

Pensionwide



MERRY
CHRISTMAS

AND HAPPY NEW YEAR

Spotlight on an alternative Christmas / p10-11

RISKY BUSINESS

How to keep your money safe / p7

LOOKING AHEAD

What's next for the way we pay? / 9



Nationwide

Building Society

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 receiving your pension abroad (page 2), the Member Portal (page 3) and flexible benefits for pensioners (page 12).

We also highlight some interesting news from Nationwide: on page 8 we report that the Society is the UK's most trusted financial brand, while on page 9 read about how you can earn £100 by successfully recommending a friend to open a bank account. On page 5 you can meet Senior Pensions Administrator Andrew Perry who has moved from the Isle of Man to join the Nationwide Employee Pensions team in Swindon. And on page 4 we look back at a training course held at Knuston Hall near Rushden in 1969. Derek Alcock has sent Pensionwide a photo from the event with a list of attendees. Were you there?



If you'd like to spend a different kind of Christmas this year, read our feature on page 10 for ideas from volunteering to pampering yourself!



And please do keep in touch with our pensioner groups – see page 6 for our list of regional contacts. We'd love to hear from you, so please send your letters to our Postbag (address on page 12) and tell us about your recent activities, trips, hobbies and events – you can send photos too. 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 very merry Christmas and a happy, healthy New Year.

The *Pensionwide* editorial team



Getting your pension abroad

If you live abroad you can receive your pension payment in local currency into your foreign bank account in a simple, efficient and secure way.

The Nationwide Pension Fund has partnered with Western Union Business to easily send your pension payments in local currency, directly to you, by wire transfer. You will receive your money securely and quickly in your preferred currency, avoiding further currency exchange costs or long and inefficient processes.

If you'd like to apply or learn more contact:

Employee Pensions Team
Nationwide Building Society
Nationwide House
Pipers Way
Swindon SN38 2GN
Email: Pensions.team@nationwide.co.uk

Phone:
0044 (0) 1793 655 131

The benefits of receiving your pension payments in local currency include:

- Faster access to your money without the delays associated with further currency exchange
- Lower transaction costs – favourable exchange rates are agreed with Western Union Business and the Nationwide Pension Fund

"It's very simple," says Pensions Specialist Abigail Elson. "When a pensioner contacts us to make us aware of their wishes, we send them a mandate form to complete which they then return to us. We use Western Union to send all of our pension payments overseas and will provide them with the completed form to arrange for the pension payments to be made."

Why Western Union?

Western Union Business is a global payments leader serving businesses, institutions and organisations around the world, helping clients operate across borders and currencies confidently and competitively.

Enrol for the Member Portal

Have you enrolled on the Nationwide Pension Fund Member Portal yet?

Recently you'll have received a postcard inviting you to enrol on this secure online facility that allows you to keep in touch with us, view the information we hold about you, and let us know if it changes.

In time, we expect to develop the functionality of this facility to make it work better for you. For example, as you're in receipt of a pension, you'll be able to see how the annual increase in your pension is calculated.

Simply follow the instructions on the postcard and register using your unique reference number. You'll be asked to create a password, so each time you access the portal after that you just need to type in your email address and password.

We're changing how we communicate with you

You'll have seen communications over the last year, including within the Annual Review, where



Win an iPad or an iPad mini!

If you enrol on the Member Portal before 14 February 2018, you'll automatically be entered into a competition to win an iPad or an iPad mini – a great way to easily access the portal and take a look around the website.

we've told you about our intention to reduce the amount of paper we use to communicate with members. To do this we want to make the Fund website more effective and use email and SMS messaging where possible.

We regularly update the main Fund website with news about the Fund and wider pensions issues, so once you've enrolled on the Member Portal and provided us with your mobile phone number and/or email address, you'll be able to receive emails or text alerts when new information is available to view or download.

Of course, receiving digital communications is optional, so if you want to continue to receive paper versions, you can request this by emailing the Nationwide Employee Pensions team at pensions.team@nationwide.co.uk or calling 01793 655131.

Changes to Trustee Board

Over the last year we've seen a few changes to the Nationwide Pension Fund Trustee Board. Sarah Garrett (right) and Muir Mathieson have both joined as Trustee Directors and Arthur Amos was re-elected.

Both Muir and Sarah work for Nationwide – Muir is Nationwide's Director of

Financial Planning & Stress Testing and Sarah is the Head of Regulatory Relations. You can get to know them a little better by reading interviews with them on www.nationwidepensionfund.co.uk.

