

Minutes

MINUTES OF THE 168th ANNUAL GENERAL MEETING OF SKIPTON BUILDING SOCIETY HELD AT THE PRINCIPAL OFFICE, THE BAILEY, SKIPTON ON MONDAY 26 APRIL 2021 AT 5:00PM

The Society Chairman, Mr East, was in the Chair. The meeting was attended by the Group Chief Executive and the Secretary together with 23 eligible members of the Society, who were also colleagues designated as key workers.

CHAIRMAN'S OPENING REMARKS

The Chairman introduced himself and welcomed members to the meeting, both in the room and via the streaming of the event, explaining that he was joined by the Group Chief Executive and the Secretary.

He explained that a quorum of colleague members was present and sitting socially distanced in the room and that the Society's own Rules required a quorum of at least 20 eligible members to be present to be quorate and thanked members for staying behind in the office to allow the meeting to proceed.

The Chairman then briefly outlined the agenda for the evening and advised the Secretary had confirmed that the meeting was quorate.

He explained that members' questions could be submitted via the live stream platform and he would endeavour to answer as many questions as possible during the event.

APOLOGIES

None.

NOTICE OF MEETING

Taken as read.

CHAIRMAN'S ADDRESS

The Chairman then gave the following address:

2020 will be forever associated with Covid-19 and, before I talk about Skipton, I would like to take the opportunity to express my deep sympathy to all those affected and gratitude to those in the front line of the battle against the disease. At the onset of the pandemic, our priority was to ensure the safety, health and well-being of our colleagues and customers whilst continuing to serve safely the needs of members. I am proud of what our colleagues achieved.

Our purpose is to help more people have homes, save for their life ahead and support their long-term financial well-being. In 2020, we remained focused on delivering our purpose and continuing to invest in opportunities which will most benefit members in the future.

We have invested in refurbishing branches, our financial advice business, and technology and capabilities which make it easier for members and make us more efficient. David will cover in more detail how we have helped people to buy a new home, to save for their life ahead, provided financial advice and helped people buy and sell houses through our estate agency business, Connells.

As you will have seen, Connells acquired Countrywide plc earlier this year. This creates an exciting opportunity to extend our estate agency presence across the UK and further enable us to deliver our purpose. The integration of the two businesses is already well underway.

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Delivery of our purpose is enabled by our culture and values of trust, one team and ownership, and by having a team of talented and diverse people who enjoy working for Skipton and are appropriately rewarded for doing so. Our team and culture have been created by investing in colleagues so that they can achieve their potential and deliver to members.

We know that this culture is what makes Skipton special and building on it will continue to be an important focus for the future.

We are acutely aware of the impact the pandemic has had on all of our stakeholders. We measure regularly their views to help us determine the best overall strategy. For example, every year, we conduct a survey to understand employee engagement, listen to perspectives and learn how we can improve their working experience. We are pleased with the results with 94% of colleagues saying they are proud to work for Skipton.

Very quickly after the lockdown in March, we were able to operate all key services provided to members. Many members initially reduced their use of branches and we saw significant increases in the use of the telephone, webchat, online, social media, use of the customer app, and video, all services which we have invested in during recent years. We measure regularly how members feel about the service we provide and what we can do to make it better. We are pleased that net customer satisfaction remained high at 85%.

As well as judging us by the standard of our service, members rightly focus on the interest we pay on savings. Ian Cornelius will talk about this in the video you will see shortly. It is an important area of focus for us.

Skipton relies on suppliers to support the service we offer to members. Recognising that some smaller suppliers may have been facing cash flow challenges as a result of the pandemic, we decided to accelerate payments due to them and through Skipton Business Finance, we also helped businesses by enabling the use of various government-backed financing schemes.

The communities where we operate, and the charities we work with through the Skipton Charitable Foundation and other schemes, are important stakeholders. Our partnership with Mental Health UK was created before the pandemic started to impact our lives. The lockdown and social distancing have created mental health challenges for many.

In recognition of the challenging times faced by many, Skipton, its Board and colleagues donated £200,000 to support the work of Mental Health UK with Non-Executive Directors and myself donating 20% of our net fees for three months, together with personal contributions from Skipton's Executive Committee and colleagues across the UK. Our Executive Committee also waived any bonuses it may have received in respect of 2020 and Non-Executive Directors agreed that they should not receive a pay rise.

