

# News

October 2017



Cambridge & Counties Bank

Growing business together



## A warm welcome to “Portfolio” landlords!

**It has been an interesting few weeks with increasing media attention around the impact of the latest PRA serviceability guidelines and a number of funders pulling out of the BTL portfolio market as a result.**

I feel it is incumbent among all funders to lend responsibly and therefore it is a concern when existing funders believe that ensuring a customer can afford their borrowing is too great a burden for them to be bothered with.

At Cambridge & Counties we have always put the customer first and this includes their long term financial stability as it is in the customers' interests as well as the Bank's to do so. As a result the new guidelines dovetail easily with our existing manual underwriting process and we remain 100% open for “portfolio landlords”.

I am also delighted to report that the Bank enjoyed another

excellent first half to the year as we continued our policy of measured growth with our loan book increasing by 35% over the same point in 2016 and our Deposit book has now passed the £750m level.



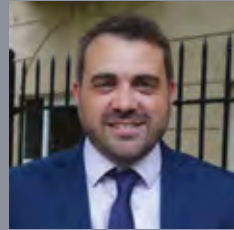
**Simon Lindley**  
Chief Development Officer

## Property Finance

### Fresh Faces and Familiar Friends

With new team members in our Bristol, Leicester and Birmingham offices, our Business Development Team is continuously growing. We wanted to introduce you to some of our newest colleagues...

#### Audy Buss



Audy joins the Bristol office as Business Development Manager from Natwest where he spent 17 years. During

that time his roles included Relationship Manager in Business Banking, Commercial Banking and in the Commercial Real Estate Team. Andy is a born and bred Swindonian, based in Bristol with his wife and 2 kids.

#### Toby Maxted



Toby joins us fresh out of university, having gained a First class degree in Business & Management. Keen to work

with Cambridge & Counties, Toby started in the Leicester office the day after his graduation and is enjoying his role as Business Development Officer. Toby said "I am really excited to be starting my career in a Bank that really cares about the deals and works so meticulously with customers to push those deals through."

#### Marco Brice



Marco who currently works as a Business Development Officer in the Leicester office will be moving to our Birmingham Office

to support our Director of Business Development for the West Midlands, Neil Reddington.

#### Joseph Ford



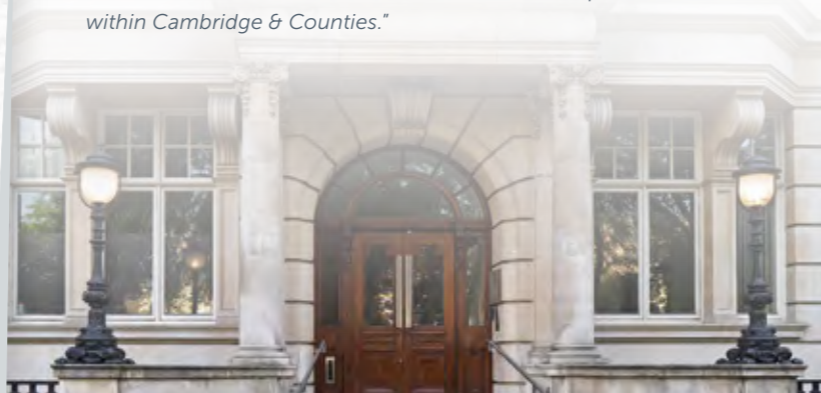
Joseph will be moving to the Leicester based team as a Business Development Officer, after spending over a year within the company as a Credit Support Officer and Executive Assistant to the CEO.

### Northern Ambitions

**Our North & Scotland Team recently completed a refinance loan for £770,000 on a 30 year term with a 70% LTV.**

The refinance loan was taken out to help with the purchase of 22 newly refurbished flats housed within a former hotel in Stoke-on-Trent. One of our valued brokers brought the deal to the Bank with the request for speed as the completion of the loan was required within 1 month and we were happy to help, handling the deal quickly and efficiently and getting the money paid on time. The property has now been let to a housing association which supports people at difficult times in their lives, providing support and accommodation services.

Our Business Development Manager in the North & Scotland, Wendy Burton-Webster said "It was a chance to finance a deal that has a positive impact on the local community. The speed in which the deal was drawn is testament not only to the Bank and the values we hold but also to the team and capabilities within Cambridge & Counties."



### Fit for a Castle; Our Largest Loan Yet!

**At £15m we recently completed our largest ever loan as we were able to help existing customers, Study Inn, finance the purchase of Castle Court in Cambridge.**

Castle Court, an 84,000sqft building, secured a 125-year lease in 2016 and was refinanced with the help of Cambridge & Counties in 2017. Study Inn director Kieran Leahy said: "Having worked with the Bank before, when we completed the Cambridge project and were seeking mortgage finance, Cambridge & Counties was a natural fit."

