

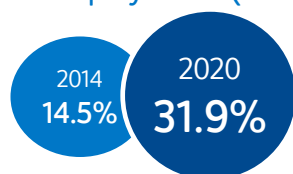
Nationwide's response to Covid-19 is focused on mutual support

Nationwide is financially strong and we are committed to supporting our members, employees and wider society through the challenging times ahead

UK leverage ratio:

4.7%

Common Equity Tier 1 (CET1) ratio:



Strong performance in the 2019
Bank of England Stress Test

Liquidity Coverage Ratio

152% **163%**

(12 month average) (spot)

Low risk balance sheet: **94%** of
lending secured on residential
property (average LTV of 58%)¹

Some of the ways we're supporting our members, employees, suppliers and communities

Members

- c218k borrowers on mortgage payment holidays (c14% of mortgage holders); c62k borrowers on payment holidays across loans, credit cards and on interest-free periods on overdrafts²
- Maintaining essential services to support our members³:
 - 95% of our branch network remains open
 - 400 branches handling 9,000 daily calls, alongside call centre
- Extending our support package into 2021 – including our commitment not to repossess the home of any mortgage member over the next 12 months, if they are in arrears due to Covid-19⁴

Employees

- Pledging to no compulsory redundancies in 2020, to reduce uncertainty at this difficult time
- >11,000 (c60%) of employees working from home³; split-site working where it is not feasible

Suppliers

- Paying our micro and SME suppliers within 10 days to protect their cashflow and survival

Communities

- Donated TV advertising space to Shelter, and funding extra advisors at Shelter to help more people with housing, debt and welfare issues⁴



Building Society

¹ LTV is calculated on an indexed basis (see slide 40). ² Data as at 30 April. ³ Data as at 20 May. ⁴ For further detail, see slide 30.