Our approach to sustainability is shaped by the UN's Sustainable Development Goals (SDGs) which have been established with the ambition of achieving prosperity for everybody, while protecting our planet for future generations. We focus on four of the seventeen goals as shown on the Slide where we can make a real difference. During the year, we became the first UK financial services provider to gain a 5-star

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rating from Support the Goals for our efforts in working towards a more sustainable future. You can read more in our Sustainability Report.

Denise Cockrem, who has served as a Non-Executive Director since 2015, has decided she will not stand for re-election at the Annual General Meeting and steps down from the Board today. I am grateful to her for the valuable contribution she has made during her time on the Board. Philip Moore joined the Board on 1 February 2021 and today seeks election from members. He also joins the Audit and Risk Committees.

Before we play a short, pre-recorded video from Ian Cornelius, the Society's Commercial and Strategy Director, I'd like to turn to the future.

Whilst there is encouraging progress with the rollout of vaccines, the impact of the pandemic will be felt globally for many years to come. The impact is unprecedented and will drive changes in how we think about investment in public health, including social care, housing needs, government borrowing and tax rates. It has accelerated existing trends around internet shopping, the high street and how offices will be used in the future.

The UK's departure from the EU, and the Brexit trade agreement reached in December, which will result in the UK charting a future as a country independent of the EU, will also be an important influence.

We will monitor carefully all of the trends that emerge from these and other issues and ensure that we adapt to them in a way that best serves our members.

Skipton's capital strength, diversified portfolio of businesses, and focus on colleague engagement and high levels of member satisfaction provide a solid foundation that will enable us to adapt to the pandemic and post Brexit 'new normals'. These factors do make it more difficult than most years to forecast the likely outcomes for unemployment and house prices. Economic news has been more positive of late but the range of potential outcomes is still wide. We are confident though that Skipton is well placed to respond to trends as they emerge.

We will remain focused on supporting members and investing to deliver for them in the future alongside maintaining the financial strength of Skipton and keeping our colleagues and customers safe. We thank you for the trust you have placed in us during 2020 and look forward to continuing to earn this support in 2021 and beyond.

I'll now turn to Ian Cornelius who's going to give us a brief update on how we've delivered value to our members over the past year. And you'll then hear from our Group Chief Executive, David Cutter on how your Society has performed in 2020.

COMMERCIAL & STRATEGY DIRECTOR'S ADDRESS

Hello there, I'm Ian Cornelius, Commercial and Strategy Director and have pre-recorded this short video to update you on how we have delivered value to members during what has been a very challenging last 12 months for many members and colleagues.

Covid has impacted all our lives in ways that we could never have imagined just 12 months ago. At Skipton our key priority throughout this period has been to ensure the safety of colleagues and members whilst continuing to provide the best possible service to our members.

Building a **better** Society



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We have sought to provide continuity of service as far as possible by providing a broad range of ways to do business with us to suit the circumstances of our members during this most challenging of times.

Today I'm in our Ilkley branch and would like to pay tribute to all our branch based colleagues for their efforts in continuing to keep our branches open for business as far as it has been safe to do so. I'd also like to thank colleagues who have continued to provide excellent service to members via the phone and digital channels, all of whom have had to adapt to different ways of working either at home, in branches or, for the few that have remained, in head office.

Understandably we have seen a significant reduction in branch footfall and transactions and at the same time a big increase in phone, video, web-chat, on-line and social media interactions with members. Here are a few numbers to bring this to life:

- Branch transactions down by 47%*
- Web-chat enquires have been up 77%*
- Social media enquires up 66%*
- In total we handled over 1.3m interactions in our customer contact centre last year*
- Conducted over 22,500 video appointments and*
- Had over 4.5m log-ons to our customer app*

It has been really pleasing to be able to continue to provide empathetic, high quality service to our members at a time when access to face to face help in branch has been restricted. This has been enabled by the investment we've made in developing new ways to interact with Skipton in recent years, such as our video service S-link and the Skipton mobile app. We will continue to invest in making it easy for you, our members, to interact with us via a broad range of channels.

We do, however, remain committed to our branch network. While most banks continue to close branches, we have kept our 88 branches open and continue to invest in them, Last year despite Covid, we completely refurbished 5 branches, including relocating our branches in London and Sheffield to new better premises.

