

Dudley Building Society Financial Results

APRIL - SEPTEMBER 2018

8.3%
Continued mortgage growth



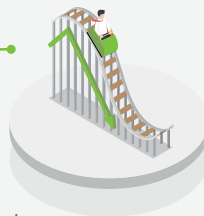
Gross lending of **£38.1 million** and Net Lending of **£13.1 million** for the first 6 months of 2018. The Society's gross lending for the first 6 months of the year is outpacing the market growing at **8.3%** (market growth: 5%)¹.

£20.5m
Targeted savings growth



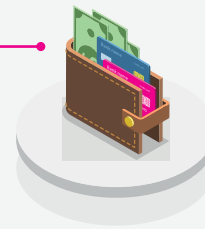
Savings balances increased by **£20.5 million** in the first 6 months of 2018 taking overall deposits to a record **£393.9 million**. Average savings account balance per member has increased by **6%**.

0.1%
Improving mortgage book quality



The business that is being written continues to be of high quality with continued low levels of arrears across the whole mortgage book (less than **0.1%** accounts are more than 3 months in arrears from new lending since 2012).

1.3%
Creating better value for members



The average weighted savings rate of new products offered to members for the first 6 months of the year was **1.30%**. The Society continues to outperform market averages with the average rate for time deposits (notice/term) being **1.20%** and access deposits (instant access) **0.44%**.

+87
Delivering the right member outcomes



The Society's overall Net Promoter Score increased to **+87** (31 March 2018: +83), supported by consistently high levels of customer satisfaction.

(A Net Promoter Score is a reflection on the likelihood that customers would recommend a business's products or services to friends or family).

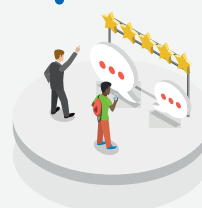
160 years
Supporting communities



The Society will be welcoming applications for its Community Support Fund as part of the **160th Year Celebrations** - further details can be found on the Society's website from 1st November.

No.1
Leading employee engagement

The Society is ranked **number 1** in the building society sector for employee engagement having been rated 'Outstanding' by the Best Companies to work for accreditation. The Society is also one of the top 25 companies to work for in the Midlands.



£419.4m
Strong asset growth



Total Assets have continued to grow up to a record **£419.4m** at the end of September. Based on the latest information available this puts the Society up two places on Building Society league tables to 25th.

£7.2m
Maintained capital and liquidity strength



Capital headroom has been maintained at **£7.2m** with the Society demonstrating that profits are growing in line with growth in mortgage assets. The Liquidity Coverage Ratio of **329%** (31 March 2018: 343%) is more than 3 times the minimum requirement.

10%
Increasing investment



Investment in our people has led to an additional **10%** of jobs created and over **20%** of our employees being supported through various qualifications.

¹ BSA October 2018

All figures stated are unaudited