

# News

February 2017



**Simon Lindley**  
Commercial Director



## Welcome

**A warm welcome with our first newsletter for 2017.**

**As ever, I have found January a time when I reflect on the outcomes of the previous year to gauge the best direction in which to take the bank forward as we move into a new year.**

As I look back nothing tells the story better than a few figures; we finished the year lending over £250m of new monies which was a 20% increase on 2015. We expanded the property team across our 5 locations to 19 staff and we drew down our largest ever loan against a single asset of just under £8m (more details inside).

Yet the most pleasing figure is 93. Whilst achieving our record lending we also maintained our first class service as highlighted in our new customer surveys where 93% of new lending customers told us that they were not just satisfied but they would happily recommend Cambridge & Counties Bank. In the financial services sector this is a remarkable statistic and therefore you can understand our delight at such results, a special mention goes to the Bank's deposit team who achieved a 100% recommendation rate from their new customers.

As we head into 2017 the message would certainly be one of "more of the same", the same levels of new lending, the same levels of credit appetite and the same level of customer service to our brokers and customers.

From a personal perspective I have been asked to take over the Asset Finance Sales team, an exciting challenge and knowing the quality and experience within the team I am confident that we can continue to build upon the good work started by Mike Oxby. So bring on 2017 — it's going to be an exciting year!

## Our Biggest Loan Yet

In December 2016, Cambridge & Counties were able to secure **£7.7 million** funding for City Edge, our biggest loan yet.

The newly opened student apartments, housing 136 high-spec studios on Hagley Road are based in a former office building by renowned architect John Madin. The loan was approved and drawn down in just eight weeks.

The customer, Hagley Road Properties Limited, was introduced to Cambridge & Counties by Finance 4 Business. Owner of Hagley Road Properties, Shaylor Group chief executive officer Stephen Shaylor said: **"We enjoyed the way Cambridge & Counties Bank ensured the lend was a relatively quick**

**process, working closely and diligently with our team and the various advisors. They also demonstrated flexibility along with excellent communication skills."**

Our very own Director of Business Development (West Midlands) Neil Reddington said: **"The West Midlands Cambridge & Counties team is very proud that this deal was led from Birmingham, using Birmingham professionals, for an important addition to the burgeoning student accommodation market in the city."**



## The Cambridge Team Has A New Base

**From Castle Street in the city centre to Compass House in Histon, our Cambridge office has moved digs, all so we can better serve our customers and property clients in Cambridgeshire and East Anglia.**

The three strong team is led by Sue Higginson, Director of Business Development in Cambridge, who said: **"The new office will help us develop our work with customers and brokers across the East. This move will allow us to build on the success of the office which has gained an excellent reputation for service and delivered in excess of £40 million of new lending in 2016 within the region".**

Cambridge remains a key strategic location for Cambridge & Counties, serving not just the business community within the city but within the wider county and further into East Anglia. It is also, of course, home to our two founders – Trinity Hall and Cambridgeshire Local Government Pension Fund.

## Northern Team Doubles in Size

**The Bank's northern regional office continues to go from strength to strength since it opened in September 2014.**

The office, which is located in Sheffield, was established by Carl Ashley, Director of Business Development and Wendy Burton-Webster, Business Development Manager since which time it has advanced over £150m of property funding to experienced property investors & owner occupiers.

Fast on the heels of the appointment of Richard Renzi & Mark Smedley last summer, the Bank has further strengthened the team with the recent appointment

of Andrew Ward, Business Development Manager & Sharon Porter, Business Development Officer. Andrew has joined the Bank having previously worked at the Co-op Bank in Manchester for the last 22 years and will have a primary focus of building the Bank's already established presence in the North West of England. Meanwhile, Sharon brings with her over 30 years banking experience operating in and around the Yorkshire region for two high street banks and will provide valuable

experience & support to the Business Development Managers.

Carl commented **"It is great to receive the Bank's support with the expansion of the Sheffield team to enable us to further develop our relationships with finance brokers & direct customers in the North of England & Scotland with our can do approach to property lending".**



## Catering to Our Clients' Needs

**In December, we were able to draw down a hire purchase agreement with an advance of £300,00 with a VAT only deposit against a 60 month term.**

Our client, a wholesale catering meat supplier approached us with plans to extend their main processing facility in order to fulfil increasing demands from their clients. The deal was slightly different from the norm, because not only did we fund the stainless steel processing equipment but we also agreed to fund a turnstile for their brand new factory re-fit. Simon Hilyer, our Business Development Manager said **"We were able to work closely with all parties involved to ensure a swift turnaround and were left with a delighted client who now has all the equipment up and running".**



## Our Asset Finance Process

**In just five simple steps.**

At Cambridge & Counties Bank, we believe in helping businesses achieve their full potential. That's why we've ensured the application process for Asset Finance is as straightforward and simple as possible.

