



**onefamily**  
modern family finance

# Notice of Annual General Meeting and 2018 business update



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## Member rights and obligations

The rights and obligations of members are defined by the Society's Rules. A copy of your Society's Rules can be found on our website at [www.onefamily.com/company-information](http://www.onefamily.com/company-information). There will also be paper copies of the Rules available to view at the AGM, or you can write to the Secretary or Member Relations Team at the contact details below.

## Contact Us

You can email us on:

[members@onefamily.com](mailto:members@onefamily.com)

or write to us at

Member Relations Team,

OneFamily, 16-17 West Street, Brighton BN1 2RL  
or phone us on 0344 8920 920

For more information visit us at

[www.onefamily.com/agm](http://www.onefamily.com/agm)

## Confirm your attendance

Please confirm your attendance for the AGM by emailing RSVP to [members@onefamily.com](mailto:members@onefamily.com) and include your full name and postcode, or by calling the number above.

Any member entitled to vote may appoint a representative to attend and vote on their behalf. The representative need not be a member. A Proxy Voting Form is attached to your covering letter.

As a member you may direct your representative on how to vote at the meeting. Copies of the full Annual Report and Consolidated Financial Statements of OneFamily for the year ended 31 December 2018 will be available from early May at [www.onefamily.com/agm](http://www.onefamily.com/agm) by email at [members@onefamily.com](mailto:members@onefamily.com) or by writing to:

Member Relations Team  
OneFamily  
16-17 West Street  
Brighton  
BN1 2RL

# Notice of Annual General Meeting

## Notice of Annual General Meeting of Family Assurance Friendly Society Limited (the “Society”)

**11am Wednesday 5 June 2019**

**Glaziers Hall** 9 Montague Close, London Bridge, London SE1 9DD

### **AGM agenda**

#### **Ordinary Business**

1. To receive the financial statements of the Society for the year ended 31 December 2018.
2. To approve the Directors’ Remuneration Report for the year ended 31 December 2018.
3. To re-elect Christina Margaret McComb as a member of the Board of Directors.
4. To re-elect Ian Michael Buckley as a member of the Board of Directors.
5. To re-elect Steven James Colsell as a member of the Board of Directors.
6. To re-elect Graham John Lindsay as a member of the Board of Directors.
7. To elect Sally Angela Helen Williams as a member of the Board of Directors.
8. To re-elect Simon Christopher Markey as a member of the Board of Directors.
9. To re-elect Shingirai Thaddeus (Teddy) Nyahasha as a member of the Board of Directors.
10. To re-appoint KPMG LLP as auditor to the Society for 2019.
11. To transact any other ordinary business of the Society.

By order of the Board  
Secretary, May 2019

OneFamily, 16–17 West Street, Brighton, BN1 2RL

# 2018 key facts at a glance

**£160.9 million**  
retained earnings

**£7.4 billion**  
funds under management

**92%**  
customer satisfaction

**£84 million**  
excess capital above  
requirements

**£175 million**  
originated through  
Lifetime Mortgages  
since launch in 2016

**£3 million**  
awarded by OneFamily  
Foundation to good causes  
since 2015

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**Launched OneFamily Advice**

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**Launched Lifetime ISA**

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**85 Community Grants awarded**

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**1,200 hours of employee time given back to  
the community through volunteering**

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# Chairman and CEO business review

Last year was a year of stable financial performance for OneFamily, against a backdrop of difficult markets and an unsettled economy.

During the year, we continued with our strategy to deliver excellent levels of service to our existing customers and maintained a well-capitalised business for the benefit of our members.

However, economic uncertainty became an increasing theme during the year and investment performance was disappointing. In addition, our new products and services have been slower to gain market traction than we anticipated, making income growth more difficult.

That aside, we improved our capital position and ended the year in a strong financial position.

The political situation in the UK remains fluid, with continuing uncertainty over the outcome of Brexit, and although we are a company selling solely to UK based customers, we have some customers who have moved to other EU countries after taking out their policies with us, as well as a small book which was previously sold to Irish customers. Our priority is to seek to ensure that all of our existing customer servicing needs can continue to be met immediately after Brexit.

## Lifetime mortgages

The numbers of homeowners using lifetime mortgages continued to grow strongly in 2018 with lending at nearly £4 billion across the UK, compared to £3 billion in 2017. This growth has continued to attract new entrants to the market and price competition has increased as a result. We continued to build our presence in this market last year and have now originated £175 million of mortgages to 2000 customers since we launched in 2016.

