

Pools A-D Key Achievements as of 31 December 2020

Starling – £100m Award

As at the end of December, Starling has over 290,000 SME customers, exceeding its target of 131,000 SME customers by the end of 2020, resulting in a 5.0% share of the UK SME market. Starling remains open for new SME customers.

Starling customers have benefitted from the launch of a number of initiatives as a result of the CIF grant. Its key achievements to the end of December 2020 are as follows:

- Over 44,000 SME businesses have directly benefited from the £1.8bn of lending made available by Starling to date. This has been channelled through the bank's lending products and distributed through its SME lending platform. Additionally, Starling has launched advanced credit decision functionality to enhance its underwriting capabilities. Starling has already exceeded its 2022 cumulative CIF lending target of £913m.
- SMEs can now supercharge their business banking activities through Starling's Business Toolkit. They can easily estimate and save for their tax, record and submit their VAT, create and match invoices, manage their bills, upload historic account and payments data from other sources and securely store financial documents digitally – all from their Starling account.
- SMEs can now access a broad suite of business products and services, from accounting through to life insurance, through our Marketplace. We have partnered with an additional 25 partners since the start of the CIF programme.
- SMEs can open Business euro and US dollar accounts, allowing them to hold the currencies, spend on card, and make and receive payments.
- SMEs can easily compare key components of Starling's products (e.g. price, fees, customer rating and eligibility) with those offered by competitors through the bank's product comparison tool. Additionally, customers now receive tailored in-app suggestions through the "Starling Suggests" initiative.
- Business customers can pay in cheques whilst staying safe at home by using Starling's cheque imaging initiative to scan cheques via their mobile device.
- More complex businesses with multiple directors are better able to onboard and manage their Starling account through our multi-director access initiative, with each additional director getting a debit card.
- Customers can benefit from Starling's SME web portal to manage online banking from their desktop or laptop, or direct from their mobile device. Additionally, those who use tablets can now use our tablet app.
- Customers can now use Starling's proprietary internal chat system, providing them with 24/7 customer support for certain simple queries and tasks.
- Customers are able to start an activity (e.g. a loan application) and pick it up again later on another device, if desired.

The above has been achieved whilst consistently delivering on Starling's recruitment, diversity and geo-location inclusion targets.

Metro Bank – £70m Award

- In September 2020 we announced a new partnership with Enterprise Nation, a leading provider of advice and expertise to small businesses in the UK. The new collaboration offers a range of benefits for Metro Bank's business customers, including a year's free membership to Enterprise Nation which would usually cost £99.
- In August 2020 we announced a new partnership with cloud accounting provider Clear Books, offering easy accounting software with free bank feeds and exclusive discounts to Metro Bank small business customers.
- In July 2020 we began a phased launch of our straight-through business current account online application process for sole traders and single-director businesses.
- In June 2020 Metro Bank started offering government-backed Bounce Back Loans (BBLs) to our business current account customers. By the end of Q3 2020 we had lent over £1.2bn to more than 32,000 customers.
- In June 2020 we opened our third new store in the North of England, in Sheffield. This follows recent openings in Manchester and Liverpool.
- 56 jobs have been created in the North of England, including 6 apprentices.
- In June 2020 we enabled Direct Debit origination, letting business customers create, automatically collect, and manage payments with their own customers via Direct Debit.
- In June 2020 we released new receipt management functionality into our mobile app, letting businesses capture and store receipts, which get automatically matched to the customer's transaction history.
- In June 2020 we enabled physical sweeping functionality, helping businesses to manage their liquidity with automated rules for transferring funds between their accounts.
- In March 2020 we announced a new partnership with ezbob, an award-winning lending-as-a-service provider, to deliver a next-generation small business loans platform.
- In February 2020 we became a direct participant of Bacs, the Pay.UK-operated payment system, helping enable Direct Debit origination for business customers through a new partnership with Bottomline Technologies.
- In December 2019 we announced a new partnership with Canadian fintech Sensibill to offer receipt management technology to SMEs via the Metro Bank mobile app.
- In December 2019 we launched 'MCash' our new on-demand cash collection and delivery service to support the 4.2 million UK SMEs that rely on cash.
- In September 2019 we launched the first part of our Trade Services capabilities – offering Letters of Credit and Documentary Collections.
- In September 2019 we launched our artificial-intelligence-led 'Business Insights' capability into the Metro Bank mobile app – helping businesses manage their cash flow and make more data-driven decisions.

