

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:



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

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 reward in 2022.

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.”

WESLEYAN MEMBER



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.

MUTUAL BENEFITS

Thanks to our mutuality, we are able to give back to our members and will be providing over £2.5m in savings by continuing to offer 20% off a range of insurance covers, with price match promise on home and car policies.

