

The co-operative banking group

The Co-operative Banking Group

Executive directors

Barry Tootell, Acting Chief Executive

Non-Executive directors

Paul Flowers, Chair

Rodney Baker-Bates, Non-Executive Director
(Deputy Chair)

Duncan Bowdler, Non-Executive Director

David Davies, Non-Executive Director (Deputy Chair)

Anne Gunther, Non-Executive Director

Peter Harvey, Non-Executive Director

Paul Hewitt, Non-Executive Director

Merlyn Lowther, Non-Executive Director

Peter Marks, Non-Executive Director

Bob Newton, Non-Executive Director

Ben Reid, Non-Executive Director

Len Wardle, Non-Executive Director

Martyn Wates, Non-Executive Director

Other principal executives

Rod Bulmer, Managing Director, Retail

Phil Lee, Integration & Change Director

Tim Franklin, Chief Operating Officer

Mike Fairbairn, Director of Risk

Keith Alderson, Managing Director Corporate and
Business Banking

James Mack, Acting Chief Financial Officer

The Co-operative Banking Group of businesses:

The Co-operative Banking Group consists of a number of
trading entities, including:

The Co-operative Bank; Co-operative Insurance;

The Co-operative Asset Management; smile; Britannia

Sales distribution channels for mortgages

Branch 50%

Direct 45%

Web 1.5%

Other 3.5%

About The Co-operative Banking Group

In 1867 the Co-operative Insurance Company Limited was established to provide fire insurance for Co-operative societies. In 1899 the Co-operative Insurance became an Industrial and Provident Society, changing its name to Co-operative Insurance Society (CIS).

The Co-operative Banking Group, formerly Co-operative Financial Services, was formed in 2002 from the bringing together of The Co-operative Bank and The Co-operative Insurance Society.

On 1 August 2009 The Co-operative Banking Group merged with Britannia Building Society to create the UK's most diversified mutual financial services provider.

In 2010 our ethical leadership and financial strength led to the business being named the Financial Times Sustainable Bank of the Year. In 2011, it was subsequently named Financial Services Sustainable Bank of the Year - Europe.

In 2011 The Co-operative Financial Services changed its name to The Co-operative Banking Group.

Tied agent through AXA

Registered office:

New Century House, Corporation Street,
Manchester, M60 4ES

Phone: 0161 832 8686

Website: www.cfs.co.uk

DX No: 70004 Manchester 6

FSA Reg. No: The Co-operative Banking Group is made up of four legal entities, three of which are FSA registered –

The Co-operative Bank plc - 121885

CIS General Insurance Limited - 435022

Co-operative Insurance Society - 122246

Established: 2002

Auditor: KPMG Audit Plc

No. of branches: 341

No. of ATMs: 2,230

No. of F/T staff: 8,507

No. of P/T staff: 2,317

No. of borrowing customers: 311,012

No. of saving customers: 3,787,105

Total number of customers: 7,877,432

As part of The Co-operative Banking Group, customers can become members of the Co-operative which has around five million members.

Financial position as at 31 December 2010

Assets

	£m
Cash	1,735.6
Derivative financial instruments	1,728.8
Loans and advances to banks	2,394.1
Loans and advances to customers	35,165.9
Investments	22,541.8
Investment property	1,650.5
Reinsurers' share of technical provisions	3,102.0
Intangible assets	317.3
Property, plant and equipment	169.2
Prepayments and other receivables	565.6
Total assets	69,370.8

Liabilities

	£m
Amounts owed to credit institutions	3,815.4
Amounts owed to customers	34,174.2
Debt securities in issue	4,212.2
Derivative financial instruments	1,237.1
Insurance contracts	17,752.9
Investment contracts liabilities	316.0
Unallocated divisible surplus	1,037.1
Other borrowed funds	975.4
Other liabilities and accruals	2,789.2
Deferred tax	19.8
Retirement benefit obligations	45.8
Provisions	73.4
Minority interests	61.9
Equity	2,860.4
Total liabilities and equity	69,370.8

Net profit

	£m
Net profit for the year	76.7