ClearBank – £60m Award

- Being fully on track with all public commitments.
- Most efficient awardee (in terms of Businesses acquired per £1 grant).
- Rapidly approaching the next market share milestone of 5%; current market share (4.8%) with c.284,000 members.
- Now third largest business banking challenger (after Virgin Money, Metro); creating a true SME first alternative to high street banks.
- Significant awareness increase of the Tide brand; known to over a 3rd of the SME population.

- Major push in supporting start-out delivered ahead of schedule; launching the first one-stop company formation and account opening process in the UK.
- Opportunities created for ten SME partners with more rapidly coming onstream.
- Strong governance with independent Grant Steering Committee Chair (Lord Lindsay), quarterly auditing (EY) and a strict “grant for results” release schedule (for every 1% market share gained).
- Launch of our cutting edge solution for making tax digital; with full accreditation to HMRC.
- Roll out of switching service including onboarding assistants and expedited onboarding.
- Roll out of a highly innovative solution to ensure invoices real-time; when the invoice is created on the Tide platform.
- Completion of the Tide Tools: Payroll, Tax and Invoicing (inbound & outbound) initiatives.
- Delivery of leveraging our digital expertise marketing, mobile card acquiring dashboard and merchant dashboard.

Investec Bank PLC - £15M Award

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 our online deposit account, currently supporting approximately 1,900 SMEs. We have further enhanced and simplified the account, providing SMEs greater flexibility and choice for managing their surplus cash.
- We have continued to extend our multi-currency FX offering to new and existing clients, providing them with a simple and straightforward experience to buy currency and pay their international suppliers. Throughout Q4, clients bought £38m in FX using our digital platform, and we improved their experience by offering more flexibility in how they settle the transactions. To date, clients have successfully bought over £56m in FX.
- We remain focused on supporting our customers through the current challenges, and we have lent out over £47M under the Coronavirus Business Interruption Loan and Bounce Back Loan Schemes.
- We have commenced work on a new self-serve capability for our Asset Finance clients. This new digital proposition will enhance our client offering, allowing them to view and manage their accounts seamlessly online. This will significantly improve user experience and provide our clients the convenience of managing their accounts more fully at a time and place of their choosing.
- We have directly employed 23 people covering a number of essential product and technical delivery roles.
- We are confident that our investment in innovative digital products, coupled with our distinctive high-touch strategy – where clients have direct 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.

The Co-operative Bank PLC - £15M Award

We continue to make positive progress against our transformation agenda and, in the final quarter of 2020, we delivered significant improvements for our customers which will also provide the infrastructure for the future development of our proposition for SMEs:

- We launched same day onboarding for sole traders and single director limited companies and are inviting customers into the new application journey. The delivery of this new customer journey has included new technology for credit decisioning and workflow

management and ensures that we have sustainable and scalable infrastructure to enable future development;

- We completed the soft launch of our new business credit card and in January 2021 we completed the launch of this new product onto our website for SME customers;
- We launched soft token authentication in December 2020 and we have started the roll out of this, with over 300 customers already registered and using this service. This will replace the need for a physical token to log in to online and mobile banking and remove friction from our digital customer journeys which will make our customers' lives easier;
- We exceeded our 2020 target of creating 85 new roles dedicated to serving SME customers. Since we started our transformation we have recruited 97 colleagues to support the transformation and serve our growing customer base;
- We have put in place key partnerships with 7 fintechs and specialist partners to build our infrastructure and new onboarding journeys, deliver improvements to our digital services and improve our range of products available to SME customers.
- We have achieved all of these milestones following the successful transition of our SME transformation office into a remote working team and retained the pace and dynamism of our delivery throughout the year.

