

FAMILY ASSURANCE FRIENDLY SOCIETY LIMITED

Member Relations

Objectives

The prime objectives of our Member Relations Policy are:

- To encourage and help members to take an active interest in the governance of their Society.
- To provide promptly to members all necessary information on the governance of their Society.
- To facilitate contact between members and the Committee of Management.
- To provide a regular report to the Committee on member feedback so that the Committee better understands the needs and views of members.

The policy is the responsibility of and owned by the Committee of Management. Its day-to-day implementation is delegated to the Secretary and the Member Relations function that will be performed by the Society's Secretariat.

Provision of Information to Members

Our aim is to provide members with realistic, timely, appropriate and proportionate information about the governance of their Society.

Our main commitments are:

- To ensure that members receive appropriate information about significant changes in the operation and future strategy of the Society;
- To observe the requirement that large transactions (defined as 15% or more of total assets) are subject to the prior approval of members (for example: mergers, acquisitions, joint ventures);
- To observe the requirement to notify members of major transactions (defined as those above 5% of assets);
- To facilitate the provision and maintenance of a dedicated members section on our website;
- To respond to general questions from members on governance and membership issues;
- To facilitate contact (where requested) between individual members and the appropriate representative of the Society/Committee of Management;
- To make the following information available on request and accessible on the Society's website: information about the rights and obligations

of members; information about member relations strategy and details of how and who members can obtain information from; Report and Accounts; details of the Committee including biographies; Terms of Reference of sub committees; specimen copy of the letter of appointment used for Non Executive Director positions; the Society's rules; details of the Annual General Meeting (AGM) and results of AGM voting;

- To enable those without Internet access to have ease of access to the information listed above.

Complaints

In the first instance members should make a complaint through the Society's well established processes for handling complaints, details are available on request or can be found under the Complaints Procedures area of the website. The Society will not put unnecessary barriers in the way of members being able to complain to the Chairman or Senior Independent Director.

The Committee of Management will continue to keep abreast of the concerns of members by:

- Reviewing at Committee of Management meetings details of the Society's complaints experience and regulatory breaches.
- Receiving reports on internal audit or compliance department reviews of the handling of regulatory breaches and complaints in order to judge whether they are handled fairly.
- The Audit Committee will periodically conduct a sample check of complaints and report directly to the Committee of Management on his findings.
- Ensuring that staff are aware that unnecessary barriers should not be placed in the way of complaints being escalated to senior management/Committee of Management.

Annual General Meeting (AGM)

- We encourage members to participate in the AGM and any associated voting;
- We will provide practical and procedural guidance and hospitality to members attending the AGM in person.

Notice and details of the AGM will:

- be sent to all members who opt in to receive the notice and are permitted to attend and vote at least 20 working days prior to the AGM;
- include information about member relations (including a statement of the member relations strategy);

- include a review of the Society's operations during the year and information on its future strategy;
- include the Report and Accounts or Summary Financial Statement;
- include notification of any major transaction since the preceding AGM and why the Committee believes it was in the best interests of members;
- ensure that large transactions are voted on at the AGM (or EGM) and members provided with adequate information to make an informed decision;
- include a clear description of the resolutions to be voted on together with sufficient information to reach an informed decision;
- include details of Committee members standing for election/re-election including details of why the Board believes those candidates should be elected/re-elected;
- include clear details on voting including the approach taken to proxy voting, polls, who is eligible to vote and how voting can take place;
- enable all members (except those under the age of 18) to have the opportunity to participate in all general meetings, including raising questions at those meetings and not placing unreasonable restrictions on the voting rights of members;
- include clear details on when and where the AGM is to be held including a map;
- include clear information as to how the results of the AGM will be communicated, giving the opportunity to members to request details to be sent to them;
- ensure that personal attendance will not be required in order that a member can vote;
- provide a proxy form to all members entitled to vote and explain how the proxy voting process works including how undirected proxies would be voted; the ability for members to abstain; the deadline for the receipt of proxy votes will not be more than 2 working days before the AGM.

We will not impose unreasonable requirements on members' ability to requisition a meeting or to propose a resolution.

If a resolution is voted on by a show of hands and there is any doubt about the outcome of the vote, the Chairman will direct that the resolution be decided by a poll. If a result of the show of hands on any resolution is contrary to the result that would have been brought about by a poll, the Chairman will call for a poll on that resolution;

A vote on election/re-elections to the Committee will be held even if uncontested.

Review and Reporting

The member relations policy will be reviewed annually by the Committee of Management.

The Secretariat will provide periodic reports to the Committee of Management on: adherence to the strategy; recommendations for improvement; general feedback on the issues handled by the Member Relations Function and member feedback.

The Secretariat will ensure that any issues that appear to warrant the immediate attention of the Senior Independent Director or the chairman are reported to them.

Your Views

We welcome your views on the way your Society is governed. If you have any comments to make in this regard please e-mail us at members@family.co.uk.