Also, after many years of devoted service on the Trustee Board, we say a fond farewell



to Bill Partis (above left) who has now left. Bill's hard work on the Board has been appreciated by members and we wish him well in the future.

Were you at Knuston Hall?

Were you on a training course at Knuston Hall in Northamptonshire in 1969?

Derek Alcock has sent *Pensionwide* a photo from the event and wonders if anyone recalls the training course near Rushden. The course was for assistant managers, chief clerks and supervisors. Derek, who lives in Northampton, writes:

"I enclose a photo (and names) of some up-and-coming youngsters (!) and their leaders that might be of interest and stir up some memories.

"This is a photo taken in November 1969 at a training course at Knuston Hall, Rushden, Northants. I am on the back row, second from the left.

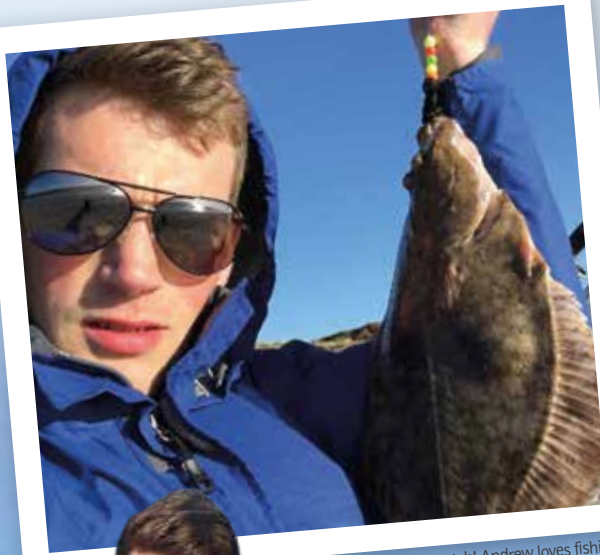
"I can remember one session where we had to consider and debate a proposition that might affect the Society. The proposal was that building societies should be nationalised and become, in effect, like a post office.

"I think the motion was carried but when Mr Dolby (General Manager) came and heard about this he was none too pleased. It would be interesting to hear if any participants have memories of that, or of anything else during the course."

Do let us know if you remember the training course – or any other memories of your career with Nationwide and its predecessor companies. Contact the *Pensionwide* team using the email or postal address on page 12.



The people on the course were: Back row, left to right: H Buckingham, Winchester; D Alcock, head office; J Sargeant, head office; D Hope, Hinckley; W Clew, Wolverhampton. Middle row, left to right: D Panter, Kettering; R Jones, Nuneaton; B Page, Sidcup; M Renshaw, Luton; R Peverett, London; C Banks, Hinckley; D Mitchell, head office; I Jones, Aylesbury; D Chapman, Birmingham; R Blaxter, Leicester; D West, head office; D Stevens, head office; R Phillips, Bedford; D Gilbert, Kings Lynn. Front row, left to right: C Parker, head office; Mr Frampton, Mr Swannell, Mr Pinnock, Mr Wilkinson, Miss Dyett, head office, Mr Dolby, Miss Coy, Grimsby, Mr Rutherford, Mr Bending, J Parkinson, Hinckley; P Janota, Nottingham.



What a catch! Andrew loves fishing – particularly on the beautiful Isle of Man



Meet Andrew Perry

When did you join the Nationwide Employee Pensions team?

I joined in May this year. I had been working in pensions on the Isle of Man for 10 years with a well known company called Baker Tilly. That gave me a good background in pensions and I'm bringing that experience to my new job.

What does your job involve?

Doing pension calculations and dealing with members on a day-to-day-basis, answering their questions and helping them however I can.

What are your main challenges?

There are very different regulations here than those I was used to on the Isle of Man so I've had to adjust to that. At the same time, regulations are constantly changing so it's a challenge to keep up with the latest regulations and how they apply to us.

What do you particularly enjoy about your job?

I'm really enjoying talking to so many members. Quite a few members will already know me and I'm looking forward to talking to many more.

I enjoy working with the Nationwide Employee Pensions team – they were very welcoming and made me feel at home from the first day. There are a lot of experienced people in the team who are very good at what they do.

What brought you to Nationwide?

My partner works for the BBC in

One of Andrew's favourite fishing spots with Peel Castle in the background



Swindon and it felt like a good time for me to move, having spent all my life on the Isle of Man. I was very pleased to have the chance to work at Nationwide. It's a great place to work: you feel you can really be yourself and there's real opportunity to progress through the Society.