Atom Bank - £10M Award

- Since receiving the BCR grant Atom has built the underlying infrastructure for its small business app in partnership with our strategic partner Thought Machine. We have also completed the underpinnings of our smart lending and savings platform with Thought Machine.
- We have built a radically enhanced pricing engine and quote tool that enables us to give a quote on a secured lending application, often the hardest to quote on quickly, within 60 seconds.
- We have launched our closed online community for SMEs - 'The Kitchen' - allowing small businesses to offer their feedback and be actively involved in prioritising our product roadmap.
- We are working with Newcastle University; the Federation of Small Businesses and the NE Chamber of Commerce on the build out of our proposition and reducing financial bias in lending decisions.
- Atom are creating high quality jobs in the North East of England, including roles in Data Science and Engineering. To date 22 people have joined Atom, including 6 graduates.
- We remain committed to changing the balance of who works in finance and technology and over the period have engaged with a number of initiatives and bodies, including Women in Finance Charter, Tech Talent Charter, TechUp Women to look to promote our vacancies.
- Atom has responded to the challenge of COVID-19 and released its balance sheet to support the economy, with £344m of applications received for our secured lending CBILS product which we introduced in under 6 weeks.
- We have now concluded the build, and are ready to deploy, 'Portal Lite', the first iteration of our Next Generation Broker Portal to our intermediary partners.
- We have made a commitment to adhere to the Standards of Lending Practice for all business lending customers and have become an interim registered firm with the Lending Standards Board.

iwoca Ltd - £10M Award

- We have achieved significant growth in our no and limited personal guarantee lending through our CBILS product, issuing close to £200m by the end of 2020, ahead of our £150m target. We have continued to help small businesses gain access to the finance they need during this difficult time, with our Q4 CBILS approvals alone representing 5.6% of the CBILS market this quarter (HM Treasury data).
- We have more than doubled our iwocaPay active seller base to 200, despite the impact that the lockdown has had on small businesses. In order to support our customers during this time we waived our fees in November and December. We continue to improve our seller and buyer activation through a number of journey improvements and the development of new features.
- We have successfully released a pilot of our iwocaPay app with Xero, which is now live with a select number of customers. This is Xero's first "buy now, pay later" invoice proposition in the UK.
- We have successfully launched our OpenLending platform. Ahead of our launch we made a number of improvements to the platform to improve the partner experience, and we have also added one new partner to the platform bringing us to a total of 9.

Modulr Finance - £10M Award

- £10M Modulr matched funds successfully secured as part of Modulr's growth funding. Full press release [here](#).
- A team of 49 recruited since Q3 2019 (44 brand new highly skilled jobs in Edinburgh and 5 across other UK regions).
- Product delivery and launch:
 - Payment Initiation Services (PISP): launched as per plan in June 2020.
 - Confirmation of Payee Outbound: launched ahead of schedule in September 2020.
 - Visa principal membership secured in March 2020 as part of our journey to implement physical cards. Full press release [here](#).
 - Modulr's Physical Cards product: launched as per plan in September 2020.
 - Current Account Switching Service (CASS): onboarding model for CASS approved with Pay.UK in August 2020.
- Partner engagement:
 - Contract formally signed with one of the global leading cloud-based accounting software companies, with onboarding activities in progress to support integration ahead of launch in Q2 2021.
 - Two payroll technology partners onboarded, enabling their SMEs to access Modulr's Payment as a Service solutions.
- Marketing strategy:
 - Launched Accountancy Roadshows, press release [here](#). 1 in-person (pre-restrictions) event held in Edinburgh and 7 virtual roadshow events, aimed at bringing together forward-thinking accountants and accountancy practices and generating 40+ registrations per event and approx. 90,000 social media impressions.
 - Launch of the Pathfinders digital campaign, aimed at recruiting forward thinking accountants to test our APCC product (over 170 Pathfinder members recruited to date).
 - Modulr APCC micro-site launched early May 2020. (<https://www.modulrfinance.com/accountancy>), generating 4,561 unique views.
 - Delivery of 23 Accountancy/Payroll blogs, 3 qualitative research e-books.