- 1 Proposal** - Send your proposal to [af@ccbank.co.uk](mailto:af@ccbank.co.uk), our dedicated mailbox for a quick response.
- 2 Decision** - We will keep you and your customer updated throughout the underwriting process and issue a formal approval once agreed.
- 3 Documents** - Once invoices have been received our dedicated Operations Team will produce the relevant customer documentation, which will be emailed directly to you ready to be signed.
- 4 Payout** - Upon receipt of the signed documents & deposit, same day payment is released upon your instruction.
- 5 Customer Aftercare** - Our mutual customer will receive a welcome pack with a copy of the agreement and contact numbers should they have any queries.



## Expanding Asset Finance Team

**Cambridge & Counties' asset finance team is growing, bringing its hire purchase, finance lease and chattel mortgages to more British businesses.**

Freshly named as New Challenger of the Year for 2016 in the Leasing World Awards, Cambridge & Counties has expanded its sales support team by promoting Mark Harwood into a Business Development Officer role, where he will work under the guidance of Arshad Miah. Simon Lindley, Commercial Director, commented **"Good levels of support are vital when it comes to Cambridge & Counties being able to offer our signature first class service to customers."**

Cambridge & Counties believes simplicity and a common sense approach are key to helping businesses take advantage of borrowing to finance assets. There is often more to a loan application than any tick-box form can cover. Cambridge & Counties ensures businesses have support through the application process and beyond!

**Mark Harwood**  
Business Development Officer



**Arshad Miah**  
Head of Sales Support



# Moneyfacts Awards Finalists

We've been shortlisted for the 2017 Business Moneyfacts Awards in the following categories:

- Best Business Variable Rate Deposit Account Provider
- Best Business Fixed Account Provider
- Best Service from a Commercial Mortgage Provider

We were immensely proud with all three nominations but especially the 'Best Service from a Commercial Mortgage Provider' as this was voted for unprompted by the Brokers we work with. Thank you very much for taking the time to do this – it means so much to us! The awards ceremony is in March, so watch this space and hopefully we'll come back with some good news in our next newsletter.



## Christmas Quiz Winner

In Decembers' newsletter we ran our very first quiz whereby entrants had the chance to win an Apple iPad Air 2, 32GB.

We were positively overwhelmed by the number of entries we received and it was great to see that our quiz went down so well, overall 18 responders were 100% correct. There could however only be one winner and we are pleased to announce that **Nic Rotten of Sterling Capital Reserve Limited** was the lucky one! Steve Adams, Director of Business

Development (East Midlands), went to deliver the gift personally. Here's what Nic had to say:

**"Thank you so much for the amazing news – I am never normally lucky in draws! Although just getting the answers right is pretty impressive for me!"**



## Meet the Team

### Don Smith

Business Development Manager - Asset Finance

This issue we caught up with Don to find out what makes him tick. Check in on later newsletters to find out more about the people that make Cambridge & Counties the amazing place to work that it is!

#### When are you happiest?

At home with the family, in the garden having a BBQ.

#### What's your biggest pet peeve?

Dog owners not picking up after their dog!

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

Walking.

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

Richard Branson.

#### Name three things you couldn't live without?

iPad, Hyundai Lawnmower, Wok.

#### What's your biggest irrational fear?

That wasps will sting you (I flap a lot).

#### First album you purchased?

Deep Purple - Fireball.

#### Best work-time lunch?

Bombay Bites number one with extra chillies!

#### What is number one on your bucket list?

A USA Road Trip (West Coast).

#### Favourite drink?

Gin & Tonic.

#### What would you call your autobiography?

I Came, I Saw, I Pondered.

#### Best piece of advice you've ever had?

"Smile before you dial".

#### Guilty pleasure?

Red Wine.

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

Loyalty.

#### What's the most challenging part of your job?

Being a "niche" player in a competitive market.

#### Tell us your favourite quote.

"Imagination is a quality given a man to compensate him for what he is not and a sense of humour was provided to console him for what he is." - Oscar Wilde.