The Bank first worked with Study Inn in 2014 on the finance for two Coventry based operations, our Chief Development Officer, Simon Lindley said "Study Inn is a great company which Cambridge & Counties is very pleased to be supporting as it expands its business model to new cities."

## Asset Finance

### Leading the Fleet

This month we financed a fleet of 20 vehicles for one of our existing Property Finance customers taking their total Bank exposure up to c£1.5m.

The customer, a hire company based in the south of the country originally had an approval for a £300,000 loan in August however, due to the release of a new model in September, approval for a further £20k was required. We were delighted to make the changes, supply new documents on the same day and draw the facility in two separate tranches in line with the delivery dates the customer had agreed with the supplier.



### Meet the Team

**Kalpa Patel**  
Marketing & Events Manager - Lending

This issue we get the low down on our marketing maestro, Kalpa.

#### When are you happiest?

There are lots of things that make me happy but most of all, I am happiest when I'm away on holiday with my family or friends.

#### What's your favourite outdoor activity?

Dining alfresco!

#### If you could choose any super power, what would it be?

Atmokinesis - then I would be able to control the weather. Imagine being able to summon snow for Christmas or making sure the waves are just right at the beach. Every day would be perfect... and it would make planning events so much easier!

#### Name three things that you couldn't live without.

iPhone. Eyeliner. Internet shopping.

#### Tell us your favourite quote.

"Live as if you were to die tomorrow. Learn as if you were to live forever." - Mahatma Gandhi

#### If you could have any mentor in the world, who would you pick?

Michelle Obama. Graceful, truly inspiring and motivational.

#### What qualities do you most admire in a co-worker?

Honesty & enthusiasm, drive & passion, respect & a sense of humour!

#### Most used app?

Apple Music.

#### Favourite drink?

Classic Mojito.

#### What would you call your autobiography?

'What would Kalpa do?' Well, that's what my colleagues would call it (because they know I'm always right!).

#### Ideal holiday?

Somewhere hot, luxurious and relaxing.

#### If you weren't in marketing, what would you do?

This is tricky because I absolutely love what I do - you'd have to drag me away from my desk kicking and screaming! Yes, it can be fast-paced and stressful, but that's what makes it so rewarding. Marketing & events provides the opportunity for continued growth and I am always learning something new, whether it be from the project I'm working on or the people I am working with.



### Brokers at Trinity Hall

Last month, our Asset Finance Business Development Team invited a group of Brokers for a lunch hosted at Trinity Hall, our second home with it being a 50% shareholder in Cambridge & Counties.

The lunch gave the opportunity for key brokers to get to know our Operations and Business Development Team better and for the team to get to know their brokers and how they can assist on their deals in the future.

Nikki Miller, our Business Development Manager who hosted the event, was pleased with the feedback and reception she received from her guest brokers, with a great time had by all.



# Cambridge & Counties Bank are East Midlands Champions!

In September, we scooped first place for Excellence in Customer Service at the East Midlands Business Chamber Awards 2017. It's definitely time for a bigger awards cabinet!

We're really excited to win this award as not only is it something that all of us at Cambridge & Counties are passionate about but also because we're the first ever Bank to win the award, which is testament to how we approach things, putting the customer at the heart of everything.

Chief Customer Officer Rachel Curtis-Bowen said: "We know that we deliver an industry leading example of excellence in customer service and this award recognises our staff's hard work in achieving this."



## It Takes a Bank to Raise a Village

In September, a team of 25 staff spent two days working at a local day care centre for people living with dementia, in conjunction with Leicestershire Cares.

Our team worked tirelessly to transform the gardens at Holmfield Day Centre, which included everything from painting and decorating, to gardening and trimming hedges, all to help finish off the village-like scene for visitors to the centre - complete with a sweet shop, a butchers and a bakery.

Holmfield support worker Anne Byrne said: "What the Cambridge & Counties volunteers achieved is absolutely fantastic. We couldn't get over how much they got done. We were all saying 'wow'. They were fabulous with our service users – everyone had a good time. We'll be inviting Cambridge & Counties back for the grand opening when the village is completed."



## Savings Balances Reach New Heights

We are delighted to announce that last month we hit £750m in savings balances, passing yet another milestone in our journey.

This was achieved not only through direct savings customers but also various broker partners who fed back on the unrivalled service we give to our customers.

Tom Senior, our Commercial Director for Savings said "Our customers love us because we are straightforward and simple to deal with, and in turn customers trust us with their money. I want to say a huge congratulations to all the staff and brokers as this is a testament for us all."