- Delivery of third-party content and events activity, which has generated over 150k impressions and 250+ live attendees to speaker opportunities.
- Delivery of SME client referral content programme to support onboarding of SMEs to product propositions.
- SME reach targets: thanks to the achievements accomplished in all programme areas during this quarter, we have surpassed our SME reach targets in 2020 for the Payment as a Service area (over 40,000 SMEs reached to date) and Payment Innovation area (over 400,000 SMEs reached to date).

The Currencycloud Group Ltd - £10M Award

- We processed cross-border payments for 5.2% of all UK SMEs trading internationally (over 17,600 UK SMEs) in 2020, exceeding our target of 16,000 SMEs (4.5%).
- We continue to distribute our services widely to UK SMEs, having onboarded 62 financial institutions serving UK SMEs and UK Fintechs in 2020.
- We have complemented the BCR grant funding with £10.6m of additional investment to date to deliver a global transaction banking platform for UK SMEs.
- Currencycloud Spark, our multi-currency account product for financial institutions, is live, with more than 20% of clients actively using it within six months of launch.
- We have launched our SWIFT collections product, enabling our clients to provide multi-currency accounts and process cross-border receivables in 34 currencies for their customers.
- We have delivered two real-time payment routes (GBP, EUR), with three additional real-time payment routes (DKK, SEK, SGD) expected in the coming months.
- We became the first non-bank to introduce self-service payment tracking via API through our SWIFT gpi membership. The functionality enables our clients to track their customers' international wires directly, much like an Amazon parcel, or provide this visibility to their own customers so they can track their payments themselves.
- We have improved the speed of currency conversions and cross-border payments on our platform, effectively releasing working capital back to SMEs. Inbound customer funds are now instantly available for onward use, regardless of where in the world we have received these funds. As of December, nearly 80% of all inbound funds are credited to customer accounts in real time.
- We were granted an EMI license by De Nederlandsche Bank (the Dutch central bank) for our Dutch entity CurrencyCloud B.V., ensuring we can continue to provide accounts and collections services to UK SMEs in the European Union with no disruptions.

Codat Limited - £5M Award

- Codat's platform has been used by banks, alternative lenders, insurers, payments/point of sale providers, cash flow forecasting tools and many more to accelerate development of new and improved integrated products for SMEs.
- Codat has increased the proportion of UK SMEs covered, the variety of use cases supported, and the number of financial services providers using our platform.
- Codat's platform now enables financial products to integrate with Xero, Quickbooks Online, Quickbooks Desktop, Sage Business Cloud, Sage 50, Kashflow, FreeAgent, Freshbooks, Clearbooks, Exact, Wave, Zoho Books, Pandle, Kashoo and Microsoft Dynamics 365 all via a single, developer friendly API.

- Codat successfully ran the first iterations of our Enablement and Access programmes, and we are pleased to report that a number of participants have gone on to offer native accounting integrations as a permanent feature, particularly to accelerate access to finance.
- We have delivered 4 Public Commitments (1,2,3 and 6) and continue to make good progress against our targets for commitments 4, 5 and 7 which will ultimately measure the value delivered to UK SMEs with CIF funding.
- Codat's CIF funded development has taken on greater significance in the wake of COVID-19 and we continue to support banks and lenders with our application journey solution for the Coronavirus Business Interruption Loan Scheme (CBILS) and Bounce Back Loan Scheme (BBLs) which has been deployed by UK Tier 1 & 2 lenders.
- Codat is pleased to announce that we are now working with two fellow BCR recipients, Atom Bank and Virgin Money, to improve their lending and cashflow solutions.

