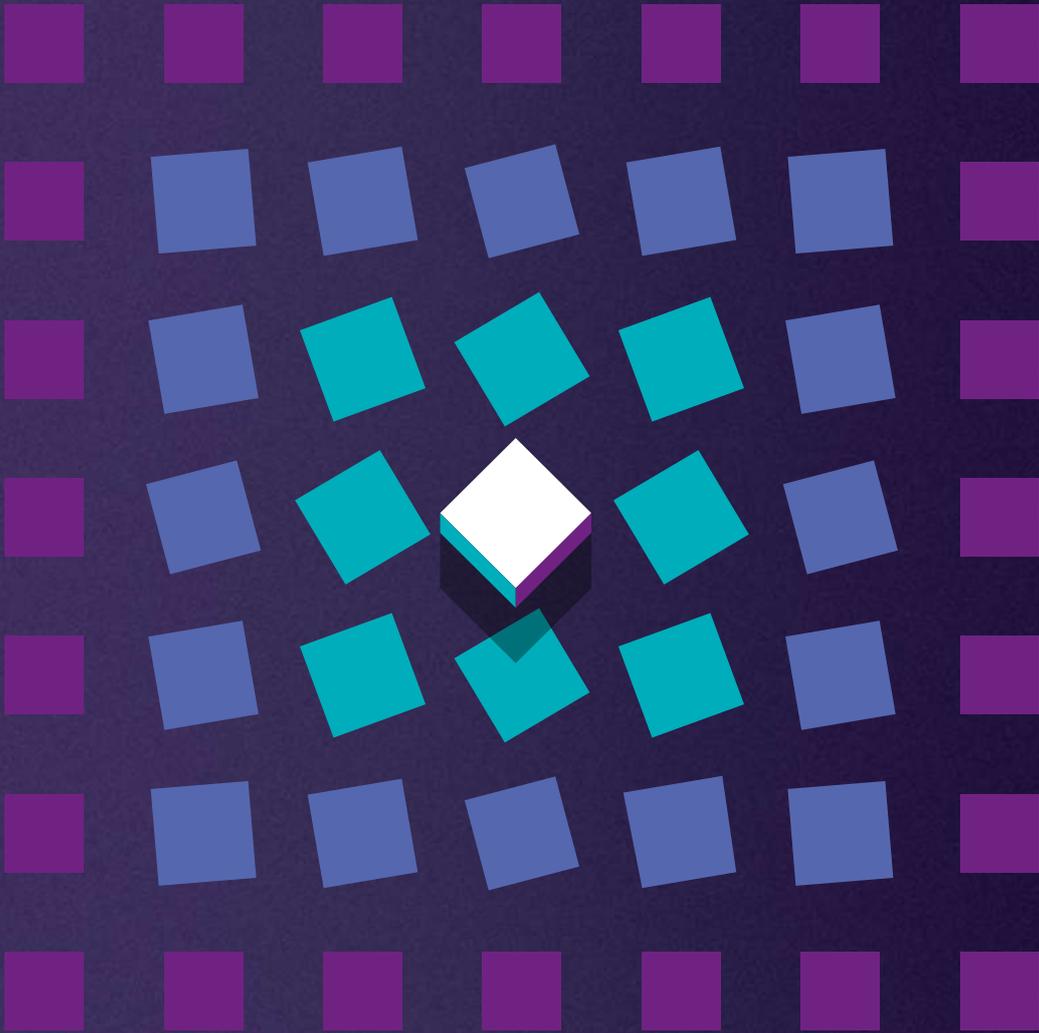


Supporting businesses through the coronavirus outbreak



NatWest

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Helping you protect your business during the **coronavirus crisis**

We're in unprecedented times, with the impacts of the coronavirus wide-ranging. We want to reassure you that we're here to help your business when you need us most and we're continuing to make sure we have the right support in place.

This pack outlines some of the support available to you, but for the most up to date information, please visit our dedicated [online hub](#).

Keeping your business safe from fraud

Fraudsters are unfortunately using the coronavirus outbreak as an opportunity to attempt a variety of scams and cybercrime.

With remote working increasingly common, remember that anywhere staff might work becomes an extension of your workplace and security needs to be maintained at the same level.

It's especially important for employees to be aware of the dangers that fraudsters are exploiting the spread of coronavirus to facilitate various types of fraud and cybercrime.

Employees should be continually reminded of the risks of fraud and cybercrime, and what they should do:

Invoice redirection

Fraudsters pose as a creditor or supplier and tell you their company's bank details have changed (due to the coronavirus outbreak).

The communication will ask you to make all future payments to a new sort code and account number.

Email fraud 'Phishing'

Fraudsters are sending out coronavirus-themed phishing emails to trick people into opening malicious attachments or revealing sensitive personal and financial details.

For example, emails which claim to be from medical or government research organisations.

Phone fraud 'Vishing'

Vishing is fraudulent contact made by phone.

Be alert to bogus calls linked to coronavirus as these could be from fraudsters who claim that they're from the bank, the police, an IT company or an official health organisation or company that you trust.

Bogus Boss 'email spoofing'

Bogus emails are sent to staff claiming to be from a senior member of staff within the organisation such as a Director, CEO or Chairman etc. requesting an urgent payment.

They will often say that the payment is needed for urgent cleaning or medical supplies to counter coronavirus and needs to be made immediately.

