

# Thank you from The Co-operative Bank

The **co-operative** bank

As many of you will be aware, 2013 was a testing year for The Co-operative Bank and as we start the New Year, I would like to say a heartfelt thank you to our customers, colleagues and investors who have demonstrated overwhelming loyalty and support throughout.

We are pleased to have strengthened both our capital position and our management team. We have also put in place a business plan which will return us to sustainable profitability over time. This means we are able to look forward and to reshape the business around what is important to our customers.

For over 140 years, the ethics and values of The Co-operative Bank have set us apart. I am proud to say that these ideals are now enshrined in our constitution. We are going to build on this heritage and want to do this in partnership with our customers. As such, we will be engaging with customers on our ethical policy in the Spring and will be listening to their views. Details of how we will do this will be shared at a later date.

We would also like to reassure you that we remain focused and committed to providing great customer service and meeting the day-to-day banking needs of our customers.

Whilst delivering our business plan remains challenging, we are excited by the opportunity for The Co-operative Bank to repay the faith you have shown in the Bank.

With best wishes for a happy and prosperous 2014.



Niall Booker.

**Chief Executive, The Co-operative Bank.**