “Usually we have about 12 to 15 in attendance. If anyone not already on our mailing list is interested in joining us please e-mail me on liamderoe@hotmail.com.”



lunch, which needs to be booked in advance. If you’d like to go, contact Pat Jones or Bill Partis (see contact details on page 7). Dates for the rest of this year are:

15 July: Toby Carvery, East Hunsbury NN4 0TG

19 August: Billing Mill, Billing NN3 9EX

16 September: Queen Eleanor, Northampton NN4 7JJ

21 October: Poppy Field Farm (carvery), Duston NN5 6GT

18 November: The Quays (carvery), Billing NN3 9DA

9 or 16 December: venue to be confirmed (booking needed).

SOMERSET, DEVON AND DORSET

Our Somerset, Devon and Dorset group members keep in touch through their Facebook page at <https://www.facebook.com/groups/1633280563594043/>. Diana King says Nationwide pensioners and current employees

in the West Country use the Facebook group to chat and to arrange events. New Facebook group members are very welcome – just go to the page and join the group to connect with former colleagues.

SWINDON

Our Swindon group has a full programme of social events and would be delighted to see new members. Dates for this year are:

25 July: dinner at Wrag Barn Golf Club

August: summer break

5 September: coffee morning

3 October: coffee morning

17 October: day trip to Imperial war Museum in London

7 November: coffee morning

21 November: day visit to Merryhill shopping centre

5 December: coffee morning

19 December: Christmas lunch at Littlecote House.

Keep in touch

There are several ways to keep in touch with former colleagues and find out about social events.

You can contact your local pensioner group representative (see list of contact details on this page) and join in with social events.

You can also 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 Facebook and follow the instructions.

The Nationwide Pensioners' website is updated throughout the year. It includes the option to 'Contact us' with any group dates and you can search for friends and colleagues by posting on the page 'People looking for people'. The group, run independently by some of our pensioner members, can be found at <http://www.nationwidepensioners.btck.co.uk/PeoplelookingforPeople>.

One member recalls when new retirees received a printed booklet with the names and addresses of all

retired employees, which people found very helpful in maintaining contact with former colleagues across the country. The booklet is no longer published but the pensioners' website is the modern alternative.

Pensioner groups are always very happy to welcome new members so please get in touch.



Pensioner group contacts

Bexhill-on-Sea

J Porter
☎ 01424 215521
Joan Holland
☎ 01424 214566

Cheshire

Jenny Wilson
☎ 07887 554 783
✉ jenny.wilson44
@btinternet.com

Northampton

Pat Jones
☎ 01604 948463
William Partis
☎ 01327 878818
✉ bill_partis@
hotmail.com

Somerset, Devon and Dorset

Diana King
✉ diking@
btinternet.com

Swindon

Dave or Jean Coe
☎ 01793 813396
✉ Deevee.coe@
ntlworld.com
June Phillips
01793 520059

East Anglia

Deryck Chambers
☎ 01223 500491
✉ deryck.chambers@
ntlworld.com

Covent Garden

Liam DeRoe
☎ 07960 447624
✉ liamderoe@hotmail.com

Please contact Helen Washbourne if you'd like to become a contact for one of our groups, set up any new Pensioner groups, update your contact details or send her news from your group meetings.

☎ 07881 595 153
✉ helen.washbourne@
nationwide.co.uk

OPEN

Pledge to keep branches

Nationwide has committed to protect branches as it urges businesses to rediscover their role in the community at a difficult time for the nation.

The Society warns that failing to embrace changing consumer needs and not actively encouraging communities to thrive could spell the end for many local shopping centres due to disenfranchised local shoppers.

Nationwide, which has around 650 branches, has committed to not leave any town or city in which it is currently based without a branch for at least two years.

Nationwide hopes that the assurance, which lasts until at least May 2021, will give consumers confidence that their local shopping centres will not be left branchless. It has been made as far ahead in the future

£22m
of funding over five
years to help local
housing issues



as is possible given Nationwide's scale and the fact it is not immune to major shifts in consumer behaviour.

