

# holloway friendly NEWS

A Newsletter for Holloway Friendly Members  
Summer 2008

## 2007 – Another Solid Year

Whilst it was a little disappointing that the overall membership did not increase during 2007, it is pleasing to report that our gross premiums written did increase by just over £100,000 during the year. When this is coupled with a significant increase in investment income and a reduction in net operating expenses, the overall result is still very positive.

Our profit allocation has been maintained for 2007, whilst the compound bonus rate has been increased to 4.50%.

On account of the significant additional new members who joined the Society during 2005 and 2006, unsurprisingly, the amount of sick pay claims increased during the year by around 23% to just under £1.25 million. However, that it is the primary purpose of our existence, to pay benefits to members at the time when they need it most. We continue to remain justifiably proud of our outstanding claims record, which is the envy of many of our competitors and in 2007 we paid out 96.8% of all claims received. As further evidence of our record and proof that we are treating our customers fairly in this vitally important area, whilst the Financial Ombudsman Service received over 3000 complaints regarding income protection policies during 2004, 2005 and 2006, just one was in connection with Holloway Friendly and I am delighted to confirm that this was found in our favour.

The Treating Customers Fairly committee have carried out an extensive gap analysis and have been pleased with the results. It has highlighted that there are areas where we can improve our treatment and services to our members and as an ongoing process, these continue to evolve. Surveys were issued during the year to various sections of the membership, such as claimants and those withdrawing their funds, and we sincerely thank the members that provided us with valuable feedback. Overall, the consensus is that we are treating our members in those areas fairly and we have since extended the coverage of our surveys to capture even more information.

For the third year running the exceptional efforts of the staff were recognised and appreciated by many Independent Financial Advisers who voted positively for the Society in the 2007 Financial Adviser Awards. Having slipped down the Four Star ratings in 2006, I am delighted to confirm that we came top of the Four Star group in 2007. This is a wonderful achievement and one of which all the staff and Board are immensely proud.

Once again, sales of income protection policies throughout the market fell resulting in an even greater 'protection debt'.

During 2008, we are aiming to be in a position to announce two very exciting new product initiatives which we are confident will bring in significant new members, from both Independent Financial Advisers and an alternative distribution channel.

David Macgregor, Chief Executive

## Direct Dial Numbers

Please note the following direct dial numbers:

Claims Department: 01452 782754

Direct Debits: 01452 782756

## Notice of Annual General Meeting

Notice is hereby given that the One Hundred and Twenty Seventh Annual General Meeting of The Original Holloway Friendly Society Limited will be held at Holloway Chambers, 69 Eastgate Street Gloucester, at 4.00p.m. on Tuesday 24th June 2008, for the following purposes:-

1. To confirm the Minutes of the Annual General Meeting, held on 26th June 2007
2. To receive and, if approved, adopt the Report of the Board of Management and the Society's Accounts for the Year ended 31st December 2007
3. To elect Board Members  
The following Board Members are retiring by rotation and, being eligible, offer themselves for re-election:-  
Mr Kieron Griffin and Mr David Macgregor

Kieron, aged 55 is a Partner in a firm of Solicitors in Gloucester. He has been a Board Member since 1997 and is Chairman of the Nomination Committee.

David, aged 47 has been a full time executive of the Society since joining in 2003. Prior to his appointment as Chief Executive he has worked within Financial Services for over 25 years, gaining valuable experience with two major life offices and one other friendly society. His main focus the past 20 years has been Sales and Marketing to Independent Financial Advisors.

The following Board Member having been co-opted to the Board on 26 June 2007 and, being eligible, offers himself for re-election:- Mr Kevin Wiltshire

Kevin, aged 47, was co-opted to the Board in July 2007. He is currently a senior Partner with a Financial Planning practice based in the South West and is also a Director of an IFA Network and an Investment Administration Company. Kevin has over 20 years' experience in insurance, financial services, asset management and tax planning.

4. To appoint as Auditor  
Messrs. Moore Stephens, Chartered Accountants,  
30 Gay Street, Bath, BA1 2PA
5. To confirm the alteration of the Rules in accordance with the provisions of Rule 28(5)
6. To transact any other business not requiring notice of motion  
**Martin Collins, Secretary 1 April 2008**

## New Enhancements to Members Website

As part of our ongoing review of service levels and communication to our members we have made important changes to the member's website [www.holloway.co.uk/members](http://www.holloway.co.uk/members) With your personal password and policy number you can check on personal details, review your cover and advise of changes. In the members website click on My Policy and if you need further help click on Login help & Administration

## Extract of Financial Statements

Outlined below is an extract of significant figures taken from the financial statements. A copy of the full Report and Financial Statements for the year ended 31st December 2007 can be requested from the Society's Head Office or downloaded from our website at [www.holloway.co.uk/members/governance](http://www.holloway.co.uk/members/governance)

