



What will 2020 look like?

Foreword from Simon Lindley, Chief Development Officer

As you can see from the range of stories inside, 2019 has been a busy year for Cambridge & Counties Bank; from our expansion to the front line teams on both Property Finance and Asset Finance to the continued success of our Classic Car finance offering.

So, now the big question is **'What do we believe 2020 will look like?'**

We're confident that 2020 will deliver more certainty around Brexit and the political climate. From this we believe a level of stability will result, seeing a release of pent-up demand into the

market during the latter half of the year. This is the key reason we've continued to invest in expanding our front-line teams, so we're ready to meet this challenge when it arises.

Another issue that's dominating the news is the growing impact of climate change. There is clear intent across the political and social spectrum to step up measures to counter the speed of impact, undoubtedly leading to greater regulation, which in turn will be reflected in how properties are valued. To meet this challenge we'll be designing a range of green-related

property products that provide incentives around improving EPC levels and future-proofing properties against the growing climate change impact. It's increasingly important that both borrowers and funders are able to work together to meet this challenge to deliver long term sustainable businesses.

I'd like to sign off by wishing you a very enjoyable festive season and the most successful of New Year's – and also to remind you to take part in our annual Christmas quiz for a chance to win an Apple iPad 32GB!



We're officially NACFB Patrons

We were delighted to join the National Association of Commercial Finance Brokers (NACFB) earlier this year. The NACFB's vision is to be the professional association of choice for commercial finance brokers and lenders, and it's something we're extremely excited to be a part of.

Giving SMEs and brokers within the intermediary market a different, more personal way to bank is something we feel strongly about. It's something we've been doing since 2012 and it's something we're proud to be refining every day.



Hello Scotland!

For some time now we've had our sights set on expanding our front-line team into Scotland and — drumroll please — we're delighted to say that 2019 is the year it's happened!

During the first quarter of this year around 7–8% of our current book consisted of commercial and residential lending in Scotland. At the time, Chief Development Officer Simon Lindley said *"It's a very stable market and there's a good network of brokers there. I just think it's undersupplied by funders."*

This was a clear sign to us that we should take the lead and expand our offering to the Scottish market.

Fast forward to November 2019 when we were delighted to welcome Donna Kerr to the team as our Area Director for Scotland. Donna will be sharing our customer-led offering of innovative products and banking with a conscience to Scottish investors and comes with 30 years of leadership and business experience — 20 of which come from working within Scotland's largest banks including RBS, Clydesdale Bank, Bank of Scotland, and Lloyds Banking Group.

The Holiday Let boom has arrived

We carried out research that told us 72% of UK nationals expect to see an increase in UK-based holidays across 2020. Why the sudden surge? The main reason (which will come as no surprise, we're sure) is down to Brexit making foreign holidays more expensive!

51% also told us that they think the hike in homestay holidaying is due to increasing underlying costs of overseas travel. 50% said a rise in barriers to international travel, such as stricter visa requirements, was a

driver of them wishing to remain in the UK for a holiday.

Because of this, alongside an arguably underserved market for holiday let lending products, we decided to launch a specific mortgage product for investors who want to buy and develop UK holiday letting properties.

For more information about our new Holiday Let product, contact your local Relationship Manager!



A big welcome to our new recruits

At the heart of delivering personal and refined customer service are our dedicated staff. It's important to us that you can enjoy a strong, positive relationship with whoever you're working with, which is why this year we've focused our efforts on investing in our front-line team. **Say hello to our latest recruits...**

We welcomed **David Gregory** to our team as Senior Relationship Manager. Dave's well established career



began in 1983 with NatWest at their Lincoln Cathedral office. He then moved to the Derbyshire Building Society before joining the Commercial Division of the Nationwide Building Society covering several different roles across all aspects of the Real Estate lending book.

Over in Cardiff, the South Wales property market continues to grow and **Andrew Arnold** has been



appointed Relationship Manager for our Property Finance team. Prior to joining us, Andrew worked within the Commercial Banking Team at HSBC, looking after around 80 SMEs with turnovers ranging from £2 million to £10 million.

Earlier this year, **Neil Kitchen** joined our Asset Finance team as Business Development Manager covering the



North West & Scotland region. Neil joined us from Santander where he spent almost 8 years as the Director of Asset Finance, before this he was a partner in the asset finance division of Yorkshire Bank. During his 34 years within the industry, he's looked after Northern Ireland, South and West Yorkshire.