The pandemic has not made it any easier for our members to get a decent return on their savings. Back in March 2020 as a direct result of the pandemic the Bank of England took the dramatic decision to decrease the Bank of England base rate twice in the matter of a couple of weeks from 0.75% to an all-time low of just 0.10%. We, like all other banks and building societies, had to respond to this unprecedented change in the bank base rate and reduce the savings rates we pay to our members. We have however, continued to pay savings rates well in excess of the average rate paid by all banks and building societies: last year the average rate we paid our savers was 0.97%, 0.38% higher than the average rate paid by all banks and building societies. We will continue to seek to offer our savers good long-term value and pay competitive rates of interest. The fact that we grew our savings balances by 7.7% last year demonstrates that our savings members have continued to see value in the accounts that we offer.

The low interest rate environment makes our Financial Advice proposition more relevant and important than ever. At a time when it is very difficult to get a decent return on cash savings, helping members to make the most of their money by investing their assets in a tax efficient manner to get better returns is a very important part of what we offer our members. We have an objective of making financial advice

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more accessible to more people. To support this, we have partnered with Aberdeen Standard Life to offer a range of low costs funds to meet the needs of a broad range of different customers with as little as £20k to invest. We also launched our free Financial Fitness Report to help customers work out if their finances are on track and if they could benefit from financial advice.

Whilst our ability to offer face to face financial advice in our branches was much reduced due to the pandemic we continued to meet the needs of existing and new financial advice customers via video appointments and the phone.

The pandemic and its broader economic impact also hit our mortgage members. We were one of the first organisations to respond to the government's decision to offer mortgage customers impacted the opportunity to defer their mortgage payments. Within a matter of days, we enabled the capability for customers to request a payment deferral on-line and actioned these requests. In total we provided over 25,000 payment deferrals to our mortgage members, the vast majority of which have now returned to making their normal payments in full.

We also took swift action to adjust our lending appetite as a result of the lockdown restrictions and economic uncertainty. In March last year we withdrew from all lending above 75% LTV but have subsequently returned to lending at higher LTVs in a phased and prudent approach based upon changes in the market and improvements in the economic outlook. We most recently resumed lending up to 95% LTV in March this year.

Despite the impact of the pandemic on our ability to lend, we grew our mortgage balances by 8.6% helping over 24,500 customers purchase or remortgage their home, including offering mortgages to over 5,400 new first-time buyers.

We've also seen very strong levels of mortgage retention with 76% of mortgage members choosing to stay with Skipton at the end of their deal period. This has increased from 73% in 2019 as a result of the competitive deals we have offered mortgage customers, along with improvements in the retention customer journey.

*In what has been a very difficult year for members and colleagues, I'm pleased that we have been able to continue to offer excellent service and good value products to our members. It has been particularly pleasing that our members have given us a net customer satisfaction rating of 85% and that they have rated our service as "Excellent" on Trustpilot with a rating of 4.6*s out of 5. We aim to maintain these high levels of service to you our members.*

I must thank all my colleagues for their hard work and dedication in doing so.

Thank you for your continued support and membership.

**GROUP CHIEF
EXECUTIVE'S
ADDRESS**

Thank you, Ian and Robert.

When leaving from last year's AGM, which was similarly socially distanced with only a couple dozen of colleagues, I half joked to someone whether similar arrangements would persist twelve months later at this year's AGM, never for one minute expecting they would. Unfortunately, they are, but with the addition of live streaming. So 'Welcome everybody', whether here in The Atrium or online.

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It is against this extraordinary operating backdrop, surely one of the most unusual in the Society's history (being 168 years of age, come Saturday), that I'm pleased to report another strong performance when measured against a multitude of metrics.

The pandemic has delivered one of the biggest shocks to the UK and global economy in several generations and affected every part of the Group's operations. Lockdown measures were applied, to varying degrees in our English and Scottish operations, and in Guernsey and New Zealand. Connells, our estate agency division, was required to close its entire network of almost 600 branches for two months, and all of its surveyors were prohibited from carrying out physical valuations during this time.

Our priority throughout has been to look after our customers and colleagues, ensuring their safety and well-being. And despite the most challenging of operating conditions, I'm proud that the dedication and agility shown by colleagues has meant we continued to provide a valuable service to members throughout the year, maintaining excellent customer service and a net customer satisfaction score of 85%.

It is incredible to think that we handled so much more activity, and maintained high levels of service, with most colleagues working from the edge of their kitchen table; from the side of their beds; or in the corner of their living room, with many also on child care duties.