	2007	2006	2005
	£	£	£
Investment income	1,817,948	1,445,443	1,429,733
Income protection premium income	5,303,782	5,174,613	4,074,951
Gains and losses on investments	248,003	322,742	1,012,528
Net operating expenses	2,142,505	2,328,910	1,911,725
Sickness benefit net of reinsurance	958,402	834,291	689,593
Surplus apportioned to members	1,150,382	1,250,082	1,282,401
Bonus on Members' Fund	881,793	693,614	692,993
Retirement Fund balance	21,190,200	21,253,556	21,219,208
Sickness Reserve	2,865,471	2,831,568	2,609,586
General Reserve	10,045,493	8,553,499	7,550,958
Total Assets	38,310,678	36,730,856	35,248,854

## Allocation and Bonuses

	Holloway		PRFS	
Allocation	Table	Rate per unit	Table	Rate per unit
	Old Table	£1.30	Standard	£1.30
	New Table	£1.50	D13	£0.95
	New Classic	£1.00	D26	£0.70
	Classic Plus	£0.50		
	Classic Plus Guaranteed	£0.40	S26	£0.00
	Premier	£0.10		
	Commuted	£1.86	Commuted	£2.40
Compound Bonus	All Tables	4.50%	All Tables	4.50%
Terminal Bonus	All Tables	7.00%	All Tables	7.00%

## Rule Amendments

Since last year's AGM the Society has enhanced **Schedule 6, Classic Plus Plan Income Protection**.

The following paragraphs of Schedule 6, Part C, Payment of Sickness Benefit have been altered:-

*The existing paragraph 2 has been deleted and the following has been substituted:*

**'In respect of a member who is regularly engaged in a remunerative occupation or occupations immediately prior to the commencement of the injury, illness or disease giving rise to claim, "incapacity" shall mean:-**

- For the first 104 weeks of continuous benefit payment the total inability of the member to perform all of the essential duties of his own occupation and is not following any other occupation.**
- After the said period of 104 weeks the total inability of the member to perform his own or any occupation to which the member is reasonably suited and is not following any other occupation**

*The existing paragraph 3 has been deleted and the following has been substituted:*

**'Any member who joined under this Schedule on the reviewable rates table before the effective date of registration of this rule amendment shall not be entitled to receive Sickness Benefit from the society until the expiration of a period of twelve weeks from the time of becoming a member, and three monthly contributions have been paid.'**

*The existing paragraph 8 has been deleted and the following has been substituted:*

**'No Sickness Benefit shall be payable in respect of any condition which results from, or is aggravated by, self-inflicted injury, participation in a criminal act, abuse of drugs or alcohol.'**

*The existing paragraph 9 has been deleted and the following has been substituted:*

**'In respect of any period of residence or travel outside the EU and the European UK territorial waters, whether extension of cover has been granted by the Board under paragraph 6 above or not, no Sickness Benefit shall be payable in respect of any injury received as a result of war (whether declared or not), riot, civil commotion or any act of terrorism.'**

Should existing Classic Plus members require further information regarding the above Rule Amendment please contact us. These amendments have been registered with our regulator the Financial Services Authority. A copy of the Society's Memorandum and Rules and the schedule which applies to your policy is available upon request or of course can be viewed in or printed from the members' section of our website. We are currently carrying out a complete review of the Society's Memorandum and Rules including Schedules 1, 6 and 7. Once completed the outcome of this review will be hosted in the members' section of our website alternatively you may contact us for details of how any changes may affect you.

## Important Dates for your Diary

24 June, 2008:	Annual General Meeting
22 December, 2008:	Last date for payment of premiums for 2008. All premiums received after this date will be credited in and for 2009
25 December, 2008 to 4 January, 2009 inc:	Holloway House closed for Christmas and New Year Holidays
23 June 2009:	Annual General Meeting (Provisional)

## We need your Feedback

We are extremely proud of the service we offer to our members. As part of an ongoing review we welcome and encourage members to let us have their feedback on any aspect of the service given by Holloway Friendly. If you have any comments then please contact us using any of the methods listed below or send an email to [memberfeedback@holloway.co.uk](mailto:memberfeedback@holloway.co.uk)

Holloway Friendly is the trading style of The Original Holloway Friendly Society Limited Holloway House 71 Eastgate Street Gloucester GL1 1PW  
tel: 01452 526238 fax: 01452 386859 email: [mail@holloway.co.uk](mailto:mail@holloway.co.uk) web: [www.holloway.co.uk/members](http://www.holloway.co.uk/members)

Registered and Incorporated under the Friendly Societies Act 1992. Registered in the UK No. 145F Authorised and regulated by the Financial Services Authority. FRN 109986. Founded in 1880