The move, which comes in the wake of significant bank branch closures, forms part of Nationwide's staunch support of communities, which includes allocating £22 million of funding over five years to help local housing issues, pledging to serve small businesses by entering the business banking market and an ambitious £50 million project to build more than 230 new homes in Swindon, with any profit to be

reinvested back into communities.

Nationwide data shows a clear correlation between the health of a high street and the local contribution of a branch due to increased footfall and transactions.

An estimated 10,000 shops are expected to close over the course of 2019, according to the Centre of Retail Research. But while much of the focus on declining footfall has been on the shift to online retail, Nationwide believes more needs to be done to serve and empower communities.

Joe Garner, Chief Executive of Nationwide Building Society, said: "We need to rediscover the sense of belonging that has served communities for centuries, and as businesses we need to open our doors to people and not just customers. It's not good enough that we succumb to the perceived inevitable and watch our local shopping centres fade away. We owe it to our communities to make ourselves relevant again."

Turning to tech to deter burglars

More than a third of burglary victims in a Nationwide survey admit to posting on social media that they were going away.

Many people are also leaving windows and doors unlocked and alarms turned off. Seven in ten (71%) householders are turning to modern technology and gadgets to secure their homes, and more than two in five respondents (45%) have installed a smartphone doorbell. But three

quarters of respondents with a smartphone doorbell camera said it had been left without power because the battery had run out.

The research also showed that:

- Two thirds of people in the UK have been burgled, with a third burgled more than once
- Seven in ten burglary victims turn to modern tech to protect their homes.

A well as using technology

such as motion alarms, people are still relying on traditional methods too, such as ensuring side gates are locked.

Paul Carvell, Head of Nationwide Home Insurance, said: "If you are the victim of a burglary, it is important to re-evaluate how you protect your home. Having the right level of home insurance cover is important should the worst happen."

Middle aged heading for pensions shortfall

1 in 3
middle aged people expect to retire on the state pension alone

One in three middle aged people expect to retire on the state pension alone – despite existing pensioners saying it's not enough to pay for the lifestyle they want.

New Nationwide research shows that pensioners say they need an average of £885 a month – £380 more than the £505 state pension, leaving a £68,000 shortfall over the course of retirement.

Although many people say they are worried about being able to afford retirement and living the lifestyle they want to live, fewer than one in ten have clear retirement goals and over half don't know their pension value. This lack of planning means that close to three in ten (29%) believe they will have to work as long as possible in order to fund their retirement, while around six in ten (57%) said they plan to 'unretire' if they find themselves financially stretched.

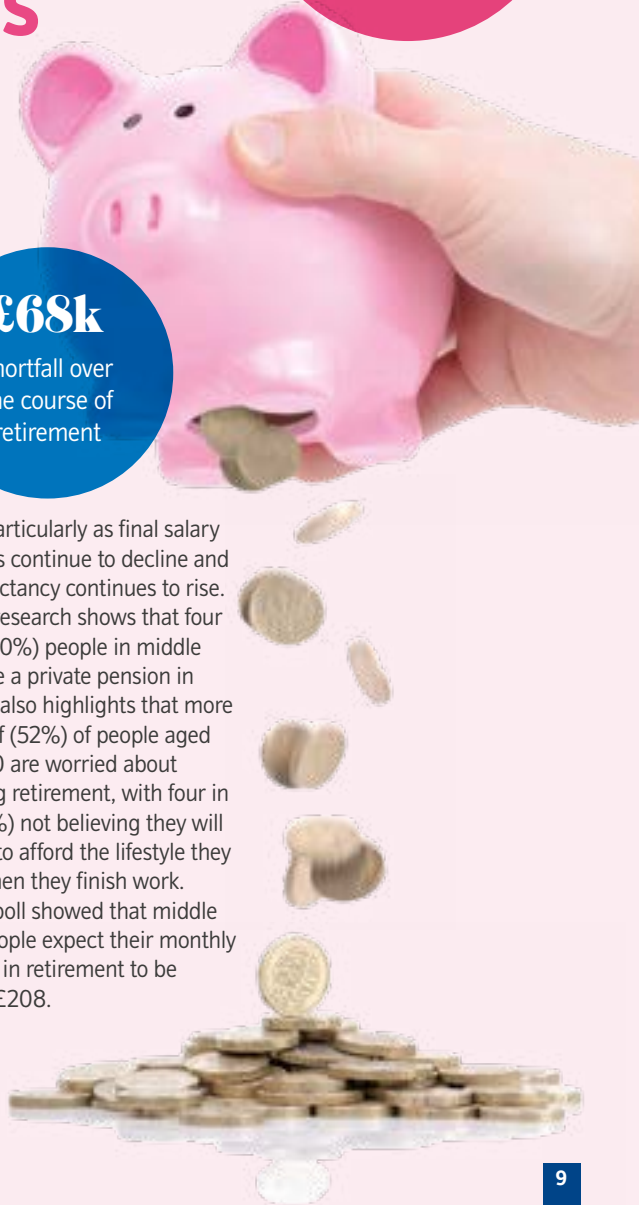
Nationwide, which polled more than 1,000 people aged 40 to 60, commissioned the research to better understand the issues people face when they

