

## Investec Bank PLC - £15M Award

### CIF Key Achievements to Date

We have made significant progress against our objectives and, given the economic backdrop, we are incredibly proud of what our team has achieved over the quarter.

- We have continued to develop and enhance our digital products and services. We are currently supporting over 1,800 SMEs, with greater flexibility and choice to manage their surplus cash, through our new online deposit account services.
- We remain focused on supporting our customers through the current challenges and we have approved over £60m under the Coronavirus Business Interruption Loan and the Bounce Back Loan Schemes.
- We fully launched our multi-currency FX offering to both new and existing clients, providing them with a simple and straightforward experience to buy currency and pay international suppliers. To date, we have successfully traded over £15m in FX volume.
- We have developed new beneficiary management services, which significantly enhance client experience. Our 'smart beneficiary screen' allows clients to self-manage beneficiaries on their account. We provide real time validation to help them avoid mistakes, as well as providing local language translations so they can identify the right parts of their invoices more easily.
- We are confident that our investment in innovative digital products, coupled with our unique high touch strategy where clients have access to dedicated product specialists and relationship managers, will allow us to deliver a truly differentiated banking experience to support SME growth across the UK.

### Assessment Period 5 (July 1<sup>st</sup>, 2020 – September 30<sup>th</sup>, 2020)

#### **Commitment 1: We will provide £300m of additional lending to UK SMEs**

- **We will do this while delivering an outstanding customer experience, with scores in the top quartile of the market.**

We are on track for this commitment.

Over the past quarter, we have continued to design our future online lending proposition, building on our already strong and established presence in the SME lending market. We remain focused on supporting our customers through the current challenges and we have lent over £15m under the Coronavirus Business Interruption Loan and the Bounce Back Loan Schemes.

[https://www.investec.com/en\\_gb/corporate-finance/coronavirus-business-interruption-loan-scheme.html](https://www.investec.com/en_gb/corporate-finance/coronavirus-business-interruption-loan-scheme.html)

#### **Commitment 2: We will directly support more than 8,000 SMEs**

- **We commit to supporting over 8,000 SMEs with lending, deposits and other banking products over the next five years.**

We are on track for this commitment.

We are currently supporting over 1,800 SMEs through our new product offerings and are on target to meet our commitments.

We have fully launched our new digital FX proposition to both new and existing clients, providing them with a simple, straightforward, refreshingly human and easy to use client experience. This is combined with our high quality relationships and product expertise that is a cornerstone of Investec's overall proposition. Key features include:

- Ability to execute both FX spot and forward trades using real-time rates
- All major currencies supported
- Seamless FX experience integrated with our international payment offering
- Live dealer monitoring and alerting to help support clients through the journey

We have developed new beneficiary management services, which significantly enhances client experience. Our 'smart beneficiary screen' allows clients to self-manage beneficiaries on their account. We provide real time validation to help them avoid mistakes, as well as providing local language translations so they can identify the right parts of their invoices more easily. We now have one place where these services are stored centrally rather than being across multiple legacy systems, removing a range of manual processes and providing a fully automated and seamless service for our clients.

Our online business savings account also continues to be highly successful, providing SMEs with greater flexibility and choice to manage their surplus cash. Over the last quarter, an additional 500 clients have signed up for this service and started using it.

**Commitment 3: We will match the contribution from the CIF with our own funds**

- **Investec will match the contribution from the CIF, providing at least £15m of our own funds to ensure an even bigger impact on SMEs.**

- **We will spend the £15m awarded as set out and under appropriate governance and control in order to ensure that it provides material, long-term benefit to UK SMEs.**

We are on track for this commitment. Investec remains committed to more than matching the £15m funding from BCR over the course of the business plan. To date overall, we have invested over £9.7m progressing this project, of which £2.8m has been drawn down from the BCR award, with the remaining £6.9m taken from Investec's own funds.

**Commitment 4: We will directly create 40 new jobs**

- **The award will lead to the direct employment of over 40 full time staff, as well as considerable additional indirect employment through the provision of innovative banking services to SMEs.**

- **We will also support a range of innovative SMEs as we purchase products and services from them as part of our build out and support them through growth banking services.**

We are on track for this commitment.

In total, we have directly employed 22 people to date, covering a number of essential product and technical delivery roles.

We are acutely aware of the disruption caused by the coronavirus to the wider banking and employment market – our immediate objective is to ensure the health and wellbeing of our people.

**Commitment 5: We will help SMEs leverage online tools and technology**

**• We will offer SMEs access to a range of online digital tools including online lending applications, make international trade easier by delivering digital FX payments and interest rate management, and provide online cash management tools to allow SMEs to manage their deposits more effectively.**

We are on track for this commitment.

To date, we have launched the following online tools for SMEs:

- Fully launched multi-currency FX offering
- Beneficiary management services
- Online deposits
- Expanded our automation and straight-through processing capability

These tools provide a faster and easier-to-use experience for our clients.