

Your Society continues to impress!

Welcome to this year's AGM edition of Members Direct. I am pleased to report that your Society has, once again, experienced a very successful year as we continue to operate in challenging economic conditions.

Our approach has always been to satisfy our members requirements and to run your Society efficiently and cost effectively. The results from our 2009 Members Survey conducted in the Autumn last year, I believe, bear testimony to your appreciation of this.

In order to further strengthen our Board and position the Society to continue to expand into the future, I am delighted to welcome Carl Astley to the Board. Carl joined us in 2006 as Finance Manager, and his appointment to the Board will help us maintain the Society's core values of prudent lending and sound financial management throughout 2010.

You will find enclosed a copy of our 2009 HBS Annual Accounts and in particular I would like to draw your attention to the Summary Directors' Report from your Chairman, Michael Willis. Also enclosed (for eligible members only) are your voting papers as a key part of membership is of course your right to vote. As a Society we continue to have one of the highest levels of AGM voting returns in the UK and a donation of £1 is made to a nominated charity for every vote received.

This year funds will be donated to the MS (Multiple Sclerosis) Society who are the UK's largest charity for people affected by MS. The society funds research, runs respite care centres and provides grants, education and training on MS, so your vote really counts.

Yours sincerely



Paul Marsden
DIRECTOR & CHIEF EXECUTIVE

Thank you for your feedback



Thank you to those members who took the time to complete our 2009 HBS Members Survey. Your thoughts and views are very important to us and help ensure that your Society continues to operate in a manner endorsed by our members. Against a backdrop of dissatisfaction with financial institutions in general, the overall questionnaire scores for HBS were extremely encouraging. Key results included:

- The mean (average) score throughout the questionnaire was 'better than satisfied'.
- The friendliness and knowledge of the staff were highly appreciated.
- Members were 'satisfied' with the management of both savings and mortgage accounts.
- The total of all 'very satisfied/satisfied/neutral' individual mean (average) scores ranged from 93% to 99% for savings accounts, mortgages, Members Direct Newsletter and your Society website.

The full summary results are available in a leaflet which can be obtained at your branch, or you can download a copy from the Society website at www.harpendenbs.co.uk.



Latest updates to your HBS website

Your HBS website can be viewed at www.harpendenbs.co.uk. A great source of information for details on all the Society's latest products, rates, financial information and news. You are also able to download and print off all our leaflets and documents including application forms. Following on from our HBS Members Survey we have now added a specific 'feedback' page to the site which will enable you to provide us with your thoughts and comments throughout the year.

Premier Business Account *helps businesses*

The Premier Business Account is available to help businesses, trusts and charities maximise their returns on any cash balances they may have between £5,000 and £1 million.

Since its launch in January 2009 this account has proved to be extremely popular with our members who run or are connected to a wide range of business types, from sole trader, partnership or limited company to being party to a charity, Will Trust or even have their own SIPP's scheme that they wish to hold in cash.

For further information please visit www.harpendenbs.co.uk or speak to Phil Bannister on 01582 765411.



Harpenden Branch move and refurbishment

Following on from our Head Office move to Mardall House we have now completed the work to relocate the Harpenden Branch from 16 to 14 Station Road, the side of Aberdeen House previously occupied by Head Office.

This has allowed us to update our counter and banking hall facilities, creating a more modern look, and an opportunity to generate extra revenue from the letting of the remaining original premises.

We hope that local members agree that the refurbishment offers a better environment to transact day-to-day business.

HBS Grassroots Endowment Fund Established

Our larger charitable activities are designed to support local causes. With this in mind we are pleased to announce that we have established the HBS Grassroots Foundation through the Hertfordshire Community Foundation.

Any donations we make to the fund will be matched pound for pound by a Government programme allowing us to



provide greater support to child, health and local community projects in Herts, Beds and Bucks. A more detailed announcement of areas being supported will be made in our autumn issue of Members Direct.



Where children's pocket money *can grow*

Whether it's pocket money, birthday money or money from a paper round, the Young Savers Account can make your children's money grow. Designed for savings from £1 to £5,000 it offers those aged under 18 instant access either in one of our branches or can be operated by post. This account also

comes with a passbook to enable young savers to keep track of their savings!

For those of you who have longer term plans and don't need to touch the money until your child's 18th birthday, our award winning 18 Club account pays an even higher rate of interest.

Terms & Conditions for Retail Savings Accounts

We have taken the opportunity to update the Society's Terms and Conditions for Retail Savings Accounts following the introduction of the banking and payment services conduct regime by the Financial Services Authority.

Copies are available from your branch, or you can download a copy from the Society website at www.harpendenbs.co.uk

HARPENDEN BUILDING SOCIETY

AUTHORISED FOR INVESTMENTS BY TRUSTEES

A MEMBER OF THE BUILDING SOCIETIES ASSOCIATION

AUTHORISED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY No. 157260

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