



Anglo-Saxons Friendly Society Ltd

## NEWSLETTER - DECEMBER 2023

### REBRANDING SURVEY

The results of the Rebranding Survey are in. Please see page 2 for further details.

Welcome to the last Newsletter of 2023

On Remembrance Day, Sunday 12 November, Non-Executive Director Gez Gibbs laid the commemorative wreath at Gravesend Memorial. We would like to thank Gez for representing the Society at this very important event.



## REBRANDING SURVEY



As discussed at the Half Yearly Meeting, the result of the rebranding survey showed that the majority of members favoured Gravesham Friendly as the trading name for the Society. Fabrick, a local marketing agency, is now progressing logos and straplines prior to launch in 2024.

Gravesham Friendly will be the trading name only and not replace the registered name of Anglo-Saxons

Friendly Society with the Regulators. The exercise has been carried out as a result of consumer feedback that the name was seen as a barrier to recruiting new members and to reflect the strategy to support the Gravesham community and our commitment to inclusivity.

Thank you to the 319 members that completed the online survey. The winners of the prize draw were independently and randomly selected and our congratulations go to Elaine Bowsher, Sarah Wilder and Andrew Breach.

The rebranding launch date will be communicated in due course and published on social media. To be among the first to be advised, please follow the Society by using the links below:

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

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

<https://twitter.com/AngloSaxonsFS>

## TEXT MESSAGES

If you have registered a mobile number with the Society, you may have noticed that we have initiated sending text messages. These have been set up to be activated across all forms of communication with members in respect of their policies/claims. You can check if you have registered a mobile number by signing into your account on the Claiming Benefits page of the website <https://www.anglo-saxons.co.uk/claiming-benefits/> and entering your Date of Birth and Membership Number. Mobile numbers are included in 'Your Personal Details' section of the claim page. If you have not already registered this and would like to do so, please complete the attached Change of Details Form and return it to [info@anglos-axons.co.uk](mailto:info@anglos-axons.co.uk).



We are pursuing adding the Change of Details Form to the list of claims on the website to streamline this process. Further information will be sent when this is in place.

## CARBON NEUTRAL

As advised at the Half Yearly Meeting, the Society has offset its carbon usage and has now received its Carbon Neutral Business Badge which is licenced for 12 months until October 2024. This will be incorporated onto the website and across social media to promote our drive for sustainability and our environmental status.



**Carbon Neutral Britain**<sup>™</sup>

*Christina Willoughby*  
CHRISTINA WILLOUGHBY  
Credit Officer

*James Poynter*  
JAMES POYNTER  
Director

# Carbon Neutral Britain Certification<sup>™</sup>

IS PRESENTED TO

## Anglo Saxons Friendly Society Limited

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### Certified Carbon Neutral

**NOVEMBER 2023 - OCTOBER 2024**

This certificate is to verify that Anglo Saxons Friendly Society Limited has met all Carbon Neutral Britain Certification<sup>™</sup> standards in measuring, calculating and carbon offsetting organisational carbon emissions within the Scope 1, 2 and 3 GHG emissions boundary during the period of 1st July 2022 to 30th June 2023.

Certificate No: BCNB - 03385

Calculations made following the ISO 14064-1:2018 and GHG Protocol Emissions Standards. Credits Issued from one or more of the International Carbon Offsetting standards:





