

Investec Bank (B) – £15m Award

Public Commitments Update – Q2 2023

Key Achievements to Date

We maintain strong progress in the development of our propositions and remain on track to achieve our public commitments. We are currently supporting over 8,000 clients through our new products, which we continue to build upon as we strive to provide market leading offerings and an out of the ordinary client experience for UK SMEs.

- We continue to make good progress on our transactional banking proposition as we incorporate valuable client feedback to make feature improvements that will strengthen the overall proposition to our growing client base.
- We continue to build upon the new digital portal for our brokers. Through a continuous dialogue with brokers using this new platform we are able to ensure we are providing features that will bring the greatest value to our brokers and their clients. This will not only improve their user experience, but it will also provide greater efficiency across the end-to-end lending journey, in turn reducing the speed of lending decisions and ultimately enhancing the experience for the end clients.
- For this project, we have directly created 39 roles to date, covering several essential product and technical delivery roles.

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 with this commitment.

We have continued to enhance our online lending proposition, leveraging our already strong and established presence in the SME lending market. To date we have lent over £243M to 6,901 SMEs.

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 with this commitment.

We have directly created 39 roles to date, covering several essential product and technical delivery roles.

We are partnering with a specialist SME to leverage their core offering that combines a wide range of data services to create a rich stream of data and information to deliver a stream of intelligent insights for our Working Capital clients.

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 have achieved this commitment.

We are confident that our digital product offerings, coupled with our unique high-touch strategy where our clients have access to dedicated product specialists and relationship managers, will allow us to deliver on our commitment to deliver a truly differentiated banking experience to support SME growth across the UK.