We will continue to seek further opportunities to expand our footprint in the lifetime mortgage space by launching additional mainstream and niche products and by building on our good relationships with funders and financial advisers.

## OneFamily Advice

As part of our strategy to take advantage of the growing numbers of homeowners choosing lifetime mortgages and the increasing interest amongst our own member base, we launched our own financial advice service, OneFamily

Advice, in May 2018. This new service currently offers whole of market advice on lifetime mortgages via telephone, video conference or online. As one of our initiatives to give value back to members, OneFamily Advice is available at no cost to members, their family and friends.

## Child Trust Funds

We continue to be the largest Child Trust Fund provider with 1.7 million children aged between 8 and 16 having their accounts with OneFamily. Saving for the future has never been more important and we believe that OneFamily is well placed to provide relevant products to these young investors as they reach adulthood. We are preparing for the first of these policyholders to turn 18 in 2020 when the first products reach maturity.

## Lifetime ISA

The launch of our Lifetime ISA in February 2018 is an example of us launching new products to address major financial milestones. This ISA is aimed at people aged 18 to 39 years old saving for their first property or their retirement, with the additional benefit that contributions attract a 25% bonus from the government. The growth of Lifetime ISAs has been slower than expected, largely as a result of limited active government support and the continuation of the Help To Buy ISA, resulting in some confusion and low consumer awareness. However, we continue to believe this is an important product as the 25% government bonus on contributions means the Lifetime ISA offers savers

under 40 an extremely attractive way to save. In addition, the OneFamily Lifetime ISA will be one of the reinvestment options we offer to 18-year olds when their Child Trust Funds mature.

## Customer satisfaction and communications

As a mutual, the service we deliver to our members is very important to us and we are pleased to report that we maintained a very high standard throughout the year, with our general customer satisfaction averaging 92%.

To stay in touch with our members and customers, we launched a research panel, OneFamily Voice, and this has already been used to engage and find out views on several subjects. We continue to look for ways to improve our service; for example, during 2018, we added 37,000 customers to the 333,000 who have signed up to our convenient online account management service and over 80% of these also chose to receive electronic statements, which has an added environmental benefit.

## Member benefits and the OneFamily Foundation

Our Foundation has now entered its fifth year and we continue to evolve how it operates to ensure that it supports causes close to the hearts of our members. Since its launch in 2015, the Foundation has now awarded £3 million to worthy causes.

During the year, we developed our community grants so we could help more

causes our members and customers care about. We also worked with a number of charities including Age UK and Youth Enterprise whose aims are aligned with our aim to deliver a positive impact for our employees, members, customers and their families.

We are also continuing to investigate ways in which we can extend the benefits we offer to members, for example by providing exclusive discounts on our products and services to our members.

An illustration of this which we can build on is OneFamily Advice.

## Investment performance

The financial markets were volatile during 2018 with most decreasing in value in a disappointing year of investment performance, following several years of strong growth. Our funds were impacted by this unpredictability, although we were able to protect some value through management actions and the reduction seen in our main funds was less than that seen in the financial markets. This is covered in more detail in the investment report on pages 10 and 11.

## Outlook

Looking forward, we will continue to focus on ensuring our products and services are market-leading and further strengthening our relationship with our existing members and customers.

As you would expect, given the unsettled political environment and uncertainty in UK and global markets, we continue to closely monitor our strategy to ensure that we are delivering on our key purpose of protecting member value. We expect to cover the plans in more detail at the Annual General Meeting, for those of you who are able to attend.



A handwritten signature in black ink, appearing to read 'Christina McComb'.