A new title, same exceptional service

While traditional values are very much at the heart of what we do, we like to take a modern approach in how we provide our services. That's why you may have noticed a small yet significant change in some of our team members' job titles. Now, instead of working with the more traditionally known Business Development Manager in our Property Finance team, you'll be talking with a Relationship Manager. This change will make sure all customers experience continuity, with the same person looking after them throughout their time with us. It also better reflects our customer-centric approach and identifies the strong links we like to build with our brokers and investors.

Our balance sheet tops £1billion

For the first time in Cambridge & Counties Bank history, we saw our balance sheet top £1billion. And there's no doubt that this significant milestone was driven by innovative lending to our core client base of real estate investors, property developers, and SMEs.

We saw significant growth in our East Midlands and North West markets. While a targeted office expansion and network investment programme led to strong lending

growth in the South West and Wales. Plus, how could we forget our recent expansion into Scotland? Similarly, products like classic car finance and holiday let mortgages have helped us to help those wishing to invest in niche sectors.

Chief Development Officer Simon Lindley said *"We have seen some of our competitors drop away from the market but we remain resolute in helping UK businesses grow and invest through turbulent times."*

Festive Quiz

The wait is over! Our much anticipated Christmas Quiz is back.

Hit us with your best festive trivia knowledge and an Apple iPad 32GB

could be on its way to you. To enter, simply email your answers to

communications@ccbank.co.uk by 24th December 2019. The winner will be

contacted and announced in our January email communications. **Good luck!**

- 1 In *A Christmas Carol*, what was Scrooge's first name?
- 2 Where are the stockings hung in *The Night Before Christmas*?
- 3 Who invented electric Christmas lights?
- 4 How many ghosts are there in *A Christmas Carol*?
- 5 When was the first Christmas card printed?
- 6 What Christmas drink is also known as 'milk punch'?
- 7 Which Hans Christian Andersen fairytale inspired the 2013 movie *Frozen*?
- 8 What's the name of the staple Christmas Dinner addition of small sausages wrapped in bacon?
- 9 Which beverage company has used Santa Claus in its advertising since 1931?
- 10 On the tenth day of Christmas, what did my true love give to me?
- 11 Who delivered the first ever King's Christmas message?
- 12 How many points does a snowflake traditionally have?
- 13 Which of Santa's reindeer is named after another animal?
- 14 What is the name of the Dr Seuss character who steals Christmas?
- 15 Stollen is the traditional fruit cake of which country?
- 16 What is the star sign of someone born on 25th December?
- 17 Which Christmas song was Eartha Kitt's biggest career hit?
- 18 Which British city is *Love Actually* set in?
- 19 Which space ranger was the best-selling Christmas toy in 1996?
- 20 According to the song, how many things does Mariah Carey want for Christmas?
- 21 Which three of Santa's reindeers' names begin with the letter 'D'?
- 22 What is the name of the traditional Italian Christmas cake?
- 23 *Miracle on 34th Street* centres around which department store?
- 24 Which American President banned Christmas trees in the White House?
- 25 How many reindeer pull Santa's sleigh?



The small print: The competition is a test of your knowledge and skill. To enter it you must attempt all the Christmas Quiz questions featured in the December 2019 edition of the Cambridge & Counties Bank Newsletter. No payment is required. The winner will be the entrant whom we judge to have answered most questions correctly. In the case of a tie the winner will be drawn at random on Monday 6th January 2020 from those tying. The competition will open at 14:00 on 16th December 2019 and will close at 23:59 on 24th December 2019. The prize is Apple iPad 32GB or a close substitute selected by the Promoter. No alternative to that prize will be offered. Entries not submitted in accordance with

these rules, or entries which are delayed, duplicated, incomplete, illegible or lost through technical problems will be disqualified. The winner will be notified by email using the contact details provided within 20 working days of the close of the competition. If you enter the competition, you agree that the promoter may include and/or announce in email communications or elsewhere at its discretion your name, general location and details of any prizes that you have won. For more information about how the promoter will use your personal data, please see our Privacy Notice at ccbank.co.uk/privacy. The name of the winner will be available by emailing Cambridge & Counties Bank at communications@ccbank.co.uk

The promoter is Cambridge & Counties Bank Limited, Charnwood Court, 5B New Walk, Leicester LE1 6TE. Employees of Cambridge & Counties Bank and their immediate families may not enter the competition. Entrants agree to be bound by these rules. The decision of Cambridge & Counties Bank on all matters under these rules is final and binding. Personal data supplied during the course of this promotion will only be processed as set out in the Cambridge & Counties Bank's Privacy Notice ccbank.co.uk/about-us/our-commitments/privacy-notice

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