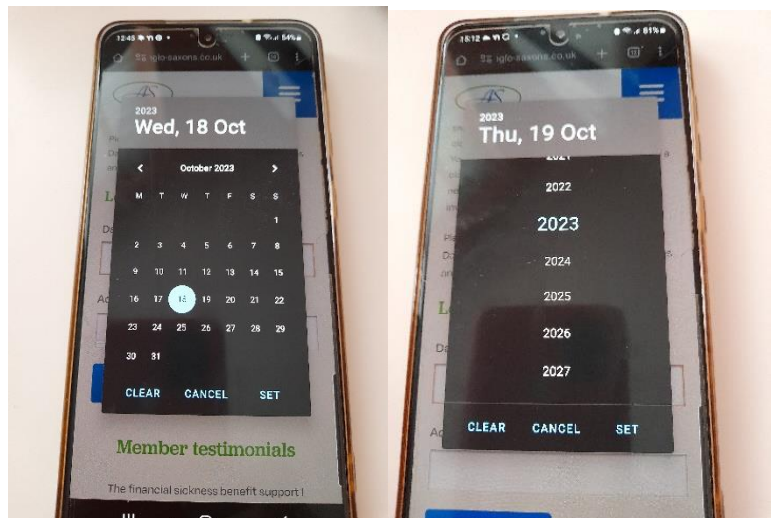
Certification is awarded based on accurate and assumed full disclosure of all relevant and necessary data by the Company. United Nations Credits issued via the Clean Development Mechanism (CDM). VCS is a certification standard for carbon projects and credits. VCS does not oversee retail markets nor does it certify or endorse any retailer or broker of VCSs; visit verra.org. Gold Standard is a certification standard for carbon projects and a registered trademark.

## DISCRETIONARY BENEFITS



A reminder that you can still submit online website claims until Wednesday 20 December. If you have a discretionary benefit claim from late October, November or December, these can be submitted for consideration in January-March 2024 providing they are submitted within 3 months of the treatment date.

We have received several enquiries relating to inputting a member's date of birth on an android mobile phone when submitting an online claim. As you can see from the first image, there are no arrows allowing the user to scroll through the years. To easily access the years, click on the year above the day and date shown on the first image. This will bring up a column where you can easily scroll through the years, as shown in the second image.



## DIGITAL CLAIMS

The number of claims submitted via the website continues to increase on a monthly basis and in November, 59% of claims were submitted via the website. Feedback shows that members appreciate the speed and easiness of this method.

If you do not feel confident using the online claims service, please call the office and a team member will talk you through the few simple steps to complete the process. We are happy to help and demonstrate how easy the process is.

If you have completed the online questionnaire about your experience with the claim process, thank you. Your feedback has enabled us to achieve an average rating of:

4.6★  
average rating



We are very proud of this rating and the following comments:

*It is so much better than it used to be and so much easier*

*An excellent service*

However, we know we can always do more so please do not hesitate to let us have any feedback or ideas on how we can improve our service.

## WEBSITE

The website has been moved to another server to eradicate the lagging issues previously experienced. Tests show that the speed has been greatly enhanced. If you still experience problems, please contact the office and let us know.

## MEMBER GET MEMBER SCHEME

### 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



Thank you to all members that have recommended the Society to their family/friends. The Member Get Member reward of £50 is still available for recommending a family member/friend to the Society.

The member testimonials show how the Society is valued by its members and are a great recommendation if anyone is considering becoming a member. You can read them on the Home page of the website.

## MEMBER FORUM

Details of the Member Forum will be circulated in the New Year. Apologies for the delay whilst we finalise the Terms of Reference and Application Form.

## CHARITY DONATION

This year, the Board and staff members are supporting Gravesham Sanctuary via donations instead of sending Christmas Cards. The money raised has been doubled by the Society to align with our social engagement within Gravesend. Gravesham Sanctuary operates a day centre for homeless people and provides many services to support homeless people in Gravesend. We are sure you will agree that this is a very worthwhile charity.

## OFFICE CLOSURE FOR CHRISTMAS

The office will close at mid-day on Friday 22 December and re-open on Tuesday 2 January 2024.



We wish all our members a very happy Christmas and a healthy and prosperous New Year from the Board and staff. Thank you for your loyal custom during 2023. We look forward to being of service to you in 2024 and progressing and sharing our drive towards a brighter, greener future.

### CONTACT US

As always, please do not hesitate to contact us if you require any help, using any of the methods listed below:

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

Telephone: 01474 567050

Email: [info@anglo-saxons.co.uk](mailto:info@anglo-saxons.co.uk)