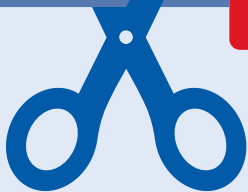


**29 July 2010**

**we opened our doors and changed the face of banking**

We've been **bringing banking back to communities** for 10 years

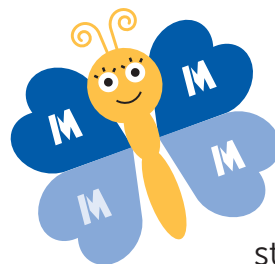


The first high street bank to open in the UK in more than **100 years**



Over the next 10, we'll continue to deliver outstanding service in every transaction to become **the UK's best community bank**

## HOW WE'VE GROWN



From a standing start to

**2 million customers**

in 120 months

From **79** colleagues on day one to

**3,500 colleagues** in year 10



From 1 store to **77 stores** in 3,654 days

## SOME THINGS NEVER CHANGE



Fun for the family and **treats for the kids**  
#KidsRock

**Rated No.1** for online, mobile and store service\*

Personal, business and private banking, **everyone is welcome**

**free biscuits for the dogs**  
#DogsRule

Open early till late, there for our customers **7 days a week**



\*Independent CMA survey carried out in Great Britain by Ipsos MORI between Jan 2019 & Dec 2019 – Services in branches & online and mobile banking services. Results at [www.ipsos-mori.com](http://www.ipsos-mori.com)



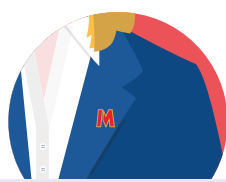
## 10 YEARS OF DOING MORE FOR OUR COMMUNITIES



**203,000** kids have taken part in Money Zones, learning all about money



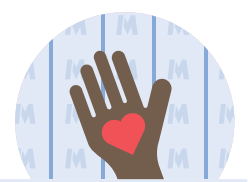
**600,000** kids crafts made at our seasonal events



**11,000** networking events hosted in our stores



**£400,000** raised for charities nationwide



**3,000** days of colleague volunteering