**Christina McComb**  
Chairman

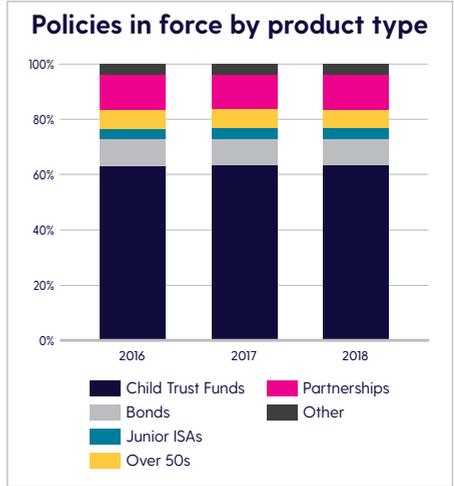
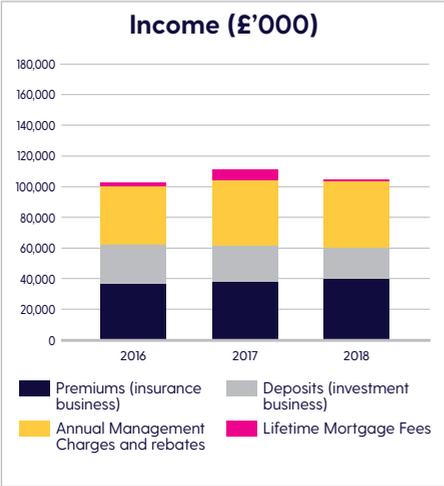


A handwritten signature in black ink, appearing to read 'Simon Markey'.

**Simon Markey**  
Chief Executive

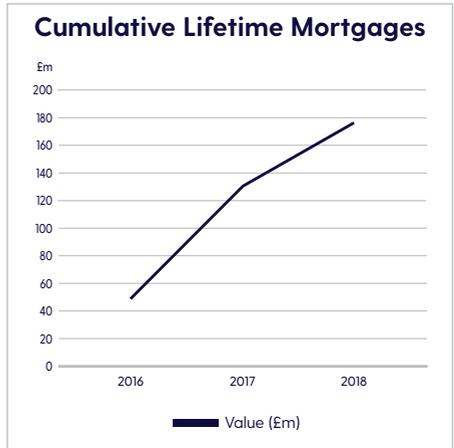
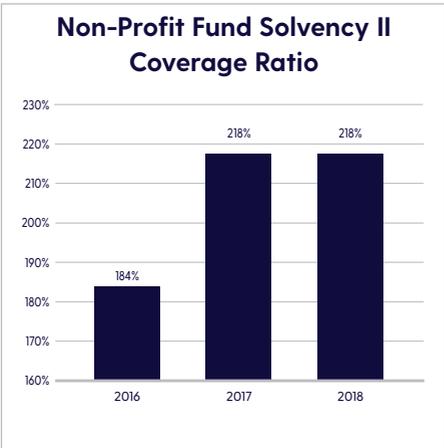
**“ During 2018 we continued with our strategy to offer excellent levels of service to our existing customers and maintained a well-capitalised business for the benefit of our members ”**

# Performance highlights



Despite the challenges faced by the Group in 2018, income received through insurance premiums, investment deposits and annual management charges and rebates remains strong.

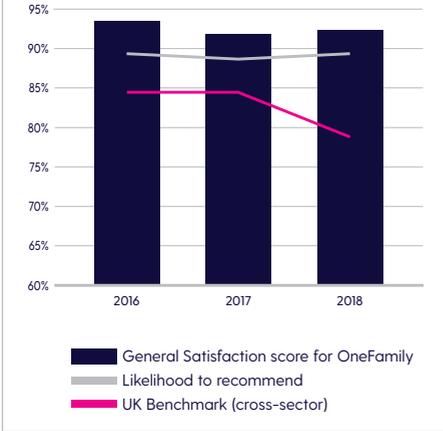
The majority of the Group's policies are Child Trust Funds and a key focus in 2019 is the reinvestment proposition and maturity operations for these policies, which will begin to mature in 2020.



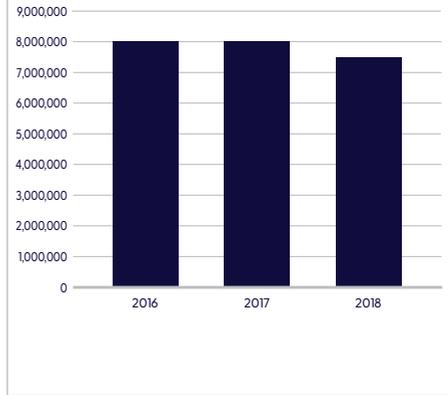
The Group continues to have a strong capital position.

Lifetime Mortgage completions now total circa £175 million.