What interests you outside work?

Swindon is very different to the Isle of Man. I like the surrounding countryside and there seems to be lots to do. I enjoy walking and sport, particularly football and fishing, but I'll have a go at just about anything!

I've been keen on fishing for about 24 years and I really miss the sea! The coast of the Isle of Man is beautiful and I go back when I can and enjoy fishing there. I also enjoy anything to do with animals, whether it's visiting a zoo or walking in the country and seeing wildlife. On the Isle of Man you can spot lots of marine animals including minke whales, porpoises and basking sharks. I'd recommend a visit if you like walking and wildlife.

PENSIONER GROUP CONTACTS

BEXHILL-ON-SEA

Mrs J Porter
☎ 01424 215521
Joan Holland
☎ 01424 214566

CHESHIRE

Mrs J Wilson
☎ 01625 573461
✉ jen.bollington@ntlworld.com

HINCKLEY

Mr John Warrack
☎ 01455 290710
✉ john.warrack@btinternet.com
☎ 07930 548405

NORTHAMPTON

Mrs P Jones
☎ 01604 948463
Mr W Partis
☎ 01327 878818
✉ bill_partis@hotmail.com

SOMERSET, DEVON AND DORSET

Diana King
✉ diking@btinternet.com
There's a Facebook group for pensioners in Somerset, Devon and Dorset at <https://www.facebook.com/groups/1633280563594043/>.

WEST MIDLANDS

We are looking for a contact for our West Midlands Group. Please contact Abigail Elson on 01793 655131 or at abigail.elson@nationwide.co.uk

EAST ANGLIA

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

COVENT GARDEN

Mike Sismey
☎ 01425 479176
✉ thisismays@gmail.com

SWINDON

Swindon group 2018 dates:

11 Jan: coffee morning

8 Feb: coffee morning

8 March: coffee morning

24 March: (Saturday) social evening

12 to 16 April: holiday in Falmouth, Cornwall

10 May: coffee morning

24 May: visit to National Botanical Garden of Wales

14 June: coffee morning

28 June: visit to Devizes (market day) and Avebury House

12 July: coffee morning

26 July: summer buffet at Wrag Barn (evening)

August: no meetings (summer break)

6 Sept: coffee morning

4 Oct: coffee morning

20 Oct: (Saturday) – social evening

8 Nov: coffee morning

22 Nov: visit to Gloucester city and quays

Diary dates

7 to 10 Dec: Thursford Christmas Spectacular and Great Yarmouth

13 Dec: coffee morning

Coffee mornings are at Nythe Community Centre, Swindon, SN3 3RR from 9.30am. For more details, call Dave Coe on 01793 813396 or email him at [deevee.coe@ntlworld.com](mailto:coe@ntlworld.com).

HINCKLEY

The Hinckley Pensioners Group met for lunch at the Royal Oak in Kirby Muxloe in November. Group contact John Warrack said attendance at the April lunch was slightly disappointing – with 14 people – so the next lunch may be in a year's time.

We understand that those who attended the November event had a good time and enjoyed catching up with former colleagues.

Keep in touch

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.

★ You can keep in touch with former colleagues online via the Nationwide pensioners' Facebook group. The 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 on the internet and follow the instructions.

{news}

Risky business

69% of people entering competitions risk being scammed

Who doesn't enjoy a competition? But are we so keen to win a prize that we don't see the risk of fraud?

New research from Nationwide shows that seven in ten of people entering competitions risk being scammed after sharing their personal details without checking whether the offer is legitimate.

Just one in three say they routinely check to determine whether an offer is real or fraudulent before entering private information. One in five people are happy to divulge all three key pieces of information – name, address and date of birth – with 18 to 24-year-olds four times more likely to share personal details on a cold call than those aged 55 and over.

The survey of 2,000 British adults highlights that although people know it's unwise to share private information they will do if there's a prize at stake

86% understand sharing bank details puts them at risk of fraud



and many later regret it.

Most people say they understand that sharing their bank details (86 per cent), date of birth (62 per cent), home address (58 per cent) and email address (42 per cent) could put them at risk of fraud.

Stuart Skinner, Director of Fraud at Nationwide, says: "People should take a bit of time

to do some research and check the source is valid, particularly if it's a website they are using for the first time. Nationwide, like all banks and building societies, uses a wide range of measures to keep its customers' money safe, but knowing how to protect yourself is by far the most effective way to avoid becoming another statistic."