Fluidly Limited - £5M Award

- Launched actions within our product to help SMEs manage their cashflow: this includes an updated 'Chase' feature which allows SMEs to easily chase their debtors, and a new 'Plan' feature which supports financial decision making. In December 2020, we were awarded the Accounting Excellence Award for Software Innovation of the Year for the latter.
- Launched our funding journey (financial services marketplace): this allows SMEs to instantly access pre-qualified funding offers from a range of lenders, by inputting just their company name.
- We now have over 25 lenders in our marketplace, many of whom are alternative financial players.
- Continued to strengthen our partnerships with General Ledgers (Xero and Intuit Quickbooks), and were awarded Practice App of the Year (2020) at the Xero Awards.
- We are now working with more than 35 of the Top 100 Accounting Firms in the UK to reach as many SMEs as possible at scale.
- In November 2020, we were awarded the LUCA Award for best cashflow forecasting software, by the Institute of Certified Bookkeepers, for the second year in a row.

Funding Options Limited - £5M Award

- Funding Options has used BCR funding in line with its pledges to help facilitate over £175m of new lending (debt) overall to UK SMEs since the commencement of Pool D. In doing so we have exceeded all targets for new alternative lending to date.
- Funding Options team has worked tirelessly to ensure it is able to continue to successfully provide appropriate funding options for UK SMEs. We have navigated the HMG schemes diligently, establishing a core set of lenders that are able to both lend at reasonable scale given the conditions and provide SMEs with competitive choice, a factor that was notably absent when such schemes were initially announced. Outside of the HMG schemes, the team's activity in onboarding selected new alternative lenders has seen the panel expand further beyond the pledge target.
- Funding Options has raised the full £5m in matched investment for our Pool D grant to enable us to deliver against our strategy.
- As an early adopter of Open Banking technology, Funding Options has championed the benefits of Open Banking infrastructure for both its business customers and lender partners alike. Adoption rates have been strong, and we are confident that Open Banking will prove a key enabler in delivering significantly greater efficiency in SME lending to UK businesses

going forward. Further enhancements to our customer journey have been implemented to embed Open Banking seamlessly into the application process and the business has outperformed versus our pledged usage volume target for 2020.

- Funding Options continues to make great progress in empowering accountancy firms and other professional companies to provide vital support to their local SMEs. To improve our service to this segment specifically, the team has released “Project Ballpark” - Funding Options’ tailored solution for Accounting firms through its Advisory channel. Onboarding of new relationships through our Commercial and Advisory teams continues at pace, building on the momentum of the new platform.
- We have continued to submit applications for new loans without any cost of acquisition to a growing number of lender partners, delivering ahead of time on our 2020 target and arranging over £45M in new lending at nil cost of acquisition cumulatively in 2020.
- Funding Options has made excellent progress changing SME behaviours for their benefit throughout 2020, more than doubling the number of SME visitors using its website on a quarterly basis this year. The team achieved 190% of the 2020 target for website visitors, a fantastic result that was just a fraction short of the overall goal of attracting 1m visitors to our website per annum by end-2022.

Swoop Finance Limited - £5M Award

- Launch of new virtual CFO where SMEs can access loans, grants, and investment as well as
- cut costs across utilities, banking, and FX resulting in £370m in finance raised and saved for UK SMEs.
- 37,026 funding applications received through the platform.
- 706 funding providers onboarded within the integrated marketplace.
- Built white label grants marketplace that will be launched with a national bank in Q1 2021.
- 134k SMEs signed up to Swoop Virtual CFO.
- Introduced new automated offerings for Energy, R&D and Business Banking.
- 12 new employees in the Midlands in 2020.