

Key Statistics

General

- 42 building societies
- 26 million customers
- £525 billion total assets
- 52,300 full and part-time employees
- 1,300 branches
- 30% share of financial services branches (up from 14% in 2012)

Service

- Building societies consistently score better than banks on customer service:
 - 93% say my building society provides good customer service (87% bank customers)
 - 86% say my building society offers competitive rates (73% bank customers)
 - 72% say my building society is an important part of the community (54% bank customers)

Savings

- 23 million savers
- £399 billion of retail deposits
- 19% of all retail cash deposits
- 40% of all cash ISA balances
- £20.7 billion growth in savings balances in the nine months to September 2024, accounting for more than one-third (34%) of all savings
- £2.1 billion more savings interest paid to their savers in 2023 than if building societies had paid the average rates offered by the largest banks

Mortgages

- 3.5 million families and individuals are currently being supported to buy a home with a mortgage from a building society
- £397 billion residential mortgages
- 24% of the total UK outstanding residential mortgages
- 87,500 mortgages to first-time buyers in the 9 months to September 2024, accounting for 41% of all building society residential lending.
- £16.5 billion growth in mortgage balances in nine months to September 2024, accounting for 89% of the mortgage market growth over the period