

ClearBank – £25m Award

CIF Key Achievements to Date

- Already achieved the committed 1% additional market penetration
- Now joint number one SME challenger in terms of BCAs creating a true SME first alternative to high street banks
- On track with all public commitments
- Built significant awareness at 40% prompted brand recognition
- Have provided opportunities for 17 SME partners
- Onboarded over 30,000 female and 42,000 BAME entrepreneurs
- Continued strong governance with independent Grant Steering Committee Chair (Lord Lindsay), quarterly auditing (EY) and a strict “grant for results” release schedule against defined criteria

Assessment Period 4 (June 1st, 2021 – August 31st, 2021)

COMMITMENT 1 – Commitment to BCA Market Share

We will increase market penetration by 1% (a projected 58,600 businesses) and target at least 25% switchers by end 2022.

Achieved. At the end of Period 4, we had already met this market penetration target.

COMMITMENT 2 – Commitment to Remove Friction through Open Access

We will allow businesses to use their existing third party BCAs on our platform. We will offer

- light frictionless onboarding using open banking,**
- only upgrade to full onboarding later when they source a KYCable product, e.g. a loan.**

Businesses will be able to transact via our platform and we will provide advanced access to,

- expense management,**
- invoicing,**
- accounting,**
- taxation features.**

There will be no need to move their existing BCA. This removes friction leveraging Open Banking, thus reimagining competition. This commitment will be implemented in stages and completed by the end of 2022. We will target at least 100,000 BCA embedders.

On track. Implementation work is far advanced and on track for delivery in Q4 2021.

COMMITMENT 3 – Commitment to provide unparalleled access to debt and equity

Funding needs are best addressed by matching SMEs with a broad choice of the best providers in the country. We will

- add further lenders,**
- make “beyond Open Banking” data available through a Tide Lending API,**
- build out our proprietary lending by adding an overdraft product.**

For more complex lending and equity solutions, CTBB will launch two managed networks:

- one for commercial finance brokers,**
- one for Angel and VC investors.**

The commercial broker network will be live by end 2022, all other solutions during 2021. Partners will be added throughout the program. Excluding BBLs, we commit to £200m funding (cumulative flow of commitments) by end 2022 across intermediated and proprietary credit as well as the debt and equity managed services networks.

On track. Cumulative to date in Period 4, our network made £64.2m in funding commitments.

COMMITMENT 4 – Commitment to support digital payments and business development
To help SMEs transition to digital payments, we will upgrade our payment functionality to incorporate

- a) request to pay,
- b) confirmation of payee,
- c) digital cheques.

For many b2b members, we can be an introducer of new business facilitating their transition into the digital age. CTBB will

- d) create and curate a digital member directory (optional for members) with public profiles and create two managed services networks:
- e) one for Accountants,
- f) one for Payroll providers.

We will fast track Confirmation of Payee, an early version of managed services, and the member directory to 2021 and deliver the remainder in 2022.

On track. Strong progress has been made in Period 4. On Confirmation of Payee (CoP) inbound (when customers of other banks send payments to CTBB members), roll-out is at an advanced stage. Once this is launched we will move to CoP for outbound payments in Q4. For the Digital Cheques feature the teams continue discovery work. The Digital Member Directory is in development, which will allow members (optionally) to create online public profiles and get introductions to other Tide businesses. For Managed Services, we finalised and distributed the Service Partner Policy containing terms for potential service partners. We have recruited 25+ Service Partners within our initial category (accountancy) and the service is currently in test launch.

COMMITMENT 5 – Commitment to raise awareness

The best propositions will only be chosen if the appropriate level of awareness is generated. CTBB is committed to spending at least £11m of the grant and own funds contribution by end 2022 on marketing.

On track. Our marketing under Pool E is progressing at scale. Cumulative spend to Period 4 is £4.3m.

COMMITMENT 6 – Commitment to opportunities for partners

As a unique partnership with a platform approach, we commit to integrating at least 25 SME solution partners by the end of 2022.

At the end of Period 4, we had already contracted a total of 17 SME partners. We are on track for this target.

COMMITMENT 7 – Commitment to diversity and inclusion

We commit to becoming a signatory of the Women in Finance Charter and to joining at least two industry renowned diversity networks. We will target at least 35% of women in senior leadership roles by end 2022 and embrace inclusion in all its forms. We will onboard at least 50,000 female

and 20,000 BAME entrepreneurs by the end of 2022 across our Pool E and other member acquisition activities.

On track. Women in Senior Leadership roles stood at 26% and we are actively pursuing our plans to increase this number to the target ratio. Cumulative to date in Period 4, based on survey data, 30,280 new members identified as female and 39,979 as BAME.

COMMITMENT 8 – Co-investment

We will match the BCR award with 100% of our funds.

We are pleased to report that we continue to be on track with this commitment. To date we have already invested £7.2m of own funds.