Nationwide has the following advice:

- Protect your personal details just like you protect your home and valued possessions.
- Don't assume an email, text or phone call is genuine – you can always ring back on a known number.
- Don't share PINs, passwords or card reader passcodes and don't send money out of your account for 'safekeeping'.

For more tips on how to protect yourself, visit www.nationwide.co.uk/id-fraud-tips.

Nationwide backs housing causes

Nationwide has announced it will support housing charities across the north of England with grants of up to £50,000 each.

The grants – from a £250,000 fund – will help to tackle housing issues in north and east Yorkshire, Northumberland, Tyneside, Wearside, Teesside, Cumbria and county Durham.

Community housing projects and charities are being encouraged to put forward ideas that could make a difference in the northern region. Projects could range from innovative rented accommodation conditions to supporting vulnerable people.

A new Community Board of members, employees, housing charities and experts will review grant applications and put forward local projects to a member vote. Nationwide members will then be able to vote, in branch or online, for a shortlist of charities to be awarded up to a maximum of £50,000. The Board and Nationwide branches within the region will also provide time, contacts and expertise to these charities.

Nationwide plans to roll this initiative out across the UK from 2018, providing a £4 million fund for community housing initiatives and charities.

Full details can be found at www.nationwide.co.uk/communityfunding or in Nationwide branches across the northern region.



What's next for the way we pay?

Some of us are just getting used to the idea of contactless payments at the wave of a card – but what's next for the way we pay?

According to research from Nationwide Payments, some six in ten (58 per cent) people believe that by 2037 they will be able to pay in shops using just their thumbprint, and around a quarter think they will be paying using a microchip implanted in their hand.

And while more than half of people (55 per cent) believe phones or watches will still be used to pay in 20 years' time, leading futurologist and inventor of text messaging, Dr Ian Pearson, doesn't think it will be that long before the next evolution.

He says that contactless technology is a compromise, still needing to get your card close to a reader. "Soon, people will complete a transaction just with a simple gesture and a few words. Gesturing towards someone and saying 'Here is £13.46' is quite enough to

58% of people believe we will be using thumbprints to pay in shops by 2037

combine the voice and gesture recognition with the presence of your smartphone as electronic identification."

Nationwide's survey, which polled 2,000 UK adults, shows that many people are not quite yet ready to forget existing methods.

More than half believe that debit cards (56 per cent) and credit cards (53 per cent) will still be used by 2037, while 43 per cent think cash will still be relevant. Around one in ten think that traveller's cheques will still exist in 20 years' time.

John Hutton, Director of Payments at Nationwide, said: "We continue to invest in new payment technologies, from contactless to mobile payments. New innovations, such as biometric identification, are also in the pipeline as we look to the future."

Recommend a friend!

Nationwide has extended its Recommend a Friend scheme allowing members to earn £500 a year through referrals.

The popular Recommend a Friend scheme allows both the member and the person they recommend to earn £100 if the friend opens a main current account with the Society. The scheme was previously open to current account members and has now been extended to enable savings and mortgage members to recommend someone to open a main current account.

The scheme is the only switching incentive to reward existing members as well as new members and members can make up to five referrals in a tax year.

Since the launch of the Recommend a Friend offer, more than 300,000 members have benefited from the scheme. It has helped Nationwide become the UK's top choice for current accounts, with nearly one in every five accounts switched coming to Nationwide in 2016/17.

Chris Rhodes, Executive Director, Product and Propositions at Nationwide, said: "By extending the scheme, we are giving more members an opportunity to get a decent return for recommending their friends and family."

£500 Recommend a friend and earn up to £500



Most trusted financial brand

Good news for Nationwide – the Society is the UK's most trusted financial brand and has record membership and lending levels.

The last financial year was the third most profitable in the Society's more than 130-year history and Nationwide is now opening more current accounts than any other provider.

Nationwide delivered record mortgage lending, became the UK's top choice for current accounts and grew membership to an all-time high at 15 million. The Society also has the highest customer satisfaction among its

high street peer group, with a five per cent lead.

Nationwide, the world's largest building society, achieved this while giving £505 million in value back to members. And to cap a successful year, the Society won *Which?* 'Best Banking Brand of the Year 2017'.

Chief Executive Joe Garner said: "Our members have benefitted by over half a billion pounds from our commitments such as paying higher rates of interest and charging lower fees than our major high street competitors. At the same time we delivered strong

profitability, robust financial strength, and continued to invest in the business.