To handle nearly 37,000 mortgage applications; carry out 1.3m conversations through Skipton Direct; lend to 5,400 first time buyers; raise £350m of senior non-preferred debt; handle nearly 17,000 financial advice referrals, and process more than 25,000 mortgage payment deferrals or other concessions, mostly by colleagues working from home, whilst ensuring security of all systems, compliance with any advice given, and maintaining resilience of operations, as verified by compliance and audit colleagues also working remotely, and provide such high levels of service and customer satisfaction, was a fantastic achievement.

It was very satisfying to record that, in spite of all of the challenges brought about by the pandemic, overall colleague engagement actually increased, by 1% to 90%, way in excess of industry norms.

It is against this backdrop that it is pleasing to report another balanced growth performance, with mortgage balances increasing by nearly 9% (comfortably above the UK average) and savings balances increasing by nearly 8% (a fraction below the UK average). Gross mortgage lending was £4.5bn. And savings balances grew to £18.7bn.

The Group's net interest margin, being a key driver of profitability, in common with peers in the industry, continued its steady decline since its peak in 2014. This is essentially the interest we earn on mortgages and liquidity less the interest paid to savers and wholesale counterparties, expressed as a percentage of mean assets, and for the whole year declined 11bps to 0.89%.

The decrease was driven by cuts in Bank Base Rate, announced in March, and a competitive mortgage and savings market in the early part of the year. But it was welcoming to see margins begin to widen in the second half of the year as competition in the savings market reduced and the demand for mortgages increased, reflecting a stronger housing market.

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In recent weeks, mortgage margins have begun to tighten, as lenders become more confident with the outlook for the economy, but the outlook for savers remains challenging, with Bank Base Rate forecast by the markets to remain very low for a considerable period.

Ten years ago, I stood here and described savers as “the forgotten victims of the Global Financial Crisis”, and the position only seems to have been exacerbated over the last twelve months, as Governments and Central Banks around the World have responded to the challenges of a global pandemic, where here in the UK Base Rate is now only 0.1% (and it was only a few months ago that there was speculation as to whether it may go negative).

At Skipton Building Society, we need to respond to the external environment and competitive market we operate in, and our success or otherwise should be judged over the longer term relative to the market. As Ian has reported, it is pleasing to note that in 2020, your Society again showed good and balanced growth in both mortgage and savings balances, mostly outperforming its peers, and last year paid to savers, on average, 0.38% above the rest of the market average for banks and building societies.

Costs remained tightly controlled, and the Mortgage & Savings Division’s management expenses ratio reduced by 5bps to 0.60%.

Without doubt the most subjective figure in our 2020 Accounts is the figure for mortgage impairment provisions which, in line with accounting standards, are booked upfront before they are incurred. However, the nature of the pandemic, its impact on customers and businesses, and the actions taken by the Government to prop-up the economy (in terms of furlough support or mortgage payment holidays, for example) make it extremely difficult to forecast loan impairments and therefore requires a significant level of estimates and judgement, based on limited observable data at the reporting date. The Group made a loan impairment charge of nearly £26m in 2020, a significant increase compared to a charge of only £0.5m in 2019.

We will keep a very close eye on the performance of our mortgage books during what remains an uncertain economic environment. But we start in a good place, with only 0.29% of residential mortgage accounts being three months or more in arrears, which compares favourably to an industry average of 0.83%.

Our Estate Agency division had a tumultuous year. Following a buoyant start, it then had to shut its branches for two months, and furloughed 5,500 people. With virtually no transactional business during lockdown, the number of properties that Connells exchanged contracts on during the whole year was 16% lower than in 2019 and total income fell by 11% to £379m. However, the company took decisive action and saw a positive recovery on the reopening of the housing market in May. Costs were managed tightly, and during the year it utilised £21m the Government’s Coronavirus Job Retention Scheme to support furloughed staff. The overall result was that Connells recorded underlying profits of £55m, up 10% on the year.

Elsewhere in the Group, Skipton International Limited (based in Guernsey) again made a strong contribution, with profits of £20m (down 6%) and Skipton Business Finance Limited made £3.6m (down 10%).

Overall Group profitability was down 22% to £119m, the biggest impact being the additional charge for loan impairments of £25m.

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Capital remains in a very strong position, well in excess of minimum regulatory requirements.

Finally, the year ended with Connells announcing on New Year's Eve that it had reached agreement with the board of Countrywide plc and its major shareholders to acquire Countrywide, including its 650 branches. The combination of the two businesses is an excellent opportunity to extend Connells' presence across the UK and the enlarged scale of the Society's estate agency operations should deliver enhanced returns for the Society, and hence its members, over the medium and longer term.