£68k
shortfall over the course of retirement

retire, particularly as final salary pensions continue to decline and life expectancy continues to rise.

The research shows that four in ten (40%) people in middle age have a private pension in place. It also highlights that more than half (52%) of people aged 40 to 60 are worried about affording retirement, with four in ten (43%) not believing they will be able to afford the lifestyle they want when they finish work.

The poll showed that middle aged people expect their monthly shortfall in retirement to be around £208.



Coveted Arthur Webb award revived

The Arthur Webb Challenge Cup has been revived throughout Nationwide to encourage employees to come up with innovative ideas and ways to improve efficiency.

It was inspired by Arthur Webb, a keen supporter of the co-operative movement, who spent many years leading the Co-operative Permanent Building Society, which later became Nationwide. The original and much coveted Arthur Webb Challenge Cup (actually a shield) was presented annually from 1953 to the early 1970s to the branch or team of the year.

Presentations to branches were recorded in *The Pyramid*, the Society's staff newsletter of the time.

The Society's Historical Archives team has looked through back copies of *The Pyramid* and their records to reveal which branches received the original Arthur Webb shield for 'the most outstanding contribution to the Society's prestige and progress'.



1953

Ilford

The first winner of the original Arthur Webb shield was the Ilford branch. Guest of honour, Mrs Arthur Webb, is pictured above presenting the Branch Manager with the shield. Coincidentally, he was called Henry Arthur Webb!

1954

High Wycombe

Director Mr C Runcorn presented the shield to Branch Manager Mr A L Score.

1955

Worcester

These two fine gentlemen (pictured right) were snapped at the annual meeting in 1955. One of them is the Worcester Branch Manager Mr A J Gummery.

1956

Newcastle-upon-Tyne

In '56 the trophy was presented to Mr L L Harfitt by then Director, Mr Eric Cessford. *The Pyramid* reported that the team's success was due to their 'real team work'. It also mentions the runner up for that year, the Glasgow branch in Buchanan Street.

1957

Manchester

There were two branches based in Manchester, and in 1957 the Arthur Webb trophy was awarded to the Piccadilly branch.



1958

Reading

Congratulations in '58 went to the Reading branch in Station Road.

1959

Glasgow

Having been runners up in 1956, the Glasgow branch on Buchanan Street won the trophy this year.



1960

Central Registry team

As the 'swinging 60s' began, the Central Registry team from Head Office picked up the trophy. This was the first non-branch team to claim the honour since the trophy was first awarded in 1953.



1967

Belfast

The Belfast branch on Royal Avenue was next to receive the award; Branch Manager Mr C H McClure collected the shield.

