

Investec Bank PLC - £15M Award

CIF Key Achievements to Date

In Q2 2021 we have continued to make positive progress on our public commitments as we gain momentum across our propositions. We are currently supporting more than 3,100 SMEs through our new product offerings.

- We have continued to develop and enhance our digital products and services. We are currently supporting over 2,200 SMEs, giving them greater flexibility and choice in how they manage their surplus cash, through our new online deposit account services.
- We have expanded our online FX offering, enabling clients to purchase currency at a predefined rate on a future date (FX Open Forwards). We have also continued to improve customer experience by offering FX analytics to provide a clear and simple view of overall exposure and simulate how potential market movements may impact future cash flow, and enabling clients to purchase currency now and determine the recipient account later making it easier and more efficient to execute trades.
- To date, clients have successfully bought over £198M in FX through our online proposition.
- We remain focused on supporting our customers through the current challenges. We have lent over £126M under the Coronavirus Business Interruption Loan Scheme, Bounce Back Loan Scheme, and, the Recovery Loan Scheme.
- We have completed the build and begun roll out of the first iteration of a new self-serve capability for our Asset Finance customers. This new digital proposition enhances our offering, allowing our customers to view and manage their accounts seamlessly online. This significantly improves user experience and provides our customers the convenience of managing their accounts more fully at a time and place of their choosing.
- For this project, we have directly employed 34 people to date, covering a number of essential product and technical delivery roles.

Assessment Period 8 (April 1st, 2021 – June 30th, 2021)

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 build out our online lending proposition, leveraging 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 more than £126M under

the Coronavirus Business Interruption Loan Scheme, Bounce Back Loan Schemes, and, the Recovery Loan Scheme. We are fully operational and have been accepting applications through the British Business Bank's Recovery Loan Scheme since the end of May, with over £890K already lent to clients.

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 more than 3,100 SMEs through our new product offerings and are on target to meet our commitments.

For our FX proposition, we now offer clients the ability to:

- Purchase currency online at a predefined rate on a future date (FX Open Forwards)
- Access FX Analytics which provides a clear and simple view of overall exposure and enables simulation of the impact of market movements on their future cash flow
- Purchase currency now and determine the recipient account later making it easier and more efficient to execute trades

For our Business Savings account, we are now managing in excess of £258M in savings. We have improved the customer experience and enhanced the operational efficiency of our Business Savings proposition by enabling automatic emails to clients whose account balance is close to the upper limit. This informs clients that their account will cease to earn interest if deposit balance exceeds the limit thus making it easier and more efficient for our clients to manage their surplus cash.

As mentioned above, we continue to support SMEs through the Coronavirus Business Interruption Scheme and Bounce Back Loan Scheme. We have also been authorised as an Accredited Lender under the British Business Bank's Recovery Loan Scheme allowing us to continue to support SMEs through Government lending schemes.

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. We have to date invested over £15.3m progressing this project, of which £5.2m has been drawn down from the BCR award, with the remaining £10.1m 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.

We have directly employed 34 people to date, covering a number of essential product and technical delivery roles.

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.

We continue to build out functionality on our FX and Deposit platforms based on client feedback as we learn how they use and/or would like to use our digital products.

In Q2 2021 we have released a first iteration of a new digital self-serve capability and have begun to roll this out to our Asset Finance customers. This new digital offering significantly improves customer experience by enabling them to view and manage their accounts seamlessly online and at a time of their choosing.

Development and testing is underway across our Lending propositions to enhance our offering and provide a more seamless, automated and straight-through lending experience for our clients.