



Anglo-Saxons Friendly Society Ltd

NEWSLETTER - OCTOBER 2023

Welcome to the third Newsletter of 2023. Unfortunately, summer did not live up to our expectations but we hope you are having a good year despite this. As always, we have been working hard behind the scenes to improve communications and support members.

2023 HALF-YEARLY MEETING

The Half-Yearly meeting will be held at 1pm on Friday 3 November 2023 in the Community Room, Asda Superstore, Thames Way, Gravesend, DA11 0DQ

The Half-Yearly Meeting will be held at 1pm on Friday 3 November 2023 at Asda Superstore, Thames Way, Gravesend, DA11 0DQ. The meeting room is located inside the store at the end of the tills. The venue was suggested by a member as it has a hearing loop and numerous travel links as well as car parking facilities.



The official Notice of the Half-Yearly Meeting has been distributed via email and post.

This is your opportunity to ask any questions to the Board or staff members present and have a say in the running of your Society. Please come along and let us know what we are doing well and areas that we can improve. We look forward to seeing you.

REBRANDING

At the AGM on 5 May 2023, the Board announced that rebranding would be reviewed at the Board Strategy Day in May 2023. At the Strategy Day it was agreed to consider local agencies to carry out this exercise. Interviews were held and a local agency has been appointed. Initial suggestions have been received and the Board has requested consumer research to be carried out on a selection of the suggested names put forward as possible trading names for the Society.



An email was sent last week inviting you to take part in the survey. Responses are required by 31 October 2023. Your help with this will be greatly appreciated and your views and opinions will be discussed by the Board on 2 November. You can also complete the survey here: <https://www.surveymonkey.co.uk/r/5TNHTTS>

Anglo-Saxons Friendly Society Limited will remain the official name of the Society but it will be rebranded to 'XXXX and promoted as the trading name of Anglo-Saxons Friendly Society Limited'.

CLAIMS PROCESS

We hope you are finding the online claims process enables you to submit claims quickly and improves our service to you. Thank you to the members who have provided positive feedback advising how quick and easy it is to submit a claim. In 2022, 80% of discretionary claims were submitted via post which reduced to 50% by April 2023. Since the introduction of the online claims system, this percentage has decreased to 29% resulting in 71% of claims being received electronically as at September 2023. Thank you for embracing and supporting the online process which supports our climate change ambition to reduce the use of paper. The target is to achieve 75% of all claims electronically.

However, we apologise to members who have experienced difficulties and thank you for advising of these. The server capacity has been increased to handle the increased volume of online claims and monitoring has also been introduced to alleviate any problems.

If you are unable to submit claims online and are completing forms to submit via email or by post, please ensure these do not have boxes in Section D that are required to be ticked. These forms have now been updated and the latest versions are available to download from the website after signing into your account or can be requested from the office.

MEMBER-GET-MEMBER



Our Member Referral Scheme

Don't keep us a secret. Recommend a friend, family member or colleague to Anglo-Saxons so that they can benefit from all the Society offers.

You can recommend as many people as you like and we'll reward you if they decide to join Anglo-Saxons.

When you introduce someone to Anglo-Saxons, we give you a £50 gift

You can still earn £50 under the Member-Get-Member scheme that the Board has extended until further notice. The member testimonials show how the Society has helped members over the years and the MGM scheme is an ideal way to introduce family and friends and earn a reward. Since the introduction of the scheme, 40% of new members have been introduced by existing members who have now received their reward for introducing a new member.

ASFS EXTRA

The Mimecast message that appeared on the links of the AS Extra monthly offers has been resolved and members should now be able to click the links without the need to register their details.

The monthly figures for viewers to the website shows that these are steadily increasing and we hope the offers are helping members to save money in the current economic climate.

A page dedicated to ASFS Extra is currently being built into the website and notification of this will be sent to members when it is available.



The advertisement features the Vision Express logo at the top left, with the tagline 'EXPRESS YOUR VISION' and a circular graphic of dots. The main text reads 'FREE Eye Test' in large white letters, followed by 'when you spend £50 or more'. Below this is a plus sign and 'Save 30%' in large white letters, with 'when you spend £50 or more, on glasses, prescription sunglasses and contact lenses.' at the bottom. On the right side, there is a circular inset image of a smiling man with glasses.

An analysis of claims shows that to date in 2023, the Society has paid out over £80,000 for optical grants. Please remember that you can claim a free eye test when you spend £50 or more and 30% when you spend £50 or more on glasses, prescription sunglasses and contact lenses*.

For instructions on how to get your voucher, [click here](#)

Many members have taken advantage of the diary system. If your eye test is not due, you can register your details and a helpful email reminder will be sent with a link to download the free eye test and 30% off voucher.

The Vision Express offer saves Members money as well as the Society.

WILLS

A WSL Wills offer was recently distributed to members to save 40% on will writing services*. We would like to take this opportunity to remind members that legacy members receive a guaranteed death benefit that is attached to your membership and for new members, there is a discretionary death benefit payment.

*Terms and conditions apply to all benefits. See website for details. Offers subject to change without notice. ASFS Extra is operated on behalf of Anglo Saxon Friendly Society by Parliament Hill Ltd.

MEMBER SATISFACTION

If you have submitted a sickness/discretionary claim online, you may have noticed that the emails sent on receipt and to advise when the claim has been progressed, contain a link to complete a survey. These contain up to 3 questions and we would very much appreciate your time in completing these to let us know if you are happy with our service to you and how we can improve it in the future.



INVESTMENT ADVISOR

Following a beauty parade, the Society has appointed Legal and General Investment Management (LGIM) to manage the Society's assets. LGIM is one of the largest investment managers offering investment solutions and will work closely with the Investment Committee. A representative from LGIM will attend the half yearly meeting on 3 November.

SOCIAL MEDIA



The Society's Social Media following is growing. Thank you if you are following the Society and spreading the word about the benefits of belonging to a Mutual Society. If you are not following the Society and are on Facebook, LinkedIn or X (formerly known as Twitter), please do follow us and keep up to date with everything that is going on.

<https://www.linkedin.com/company/anglosaxonsfriendlysociety/>

<https://www.facebook.com/anglosaxonsfriendlysociety>

<https://twitter.com/AngloSaxonsFS>

LAST DATE FOR CLAIMS IN 2023/OFFICE CLOSURE

We appreciate it is early to be talking about Christmas but would like to take this opportunity to advise that the last date for discretionary claims to be made by email or post is Friday 15 December. Discretionary claims submitted via the website can be received up to Wednesday 20 December 2023. Any discretionary claims received after these dates will be taken from a member's 2024 allowance.

The Office will be closed from mid-day on Friday 22 December 2023 and reopen on Tuesday 2 January 2024.

CONTACT US

As always, please do not hesitate to contact us if you require any help or have any suggestions for what you would like to be included in the Newsletter, using any of the following methods:

Post: The Old Rectory, Springhead Road, Northfleet, DA11 8HN

Telephone: 01474 567050

Email: info@anglo-saxons.co.uk