

COST CONTROL & SHARING SERVICES:

A SMALL SOCIETY PERSPECTIVE

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Stafford Railway Building Society: Results

	Assets £m	Growth %
2005	118	10.4
2006	132	11.9
2007	148	12.1
2008	159	7.4
2009	175	10.0



Stafford Railway Building Society: Results (cont'd)

	Profits after tax	ManEx
	£000s	%
2005	547	0.89
2006	595	0.84
2007	750	0.74
2008	753	0.72
2009	1256	0.72



The Simple Life

All on Administered Rates

One Mortgage Product

Mutual Principles in all we do

Stick to core business and do it well

No Financial Advice



Stafford Railway Building Society: Mortgage Tariff

Valuation Fees	At cost	Conversion of repayment type	Nil
Transfer of equity	Nil	Returned cheques	Nil
Deed sealing fee	Nil	Change of buildings policy	Nil
Further advance fee	Nil	Own fire insurance fee	Nil
Returned direct debits	Nil	Deeds production	Nil
Letting approval	Nil	Deeds inspection	Nil
Letter fee	Nil	Early repayment charges	Nil
Partial redemption fee	Nil	Arrangement fee	Nil
Administration fees	Nil	Land registry fees	At cost
Repossession fees	At cost	Lenders reference (if required)	At cost
Chaps payments	Nil	Further advance searches	At cost
Solicitors fees	At cost		

STAFFORD  RAILWAY
BUILDING SOCIETY

Stafford Railway Building Society: Savers Tariff

Cash Withdrawal	Nil	Cheque Withdrawal	Nil
Written details of interest paid	Nil	Lost Pass Book	Nil
Copy Statement	Nil	Photocopy Documents	Nil
Registering Probate	Nil	Change of account title	Nil
Banker's Reference	Nil	Letter fee	Nil
Administration fees	Nil	Returned cheques fee	Nil
Replacement cheque fee	Nil	Stopped cheques	Nil
Duplicate tax certificates	Nil	ISA transfer fee	Nil
Electronic transfers	At cost	Access to personal information	Nil


STAFFORD  RAILWAY
BUILDING SOCIETY

Stafford Railway Building Society: Savings

Pullman Account

	(Gross)
£250K	2.25%
£100K	1.75%
£25K	1.45%
£10K	1.25%
Below 10K	1.00%

Rates at 1.5.10




Stafford Railway Building Society: Savings (cont'd)

ISA Account

£40K +	3.00%
£30K	2.75%
£20K	2.50%
Below £20K	2.25%

Rates at 1.5.10



Stafford Railway Building Society: Savings (cont'd)

Young People Account (First Track) and Affinity Account

Current rates (Gross)

First Track	
All balances (max £25K)	2.25%
Affinity Account	
All balances	1.00%

Rates at 1.5.10



Benefits of the Simple Life

Compliance costs lower

Easy to understand and explain our products

Financial modelling easier with fewer assumptions

Enhanced reputation and member loyalty

Complaints lower



Complaints/Compliments

Complaints 2.2 per annum

Average over 5 years 2005-2009

Compliments 30 per annum

Average over 5 years 2005-2009

Ombudsman referrals 0 per annum

Average over 5 years 2005-2009

Member Satisfaction Survey (overall service) 98%

Based on survey of 2000 members selected randomly of which 821 replied



The Trade Off

Restricted Product Range

Products must always be competitive

'Traditional' Perception



“What you can measure you can manage”

Timely reports and key facts

Management Meetings

Communication



Outsourcing – Some Examples

IT

Internal Audit

Treasury (advice only)

Marketing

Payroll

Cleaning

Chief Executive



IT Outsourcing - Benefits

Certainty of Cost

Technical Updates

Less Management Time

Dynamic Review

Outstanding Performance

Disaster Recovery Arrangements

Technical Help



IT Outsourcing - Disadvantages

Accept the System

Requests for System Changes



Sharing Services – Some Examples

IT/Back Office Processing

Branches

Insurance

Treasury

Marketing ?