Completion took place 8 March 2021, assisted by the Society lending Connells £253m. Early signs are looking promising, the housing market is currently very strong, and the integration is going well.

The outlook for the Society remains positive but will be dependent upon the performance of the UK economy as the pandemic is hopefully brought under control. The Society's strong financial position, diversified business model, and compelling customer propositions means it is well placed to continue to deliver for its members during these uncertain times.

None of the Society's success during last year would have been possible without the commitment, team work and support provided by my fellow colleagues, to each other and in helping customers, and I would like thank them for all for what they achieved on behalf of the Society and its members.

In summary, 2020 was another year of strong performance by Skipton Building Society, with good growth in both mortgage and savings balances. We ended last year in a very strong financial position. And we've started this year with high levels of activity. As the vaccination programme continues to be rolled out successfully, and as social distancing restrictions are gradually eased, I look forward to some sense of normality resuming, particularly to the level of visits made to our branches, so more Members can experience once again the high levels of service to which we aspire. I look forward to reporting to you this time next year on our performance in 2021, and hopefully you can join us here in Skipton in person.

MEMBERS' QUESTIONS

The Chairman thanked Mr Cutter and confirmed that they would be taking any members' questions received from the live stream and also respond to questions already raised by members ahead of the AGM.

Firstly, he asked Mr Cutter to respond to a question received via the live stream:
Why are the value of total assets and total liabilities the same?

Mr Cutter explained the assets and liabilities both totalled £28.3bn, however within the liabilities figure were reserves of £1.7bn which represented profits built up over the Society's history.

Mr East then answered a members' question raised ahead of the meeting as follows:

Branch opening hours

A question that's been raised a few times in my mail bag asks when our branches will return to their normal opening hours. I'm pleased to report that the majority of our branches moved to 9.30am to 4.30pm opening hours on Monday 12 April, as well as reopening on Saturdays from 10 April, in line with the second step in the

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English government's roadmap, when non-essential shops were able to open. We work closely with our Health & Safety team and follow all government guidance to keep our colleagues and customers safe.

Then, he asked Mr Cutter to respond to a further question received via the live stream:

How were the weightings set out on page 15 of the Summary Financial Statement worked out?

Mr Cutter explained there were various financial measures applied to the weightings, e.g. Group profits, growth in balances; some team KPI's, e.g. net customer satisfaction scores, clear audit actions; personal and team objectives, with the breakdown being as shown in the Statement. These measures were agreed by the Remuneration Committee to ensure there was the right balanced approach against the different elements and the full Policy was voted on by members every three years.

Mr East added that the key was that the Society was not about creating profit alone but was focussed on driving growth and value for members. A balanced scorecard enabled growth for the Society and employee satisfaction, to deliver great service for members. Judgements were kept under review by the Remuneration Committee. He then moved to answer the following questions:

Executive Bonuses

Another question we've received from members ahead of this evening asks about the amount paid in executive bonuses. The Society is committed to doing the right thing by members, colleagues, and to make decisions that are in the long-term best interests of the Society. So, in April 2020 Skipton's Executives made the decision to voluntarily withdraw from their 2020 bonus scheme. Skipton currently is the only building society in the UK's largest seven societies to do this. The total amount forfeited was approximately £750,000. This felt the right thing to do in the face of such uncertainty. It did not affect Skipton colleagues, who as employees of an essential service throughout the pandemic, the Society maintained their bonus scheme. In addition, the executive team from Skipton Group Subsidiary, Connells also voluntarily withdrew from their 2020 bonus scheme.

In response to a question from the live stream regarding branches and the digital offering, Mr East confirmed the Society had continued to invest in its branches, refurbishing & relocating several of them. It remained very committed to its branch network, as this was highly valued by customers. The use of the Society's app had surged as the use of branches had reduced during the pandemic, with a four-fold increase in the use of Skipton Link, and significant increases in webchats & social media use. He believed members wanted to use a range of channels and the Society would continue to evolve and invest in various different channels.

In response to a question from the live stream, Mr Cutter explained the £25m loan impairment charge in the accounts related to the loan impairment provision held against the Society's mortgage portfolio, whereas the £29m figure related to impairment losses which also included impairment against goodwill and joint ventures.

In response to a further online question, Mr East confirmed his view that, subject to member feedback and costs, he felt the Society would look to continuing to offer live streaming of the AGM in future years, as this gave access to a broader range of

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members, in conjunction with a return to a physical AGM, where members could also choose to attend in person.

