# MAKING MUTUALITY MATTER MEMBERS AT THE CENTRE OF OUR BUSINESS

Our mutuality is an integral part of who we are and how we operate. We thrive by staying true to the needs of the people who matter most - our members, customers and colleagues. We take a long-term view and share our success with our members. Membership of Wesleyan comes with the following benefits:

# YOUR MUTUAL: YOUR VOICE

Every year members are invited to have a say in how we run our business by voting on key matters in our Annual General Meeting and putting questions to our Board of Directors.

#### **GIVING BACK**

Since the launch of Wesleyan Foundation in 2017, we've awarded £5m to deserving causes across the UK, making a real difference to improve lives and transform communities.

#### **SUPPORTING OTHERS**

We support young people entering the medical and dental professions by running financial and wellbeing initiatives like our Next Step programme, designed to help with the transition from qualification into working life.

# SUSTAINABLE INVESTING

At Wesleyan we manage over £7bn of your money. Like you, we care as much about what your investments are doing as well as how they are doing.

## WELLBEING

To support your mental and physical health, as well as your financial health, members have free access to personal wellbeing app Wellspace.

To find out more, visit wesleyan.co.uk/wellspace

### **INSURANCE DISCOUNTS**

In 2022 we made a £2.55m financial contribution to provide members with 20% off key insurance products including a price match promise on home and motor policies.

#### MEMBER REWARDS

More details can be found over the page.

# SHARING OUR FINANCIAL STRENGTH

As a financially strong, well-managed mutual we proudly share the benefits of our success with members in the form of a discretionary Mutual Bonus where results and market conditions allow. In light of the ongoing economic uncertainty, no mutual bonus is payable in 2023.



AVERAGE GENERAL INSURANCE SAVING IN 2022\*

15,542 MEMBERS SAVED AN AVERAGE OF

£164

ON THEIR PREMIUMS IN 2022

\* Based on 20% member discount on selected premiums between 1 Jan to 31 Dec 2022 IN 2022 WE SUPPORTED OVER

**25,000** 

MEMBERS WITH SPECIALIST FINANCIAL ADVICE TAILORED TO THEIR CAREER AND LIFESTAGE

## DELIVERING ON OUR MUTUAL VALUES

#### **MEMBER REWARDS**

reward in 2022.

In 2022, following in-depth research and a successful pilot, we launched our Member Rewards programme which offers full members a selection of exclusive rewards to choose from, available via a new online customer portal. Members have the option to select an additional annual gift from retailers including Amazon, John Lewis and Marks & Spencer, subject to product holding. The programme has been well received with almost 4,000 members claiming a

Throughout the course of 2023 qualifying members will be invited to choose a reward, as we strive to build a benefits package shaped around our members and their world.



96%

of customers are happy with the Reward choices offered.

What a lovely surprise, feels good to be rewarded.



#### THE NEXT STEP

Born from our passion for giving back, the award-winning 'The Next Step' was created in 2018 as a programme to help medical and dental students within the UK transition from university into working life.

In 2022, we won an award for 'Best Innovation in the Customer Journey' at the Financial Services Forum awards for the programme. We are continuing to support young people entering the professions we serve in 2023 by investing further into the programme.



www.wesleyan.co.uk 05