

Metro – £120 Million

We have been making good progress toward meeting all our Public Commitments under the Scheme in the last quarter.

COMMITMENT 1: WE WILL RADICALLY TRANSFORM THE UK SME BANKING EXPERIENCE

Commitment 1 is on track. Metro Bank was ranked number 2 in the most recent CMA service rankings (August 2019).

COMMITMENT 2: WE WILL PROVIDE A “METRO MULTIPLIER” TO C&I FUNDING

Commitment 2 is on track. Metro Bank remains committed to spending ~£2 of its own funds for every pound it receives from the Capability & Innovation Fund.

COMMITMENT 3: WE WILL OPEN 30 NEW METRO BANK STORES IN THE NORTH BY THE END OF 2025

Commitment 3 is on track. We are currently building new stores in Manchester, Liverpool and Sheffield and a further 11 potential sites are being worked on, with more being added every month. Metro Bank is paying for all store capital costs and C&I funds will be used to fund frontline roles for 18 months, until our stores break even. We are on track to open 21 of our 30-store commitment within three years of receiving C&I funding. All our stores will be open 7 days a week, early and late, offer in-store debit and credit card printing, safe deposit boxes and access to a Local Business Manager.

COMMITMENT 4: IN DELIVERING OUR PLANS WE WILL CREATE OVER 750 NEW JOBS IN THE NORTH – OUR CONTRIBUTION TO POWERING THE NORTHERN POWERHOUSE

Commitment 4 is on track. Recruitment activity to support our expansion to the North is underway, with over 100 new vacancies and ten apprenticeship roles planned so far.

COMMITMENT 5: WE WILL BUILD A RANGE OF GAME-CHANGING DIGITAL CAPABILITIES TO HELP SMEs THRIVE

Commitment 5 is on track. Our artificial-intelligence led insights capability is already being trialled by customers in a beta launch and will be available to all SME customers later this year. Our mobile cash pick up and drop off service has completed a Proof of Concept and will launch to SME customers by the end of this year.

Work on our straight-through business current account online application is under way and this will be available to customers in 2020. Our new tax submission, bookkeeping, invoicing and receipts mobile and online banking proposition together with our cloud accounting service have both completed Proofs of Concept and will launch to SME customers in 2020. Work on our end-to-end payments and accounts receivable solution will begin this summer and is on track to deliver in 2021.

COMMITMENT 6: WE WILL BUILD THE CAPABILITIES NECESSARY TO SUPPORT LARGER AND MORE COMPLEX SMEs

Commitment 6 is on track. Enhancements to our trade finance and foreign exchange capabilities are on track to go live to SME customers this year. Our work to offer SMEs customers the ability to accept direct debits requires an available industry release slot with the Bank of England and Bacs. The first available slot means the timeline for delivering direct debit capabilities to SMEs will be a few

weeks later than planned, moving from the end of 2019 to February 2020. Enhancements to our SME overdraft, a new Small Business Loan platform, Revolving Credit Facility and Credit Card proposition are all on track for 2020. New liquidity management tools will be made available to SME customers, starting in 2020 as planned. We will commence design for a new Secured Lending platform for 2021 this summer and are on track.

COMMITMENT 7: WE WILL HELP 10+ INNOVATIVE UK SMEs SCALE BY PARTNERING WITH THEM TO DELIVER OUR BID COMMITMENTS

Commitment 7 is on track. We are already working with six UK SMEs to deliver our bid commitments and have plans to work with over five more in the coming months.

COMMITMENT 8: WE WILL PROVIDE BCR LTD AND OUR CUSTOMERS WITH UNPRECEDENTED TRANSPARENCY ON OUR PROGRESS TOWARDS DELIVERING ON OUR COMMITMENTS

Commitment 8 is on track. Metro Bank provided BCR Ltd with access to real-time Microsoft Power BI dashboards to track our progress against agreed project milestones in June 2019 as planned. We will publish a BCR Commitments Update to our public website so that stakeholders can monitor our progress in July.