### Customer satisfaction scores



### Customers' Funds Under Management (£'000)



The figures above are the average for the year. In September 2016 the process for obtaining customer satisfaction scores was automated and as expected this led to a decrease in the average score for 2017 compared to 2016. OneFamily continues to far exceed the UK benchmark in respect of customer satisfaction and in 2018 an average of 88% of customers would recommend us to friends and family.

A move towards lower volume but higher value products such as lifetime mortgages and fee based services via OneFamily Advice does not add significantly to our funds under management. This combined with the fall in the stock markets in 2018 and the expected maturity of policies has led to a decrease in the funds we manage on behalf of our customers by 9%.

“ We ended the year in a strong financial position, with retained earnings of £160.9 million. ”

# Investment report

In 2018 we continued to offer our customers diverse investment opportunities in a range of assets, including shares, bonds, property and cash; however, our funds were impacted by price falls in markets across the globe. The performance of our funds against this backdrop is shown below:

Unit price growth*			
Funds**	One Year	Three Years	Five Years
Family Balanced International Fund	-9.63%	13.37%	19.81%
Family Investments Child Trust Fund	-11.83%	15.75%	19.61%
Family Sovereign Fund	-8.16%	14.72%	23.71%
Santander Stock Market 100 Tracker Growth Trust	-9.64%	16.00%	12.20%
Family Charities Ethical Trust	-6.90%	16.89%	12.56%
Family Asset Fund	-10.22%	15.24%	14.48%

\* past performance should not be seen as an indication of future performance. Investors are reminded that the price of units, and the income from them, is not guaranteed and may go down as well as up.

\*\* the table above shows the performance of the Group's six largest funds. Funds are valued at bid price.

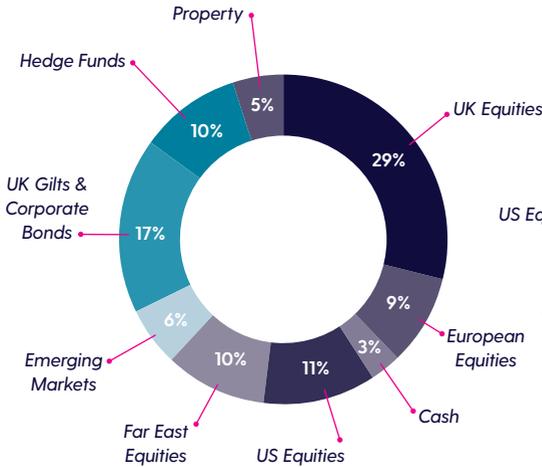
Our two largest funds, in which most of our customers are invested, had a challenging year following several years of strong growth. Our funds were impacted by greater volatility in 2018, although we were able to protect some member value and the reduction seen in our main funds was less than that seen in the financial markets.

The Family Investments Child Trust Fund invests in UK, US, European and Asian equities. In 2018, the Group took steps to

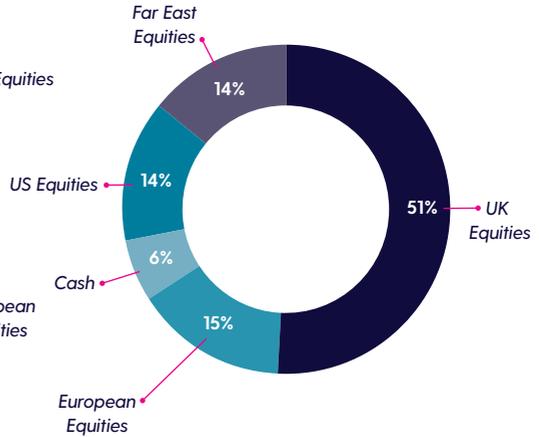
protect customers in both this fund and the Family Balanced International Fund from the currency impact of overseas investments. As a result, the funds did not gain from the fall in sterling, as they had in previous years. However, in the longer term we continue to believe that sterling will rise, and so investments will be protected from a corresponding fall in foreign currencies. The Family Sovereign Fund is the Group's largest customer investment fund, where the majority of our Family and Junior Bonds are invested.

The compositions of the two funds by asset class as at 31/12/18 are shown in the following charts:

### Family Sovereign Fund



### Family Investments Child Trust Fund



## General

Whilst 2018 had a strong start, expected increases in inflation and US interest rates resulted in a sharp market drop in late January. Whilst US equities quickly rebounded and the S&P 500 Index went on to achieve a record high as recently as September, many other markets did not reach the early-year peaks again. The year then ended with the worst quarter since 2011 as a shift towards less risky investments increased amid ongoing trade tensions, volatile oil prices, reduced growth prospects and expensive valuations.