In response to a question regarding advertising costs, Mr East explained that the return on any advertising spend was carefully monitored and the Society spent considerably less than its competitors. He then answered further questions received ahead of the AGM:

Society Board

We've also received several questions about the size and diversity of Skipton's Board. We do believe that a diverse and inclusive culture is an integral part of our core values and is key to ensuring the Society delivers a great service to its members. We currently have four women and one member with a black and minority ethnic background on the board out of a total of thirteen directors, although Denise Cockrem will be retiring from the Board after the 2021 AGM. There is also a range of backgrounds in terms of experience, career and education.

All appointments are made to the board on the basis of merit, rather than any kind of quota system, and the appointment process is based on their knowledge, skills, experience and suitability for the role, such that they can deliver value to the Society and its members as well as meeting the regulatory requirements. In making appointments and reviewing its composition, the board considers all aspects of diversity, including age, experience and gender.

Turning to the size of the Board, as a regulated business, our regulators require the Board to have both the necessary resource and the range of skills and expertise to manage the Society and its subsidiaries. Unlike some boards, ours includes four executive directors, two of which in other businesses would often be executives not on the board, and eight non-executives including myself.

I consider this to be an appropriate number for our Board although we will keep it under regular review. The Society is the fourth largest building society in the UK with assets of £28.3bn (up 10.9%, from £25.5bn in 2019), and the size of the Board enables it to benefit from wider experience, challenge and diversity of thought that is important in the management of our businesses. It also allows effective oversight of our estate agency business which is now the largest in the country.

In response to questions from the live stream, Mr Cutter explained that data was available regarding the demographics of Skipton customers who chose to use the Skipton App. A lot of research was undertaken to understand how different demographics interacted, to enable the right investment decisions to be made and to ensure the Society's systems were easy for customers to use.

Also, Mr East explained that no Society employees were furloughed, although some Connells employees were. Mr Cutter added that Connells had agreed to top up the salaries of the affected colleagues to 100% for the months Mar-July 2020. A very small number of the Connells team were still furloughed. This voluntary arrangement was very well received by the Connells staff.

The Chairman then invited members present either in the room or via the live stream to raise any questions they had which were relevant to the business of the meeting..

The Chairman thanked all members for their questions.

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PUTTING THE RESOLUTIONS

The Chairman then advised that all the Resolutions had been put, and votes cast, so declared the business of the meeting concluded. He confirmed the final results of the 64,105 votes cast as follows:

		For	Against	Withheld
Resolution 1	To receive the Annual Report & Accounts	63,150 (99.16%)	534	412
Resolution 2	To re-appoint Ernst & Young LLP as auditors	61,193 (96.50%)	2,220	685
Resolution 3	To approve the Directors' Remuneration Report for the year ended 31 December 2020	58,082 (92.39%)	4,787	1,235
Resolution 4.1	To elect Philip Wynford Moore	61,148 (97.05%)	1,859	1,095
Resolution 4.2	To re-elect Andrew Paul Bottomley	60,798 (96.38%)	2,285	1,020
Resolution 4.3	To re-elect Amanda Jane Burton	61,155 (96.71%)	2,079	870
Resolution 4.4	To re-elect John Richard Coates	60,962 (96.65%)	2,115	1,026
Resolution 4.5	To re-elect Ian Michael Cornelius	60,788 (96.39%)	2,274	1,040
Resolution 4.6	To re-elect David John Cutter	61,114 (96.81%)	2,015	970
Resolution 4.7	To re-elect Robert David East	60,677 (96.24%)	2,369	1,053
Resolution 4.8	To re-elect Denis Arthur Hall	60,717 (96.33%)	2,313	1,074
Resolution 4.9	To re-elect Heather Louise Jackson	61,036 (96.59%)	2,158	907
Resolution 4.10	To re-elect Mark Joseph Lund	60,743 (96.37%)	2,286	1,072
Resolution 4.11	To re-elect Robert Samuel Duncan Mugenyi Ndawula	61,089 (96.74%)	2,056	954
Resolution 4.12	To re-elect Helen Claire Stephenson	60,982 (96.48%)	2,226	892

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The Chairman thanked the members who had voted and noted the results demonstrated that an overwhelming majority of members were supportive of the Board and its current business strategy for success.

The final results would be displayed on the website and in branches from the following day.

He thanked members for attending, especially via the live stream and welcomed any feedback on the experience.