

Member relations strategy

As a mutual Society, Equitable Life operates for the benefit of its members. The Society's Directors are elected by the members to run the Society on their behalf. The purpose of the Society's member relations strategy is to facilitate members of the Society taking an interest in its governance.

- The rights and obligations of members of the Society are set out in the Society's Memorandum and Articles (which are available on the website).
- The letter of appointment for the Society's Non-executive Directors is available on the website.

The member relations function within the Society implements the member relations strategy on behalf of the Chairman.

The member relations function is responsible for the provision of realistic, appropriate and proportionate information to members (for example, the Summary Financial Statements, letters on important strategic developments.) The member relations function within the Society is also responsible for holding the Annual General Meeting and enabling members to vote in person or by proxy.

The member relations function can provide answers to members in respect of corporate issues (whereas the customer services function answers questions relating to members' policies.) The member relations function will be accessible to members through a dedicated email address (member.relations@equitable.co.uk) on the Society's website and through a special postal address Member relations, Equitable Life Assurance Society, 2-4 Wendover Road, Aylesbury, Buckinghamshire HP21 9LB. This is in addition to the facility for members to ask questions of the Board each year at the Annual General Meeting.

The member relations function also collects feedback from members for the Board so that they remain in touch with the needs and views of members.

The member relations strategy will be reviewed annually by the Board who will also receive reports on issues raised, feedback from members and recommendations for improvement.