## Outlook

Our two largest funds have experienced some recovery in 2019. In the first two

months of 2019 the Family Investments Child Trust Fund grew by 7.2% and the Family Balanced International Fund grew by 6.0%. However, with markets undoubtedly more volatile than in recent years and with expectations for this to continue, they are delicately balanced moving forward. It remains to be seen how markets will digest the ongoing uncertainty over trade and political issues, and the potential for this uncertainty to damage economic growth will remain pivotal.

In such an environment, we believe it is important to remain well-diversified across asset classes while having the ability to actively review the asset mix as market conditions evolve.

# Summary remuneration report

## Remuneration policy

OneFamily's purpose is to create and protect value for our members. Our remuneration policy reflects our purpose, culture and strategy and is set by the Board and overseen by the Remuneration Sub-Committee, led by Graham Lindsay, non-executive director. The policy is designed to attract, motivate and retain key executives and employees with the relevant skills to help achieve the Group's objectives and to ensure that employees are appropriately rewarded for enhancing the level of service that we provide to our customers and members. It is also designed to achieve a direct correlation between reward and performance whilst not encouraging undue risk taking or inappropriate behaviours.

OneFamily believes it is important that its mutual status is reflected in its remuneration policy. Variable remuneration schemes are designed to be clear, measurable and aligned to our members' interests by rewarding performance against key criteria, for example customer service, product performance, risk factors and financial strength.

No director is involved in the determination of, or votes on, any matter relating to his or her own remuneration.

The main elements of remuneration currently in place for executive directors are:

## Base salary

Base salaries reflect individuals' skills and experience and are reviewed annually in the context of annual performance assessment. They are determined by the scope and responsibilities of each role, individual performance and by reference to appropriate market rates obtained from external sources.

This is the only element of remuneration which is pensionable.

## Short-term incentives

Short-term incentive awards are linked to annual individual performance against agreed objectives and business performance using balanced scorecards. Performance is assessed against key criteria including customer service,

financial and operational performance, employee engagement and risk control.

Awards are paid over three years, with 40% of any short-term incentive earned being deferred and payable in two equal parts on the first and second anniversary of the initial payment.

## Long-term incentives

Performance will be assessed (over three years) taking into account factors including financial, cost efficiency, customer and risk.

50% of any long-term incentive award shall be made only after the third anniversary of the completion of the financial year on which the award is made.

The remaining 50% of any long-term incentive earned will be deferred and is payable in two equal parts on the first

and second anniversary of the initial payment.

## Benefits and pensions

Executive directors are eligible to participate in the defined contribution pension plan. Where contributions exceed the annual or lifetime allowance, executive directors may be permitted to take a cash alternative in place of contributions.

Other benefits include private medical insurance and life insurance cover.

## Board of Directors remuneration

The remuneration of the directors of OneFamily for the year ending 31 December 2018 and the previous year is set out in the table below. This is audited information.

<b>Board of Directors remuneration</b>										
	Salary/Fees		Short-Term Incentive Scheme		Long-Term Incentive Scheme		Other Benefits*		Total remuneration	
	2018 £'000	2017 £'000	2018 £'000	2017 £'000	2018 £'000	2017 £'000	2018 £'000	2017 £'000	2018 £'000	2017 £'000
<b>Executives</b>										
<b>Simon Markey</b>	460	460	310	323	416	422	117	63	1,303	1,268
<b>Teddy Nyahasha**</b>	250	240	154	106	93	–	40	23	537	369
<b>Non-executives</b>										
<b>Christina McComb</b>	112	105	–	–	–	–	–	–	112	105
<b>Peter Box</b>	57	55	–	–	–	–	–	–	57	55
<b>Ian Buckley</b>	65	65	–	–	–	–	–	–	65	65
<b>Nigel Masters</b> resigned 6.6.18	22	55	–	–	–	–	–	–	22	55
<b>Steve Colsell</b>	57	45	–	–	–	–	–	–	57	45
<b>Graham Lindsay</b>	59	45	–	–	–	–	–	–	59	45
	<b>1,082</b>	<b>1,070</b>	<b>464</b>	<b>429</b>	<b>509</b>	<b>422</b>	<b>157</b>	<b>86</b>	<b>2,212</b>	<b>2,007</b>

\* Other benefits include private medical insurance paid for by the company, taxable expenses and the associated tax due on these taxable expenses claimed (taxable expenses include, for example, travel between offices).