1963

Swindon

Here's Mr L Sapsford from the Regent Street branch looking very pleased as he receives the Arthur Webb trophy on behalf of his branch.

1968

Clapham Junction

Director Mr Eric Cessford congratulated Mr R J Dean from the Clapham Junction branch, who said the friendliness of the people 'up the Junction' had contributed to their success.

1961

Barrow-in-Furness

Branch Manager Mr B Caldwell, collected the trophy on behalf of his award winning team.



1964

Organisation and Methods department

The second non-branch team, the Organisation and Methods department from Head Office, won the award in '64.

1969

Stafford

Here's Director, Mr J H Simpson, presenting the Arthur Webb shield to Stafford Branch Manager Mr Neal. *The Pyramid* reported that the shield was awarded to Stafford 'in relation to the operations of the previous year' and that the branch had 'achieved all-round development during 1968'.



1962

Southampton

This rather grainy snap shows members of the Southampton branch collecting their award, which was presented to Branch Manager Mr H W Fielder.

1965

Development and Publicity team

The Development and Publicity team from Head Office received the trophy in 1965.

1970

Darlington

As far as we know, the last branch to receive the original trophy was Darlington.



1966

Norwich

Back to the branch teams in '66, when the Norwich branch won.

Who was Arthur Webb?

Arthur Webb was a firm believer in co-operative building societies and devoted his career to the Co-operative Permanent Building Society – Nationwide's forerunner. He was Company Secretary, Managing Director and then President. He was also a member nominated Trustee for the original Co-operative Building Society superannuation pension fund. His father Thomas was one of the Society's founders. When Arthur retired in 1951 he presented a shield to be awarded to a branch or team each year. Every winning branch was given a replica of the shield to keep. If you have one please tell the Society's Historical Archives team at historical.archives@nationwide.co.uk.

Bid to improve nation's financial wellbeing

A new body that will merge Pension Wise, the Pensions Advisory Service and the Money Advice Service aims to help improve the nation's financial wellbeing.

The new Money and Pensions Service has been set up by the Government to replace the three separate financial advice bodies. The new organisation will produce a strategy report this autumn and before then there will be consultation events across the UK to help establish a three-year plan.

The new service wants everyone to make the most of their money and pensions. Hector Sants,

Chairman of the new body, spoke at the Pensions Aspects Live conference organised by the Pensions Management Institute. He said the Money and Pensions Service will raise the importance of financial wellbeing with policy makers, so it is comparable with 'mental and physical health' issues.

He said: "We see ourselves at the heart of the challenge of improving financial wellbeing; our parliamentary mandate means we have a very clear vision, a vision of society where everyone makes the most of their money and pensions. We need to help the vulnerable through ensuring that those who need guidance on retirement planning receive it, and ensuring

all those who are in problem debt can access free debt advice."

- If you'd like to take part in a consultation, visit <https://moneyandpensionservice.org.uk/> to find your nearest event or get involved on Twitter using #moneyandpensions.
- For now, you can still use the three separate websites: Pension Wise for pension guidance for the over 50s with a personal or workplace pension; the Pensions Advisory Service for impartial pensions guidance on workplace and personal pensions for everyone; and the Money Advice Service for money guides, tools and calculators.



Pensions cold-calling banned

Unsolicited phone calls about pensions have been banned and companies that break the rules can be fined up to £500,000.

Pensions cold calling became illegal in January 2019.

Cold-calling is one of the most common methods used by scammers to commit pensions fraud, which is why the Government has taken action.

Cold-calling is still allowed if:

- the caller is authorised by the FCA, or is the trustee or manager of an occupational or personal pension scheme, and
- the recipient of the call consents to calls, or has an existing relationship with the caller.

If you receive a cold call about your pension, report it to the

Information Commissioner's Office via their website at <https://ico.org.uk/make-a-complaint/nuisance-calls-and-messages/> or on 0303 23 1113.

i If you think you have lost money to fraud, report it to Action Fraud on 0300 123 2040 or via their website at <https://www.actionfraud.police.uk>.