"While we saw record use of online services driven by our mobile banking app, we know that members value our branch network, which is why we are investing £80 million in upgrading branches this financial year. We have also opened a branch in Glastonbury, Somerset, which has been left without a bank, to test the viability of opening branches with community support. If successful, we may choose to invest in other communities."

AN ALTERNATIVE Christmas?

Fancy a change from the usual 'eat-sleep-eat-repeat' routine this Christmas? We explore five ways to spend an alternative Christmas Day.

1

Volunteer

As human beings we are hard-wired to give to others; the more we give the happier we feel. But instead of giving gifts this Christmas, why not give your time instead and lend a hand at a local charity? There are plenty of volunteering opportunities: Crisis UK and the Salvation Army need help with welcoming guests, serving food and co-ordinating food deliveries. If they don't operate near you, try the Do-it website (do-it.org) or ask your local council if it knows of any organisations, such as shelters for the homeless, that need help.

2

Take a tour

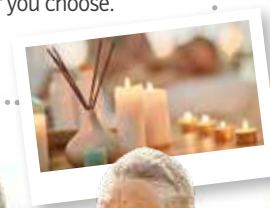
Explore the history of the UK with a festive sightseeing tour. Premium Tours UK (premiumtours.co.uk) offer tours to Stonehenge, a classic open-top bus tour of London, and an extravagant Christmas ball at Highclere Castle, aka Downton Abbey. If none of those tickle your fancy, there are number of companies offering alternative Christmas Day tours around the UK, so get Googling.



4

Pamper yourself

If the idea of braving the cold makes you want to take a long nap, then enjoy an alternative Christmas Day in your own home. Pamper yourself in the bath, read that novel you started but never finished or catch up on the latest season of your favourite show. Enjoy eating whatever you fancy – it doesn't have to be turkey and Christmas pud. Curry anyone? Basically, sit back, relax and celebrate by doing whatever you choose.



5

Brave the cold

For those who are feeling particularly adventurous, consider taking a dip in the winter water. There is an annual tradition, started by members of Britain's oldest swimming club, to go for a morning swim close to Brighton Pier but many others have since followed suit. And remember if you don't fancy a swim yourself, it's also a great sport for spectators. Visit outdoorswimmingsociety.com for more info.



3

Become one with nature

Don't let the cold weather put you off this Christmas. Wrap up and head outside to enjoy the great outdoors with a refreshing walk. The National Trust has put together a list of the very best of the UK on offer by foot, including ancient woods, dramatic clifftops and wild parklands. Visit nationaltrust.org.uk/walking. If you don't want to venture too far you could take a stroll in your local park, along a river or canal path, or through a wood. Birds will appreciate a few crumbs from your Christmas table.



{and finally}

ANYTHING
TO SHARE?



Legal offer for all our Nationwide pensioners

Thrings Solicitors – who have worked with Nationwide for more than ten years – are offering a free consultation and discounted hourly rates for Nationwide pensioners.

Thrings are a top 100 law firm with offices across the South of England. They hold regular legal surgeries for staff at the Head Office in Pipers Way, Swindon.

They are now extending their offering to retired Nationwide employees, dealing with all sorts of legal issues including family matters, tax and estate planning, private and commercial property

matters, corporate transactions and dispute resolution.

Your first meeting with a Thrings legal adviser is free, and if you choose to pursue your legal matter with them, you will receive a 10 per cent discount on their hourly rates. The firm aims to give clear advice from the outset on what costs are likely to be.

To book an appointment or make an enquiry, please contact Sophia Rawji on 01793 412631 or email her at srawji@thrings.com. Don't forget to mention that you are a retired Nationwide employee.

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

We'd welcome your letters, news or articles and photos. We also appreciate your feedback on *Pensionwise* 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 *Pensionwise*, Pensions Team, Nationwide House, Pipers Way, Swindon SN38 2GN.

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

Save on shopping

Nationwide pensioners can save on shopping with 'youshop', which offers discounted retail shopping vouchers and/or top-up cards each month in exchange for a deduction from your net pension. You could save on your shopping at your favourite stores including Boots, Morrisons, John Lewis/Waitrose, Asda, M&S and Iceland.

i For more information on how 'youshop' works contact the Flexible Benefits team on 01793 657570 or 01793 656163 or email flexiblebenefits.fruitful@nationwide.co.uk for an order form listing the options and discounts available.