\*\* Teddy Nyahasha joined in July 2016. His Long-Term Incentive Scheme award in 2018 reflects amounts due under the 2016 - 2018 scheme having taken into account his start date.

# Explanatory notes to resolutions

Your Board unanimously recommends that you vote in favour of the following resolutions.

## Resolution 1

The Board is required to present to the meeting the audited Annual Report and Consolidated Financial Statements and the directors' and auditor's reports for the financial year ended 31 December 2018.

Your Board believes the Financial Statements give a true and fair view and indicate continued prudent and successful management of your Society.

## Resolution 2

You are asked to approve the Directors' Remuneration Report for the year ended 31 December 2018 by way of an advisory vote. This is not a legal requirement, but your Board considers it is best practice to enable members to express a view on remuneration.

A summary of the Remuneration Report can be found on pages 12 and 13. The full report is in the 2018 Annual Report and Consolidated Financial Statements, available at [www.onefamily.com/AGM](http://www.onefamily.com/AGM) or on request.

## Resolutions 3 to 9

It is a requirement of the UK Corporate Governance Code (as annotated for mutual insurers) that all directors are re-elected annually.

Peter Box will be retiring from the Board of Directors after the 2019 AGM.



**Christina McComb OBE**  
**Chairman**

**Appointed to the Board:** April 2015, having previously served on the

Board of Engage Mutual Assurance since May 2005, including as Chairman since April 2014.

**Committee memberships:** Chairman of the Nominations Sub-Committee and a member of the Investment and Member & Customer Sub-Committees.

**Qualifications:** Master of Business Administration (MBA).

Christina has held a range of senior private and public sector roles and has a track record in private equity and venture capital investments, having spent 14 years at leading venture capital specialist 3i Group plc. She also has wide ranging experience of advising small and medium-sized businesses.

Christina is currently Chair of Standard Life Private Equity Trust plc, Senior Independent Director at British Business Bank plc, Nexeon Limited, and Big Society Capital Ltd. She is also a Trustee and the Chair of

Investment Committee at NESTA (National Endowment for Science, Technology and Arts). Christina was awarded an OBE in the Queen's Birthday Honours in 2018 for her services to the economy.

Christina's extensive business experience includes transformation, capital management, capital raising, investment management strategy, corporate finance, organisation and customer strategy and the mutual sector.

**Board recommendation:** Following a review of Christina's skills and expertise, the Board considers that she has the expertise needed to fully meet her responsibilities for leadership and oversight of the Society as Chairman of the Board.



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**Ian Buckley**  
**Vice Chairman**  
**and Senior**  
**Independent**  
**Director**

**Appointed to the**

**Board:** December 2009 before being appointed as Vice Chairman and Senior Independent Director in March 2016.

**Committee memberships:** Chairman of the Investment Sub-Committee, and a member of the Remuneration, Risk, Audit, With Profits and Nominations Sub-Committees.

**Qualifications:** Chartered accountant.

Ian is an experienced board director in both executive and non-executive capacities and has a deep understanding of regulated financial services businesses. He has previously held Chief Executive roles at Smith & Williamson, EFG Private Bank Limited and Tenon Group plc, served over 11 years as a director and then special

advisor at Rathbone Brothers plc, and was a non-executive director and Chairman of Vision Independent Financial Planning Limited from 2012 until April 2018.

Ian is currently Chairman of Quilter Cheviot Limited, a non-executive director at Miller Insurance Services LLP, and a consultant to Rathbone Trust Company Limited.

Ian's extensive business experiences includes investment management strategy, corporate finance, and organisational strategy.

**Board recommendation:** Following a review of Ian's skills and expertise, the Board considers that he has the expertise needed to fully meet his responsibilities for leadership and oversight of the Society as Vice Chairman and Senior Independent Director. The Board also determined that Ian continues to be independent.



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**Steve Colsell**  
**Non-Executive**  
**Director**

**Appointed to the**

**Board:** July 2016.

**Committee memberships:** Chairman of the Risk and With Profits Sub-Committees and is a member of the Audit, Investment and Nominations Sub-Committees.

**Qualifications:** Fellow of the Institute and Faculty of Actuaries.

Steve's financial services career has spanned banking, insurance and mortgage lending, notably with Zurich Insurance plc, Lloyds Banking Group plc and Kensington Group Limited. He has also held non-executive directorships at St James's Place and esure Insurance Limited.

Steve is currently a non-executive director and Chairman of the Risk Committee at Starling Bank.

Steve's extensive business experience includes risk management, actuarial, corporate finance, life insurance plus retail banking and lending.

**Board recommendation:** Following a review of Steve's skills and expertise, the Board considers that he has the expertise needed to fully meet his responsibilities for leadership and oversight of the Society as a non-executive director. The Board also determined that Steve continues to be independent.



**Graham Lindsay**  
**Non-Executive Director**  
**Appointed to the Board:** July 2016.

**Committee memberships:** Chairman of the Member & Customer and Remuneration Sub-Committees, and a member of the Risk, Audit and Nominations Sub-Committees.

**Qualifications:** Fellow of the Institute of Banking & Finance.

Over a 40 year career with Lloyds Banking Group plc, Graham held a number of senior executive roles including responsibility for the Lloyds branch network and Group Director for Corporate Responsibility. He has also held board positions at the Institute of Financial Services and the Chartered Banker Professional Standards Board.

Graham is currently Vice Chairman of the board of trustees for the Brain Tumour Trust Charity and a non-executive director of Provident Financial plc.

Graham's extensive business experience includes responsible business, member and

customer strategy, retail banking, later life lending and savings.

**Board recommendation:** Following a review of Graham's skills and expertise, the Board considers that he has the expertise needed to fully meet his responsibilities for leadership and oversight of the Society as a non-executive director. The Board also determined that Graham continues to be independent.



**Sally Williams**  
**Non-Executive Director**  
**Appointed to the Board:** January 2019.

**Committee memberships:** Member of the Risk, Audit, Member & Customer, With Profits and Nominations Sub-Committees.

**Qualifications:** Chartered accountant.

Sally was Director of Risk and Governance at Marsh Limited between 2015 and 2018. She joined Marsh from National Australia Bank (NAB) Group, where she was Head of Risk, London Branch, and a board member of NAB Europe Ltd. Before joining NAB in 2005, she held senior risk roles with Aviva, following a 15-year career with PwC.

Sally is a non-executive director of Lancashire Holdings Limited.

Sally's extensive business experience includes compliance, audit and risk management, corporate finance, financial planning & analysis plus retail banking and lending.

**Board recommendation:** Sally was appointed following an in-depth recruitment process during 2018 by the Nominations Sub-Committee and external

consultants. The Board considers that she has the expertise needed to fully meet her responsibilities for leadership and oversight of the Society as a non-executive director.



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**Simon Markey**  
**Chief Executive Officer**

**Appointed to the Board:** November 2012.

**Committee memberships:** Member of the Investment, Nominations and Member & Customer Sub-Committees.

**Qualifications:** Associate of the Institute of Banking & Finance.

Simon started his career in 1984 with Lloyds Bank, and during a 20-year period he held numerous positions including Head of Savings and Director of Customer and Sales.

Following Lloyds Bank, Simon went on to hold positions as Managing Director at Lifestyle Services Group Limited, Chief Executive of Consumer at Marsh Limited and Programme Director at NBNK Investments plc.

Simon's extensive business experience includes business transformation, organisational strategy, sales and distribution, retail banking plus investments and lifetime mortgages

**Board recommendation:** Following a review of Simon's skills and expertise, the Board considers that he has the expertise needed to fully meet his responsibilities as Chief Executive Officer of the Society.



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**Teddy Nyahasha**  
**Chief Finance Officer**

**Appointed to the Board:** July 2016.

**Committee memberships:** Member of the Investment Sub-Committee.

**Qualifications:** Chartered accountant.

Teddy has over 20 years' experience in financial and capital management in the insurance sector. Teddy worked at the Financial Services Authority for a number of years before joining Aviva plc where he held several positions including Financial Director Emerging Markets (Europe). Prior to joining OneFamily he was Group Financial Controller at Royal London.

Teddy's extensive business experience includes corporate finance, financial control, financial planning & analysis, capital management, capital raising, and investment management strategy.

**Board recommendation:** Following a review of Teddy's skills and expertise, the Board considers that he has the expertise needed to fully meet his responsibilities as Chief Finance Officer of the Society.

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## Resolution 10

The Audit Sub-Committee has reviewed KPMG's expertise and independence. There is a requirement that an auditor is appointed at every AGM at which accounts are presented to members. Following a review of KPMG's expertise and independence by the Audit Sub-Committee, the Board of Directors has recommended the re-appointment of KPMG LLP as auditor of the Society. KPMG LLP has advised its willingness to stand for re-appointment as auditor of the Society.

# Member and voting information

## Who is a member?

Our rules give certain rights to members. The definition of a member is any individual, regardless of age, who is admitted to membership. Alongside our own OneFamily branded products, we also work with other providers. This is why membership rights may differ depending on who the customer takes their product out with. If you have received this booklet you are a member. You can find a full list at [www.onefamily.com/company-information/membership](http://www.onefamily.com/company-information/membership)

## Who can vote?

Any member over the age of 18 on the date of the AGM is entitled to vote as long as their contributions (if applicable) are not in arrears at that date. A member can appoint an attorney to vote. The power of attorney must be registered with the Society before the attorney can vote on his/her behalf. A member may have a representative for other legal reasons, and such representative is entitled to vote, as long as the Board is satisfied with the representative's claim.

## How can I vote?

If you attend the AGM, you won't need to vote by post or online. At the AGM, you will be asked to vote on resolutions by a show of hands. If you are unable to attend the AGM, you can vote by post or online by appointing the Chairman of the meeting

to vote on your behalf or you can appoint another person to be your proxy and to attend the meeting in your place.

## Appointing a representative to vote at the meeting

You are entitled to appoint a proxy to be your representative and attend the meeting and vote in a poll on your behalf. You can name anyone as your proxy; your proxy doesn't have to be a member of the Society, but they must attend the meeting in order to represent you.

If you wish to appoint a proxy other than the Chairman, then please insert their name on the proxy form where indicated. Please post the proxy form in the envelope provided, to reach the independent scrutineers at least 48 hours before the time fixed for the meeting or any adjournment thereof, that is not later

than 11am on Monday 3 June 2019. Unless you indicate on the proxy form enclosed, in the spaces provided, how you wish your votes to be cast in respect of each resolution, the proxy holder will vote as he or she thinks fit or may abstain from voting.

## Voting at the AGM

At the meeting the Chairman will announce the resolutions as laid out in the letter and this document and will ask for members present to vote by show of hands on each resolution put to the meeting – firstly from those members for, then those members against the resolution, and finally those members who wish to abstain from voting.

The vote will be decided by a majority of votes for or against the resolution. The Chairman will announce the result of the vote to the meeting. She will also announce the level of proxies lodged on each resolution and the balance for and against the resolution and the number of abstentions. A vote will be held on the election or re-election of a director even if the election is uncontested.

If a resolution is voted on by those members present at the meeting and there is any doubt about the outcome of the vote, the Chairman will direct that the resolution will be decided by a poll. If the result of a show of hands on any resolution is contrary to the result that would have been brought about by a poll (including proxy and postal votes), the Chairman will call for a poll on that resolution.

## Voting at the AGM by poll

If a poll is called, voting papers will be handed out to those eligible to vote, and the Chairman will request the scrutineers to count the poll. The Chairman will announce the results of the poll to the meeting.

## Voting by post

There is a proxy form for all eligible members within this pack. Please follow all instructions to complete the form, and ensure you sign it. You should post it in the reply-paid envelope provided to the independent scrutineers, Electoral Reform Services. To be valid, forms of proxy and any power of attorney or other authority under which they are signed must reach the independent scrutineers at least 48 hours before the time fixed for the meeting or any adjournment thereof, that is not later than 11am on Monday 3 June 2019.

## Voting online

On your covering letter, you'll find two codes that you'll need to vote online. Go to [www.onefamily.com/vote](http://www.onefamily.com/vote) and login using your two codes where prompted. Once logged in, you'll be able to follow the simple instructions to vote. There is a help facility should you experience technical difficulties. Votes must be placed no later than 11am on Monday 3 June 2019.

**You can only vote once – please either submit a proxy form or vote online; do not do both.**



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Any questions, contact  
OneFamily in one of  
these ways:



[members@onefamily.com](mailto:members@onefamily.com)



0344 8920 920



[www.onefamily.com](http://www.onefamily.com)



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