Find out more about the types of fraud and scams that could impact your business on our [online Security Centre](#). Or keep up to date by following our [NatWest Business social media channels \(Facebook, LinkedIn and Twitter\)](#).



What financial support is available?

Looking after you and your business

We've pledged £5 billion of working capital support for our business customers that are facing disruption.

For businesses experiencing a reduction in cashflow and income, we have flexible support packages in place, which include:



Loan repayment holidays;



Temporary emergency loans and overdrafts with no fees; and



Immediate access to deposit balances with no penalty.

To find out more about this support, visit our [Coronavirus Hub](#). Here you'll also find practical steps you can take to help your business.

Protecting your people and your business

Through our NatWest Mentor service, we're offering free access to **MentorLive**, an online compliance management system where you will find a range of tools, templates and guidance to help you identify key priorities and take specific actions to mitigate the impact of coronavirus on your people and your business.

For more information please visit our [MentorLive](#) website.

Government support

The recent Budget and subsequent announcements by the Chancellor included measures to help businesses and workers cope with the potential impact of the coronavirus.

For more information visit [GOV.UK](https://www.gov.uk).

Coronavirus support

Several policies were revealed to help businesses manage the impact of having unwell staff and the reduced demand for their operations.

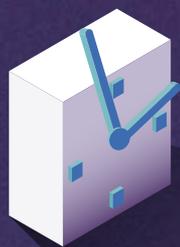
Coronavirus Business Interruption Loans

This temporary scheme will provide SMEs with government-backed loans worth as much as

£5m

Statutory sick pay (SSP)

Companies under 250 employees, will be covered for the cost of SSP. This is from the first day of sickness, for up to two weeks.

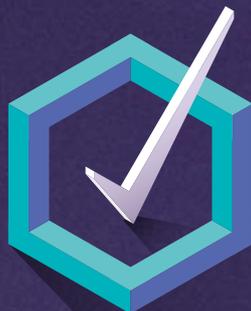


HMRC's 'Time to Pay' service

This will be broadened allowing companies to defer tax bills.

Self-employed & temporary workers

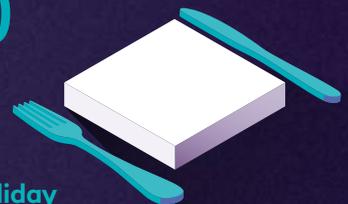
It's now easier to claim benefits such as Universal Credit and Employment and Support Allowance.



Job Retention Scheme

All UK employers with a PAYE scheme will be able to access support to continue paying part of their employees' salary for those that would otherwise have been laid off. HMRC will reimburse 80% of their wages, up to £2,500 per month.

£2,500



Business Rates Holiday

Businesses in the retail, hospitality and leisure sectors in England will not have to pay business rates for the 2020-21 tax year.

Businesses currently eligible for small business rate relief can claim a cash grant of

£10,000

If your business is in the retail, hospitality or leisure sector in England, you will receive a cash grant of up to £25,000 per property.

£25,000



Bank of England action

As well as cutting the base rate from 0.75% to 0.10%, the Bank has also taken steps to boost the flow of credit to the private sector.

Introducing the Coronavirus Business Interruption Loan Scheme (CBILS)

What is CBILS and how does it work?

The Coronavirus Business Interruption Loan Scheme (CBILS) is designed to support long-term viable businesses who may need to respond to cashflow pressures by seeking additional finance.

We are participating in CBILS and using the scheme to support our Term Loan products.

A summary of CBILS

What is it?	The scheme is designed to support those businesses that were trading successfully before coronavirus, but now face difficulty as a result of the current disruption and for those businesses whose growth requirements cannot be supported under normal bank lending criteria.
Which businesses are in scope?	UK-based businesses with group turnover of up to £45m per annum.
Are all industrial sectors in scope?	Almost all business sectors can access CBILS. Some different terms will apply for a small number of sectors, including for some agriculture and aquaculture businesses.
What products does the bank provide CBILS in support of?	We use CBILS to support our Term Loan products.
What sizes of loans are available?	We will provide CBILS-supported loans for amounts ranging from £5k to £5m.
Over what terms are CBILS loans available?	CBILS loans are available for terms of up to 6 years.
Interest-free period	The first 12 months of a CBILS loan is interest-free. Interest will be paid after this initial 12-month period.
How long will CBILS remain on sale?	CBILS will remain on sale until the end of September 2020. This on-sale period may be extended by the Government. The Government has indicated that there is no maximum cap set for the amount of total lending to be supported through the new scheme. Therefore, there is no immediate need to approach lenders if you do not need finance in the short-term.
Other forms of Government support are available for businesses	Please refer to the Government support website for further details.

Security may be required. Product fees may apply. Over 18s only. Business use only.

ANY PROPERTY OR ASSET USED AS SECURITY MAY BE REPOSSESSED OR FORFEITED IF YOU DO NOT KEEP UP REPAYMENTS ON ANY DEBT SECURED ON IT.

How to apply for CBILS

Are you eligible to apply?

To be eligible for support via CBILS, your business must:

- Be UK-based, with group turnover of no more than £45m per annum
- Operate within an eligible industrial sector. There are a considerable number of sectors eligible to participate but a small number are not
- Be unable to meet a lender's normal lending requirements for a fully commercial loan, but would be considered viable over the longer-term, notwithstanding any coronavirus impacts over the short-to-medium term.

For more information please visit the [British Business Bank website](#) or our [Coronavirus Hub](#).

How to apply for CBILS

To help us process your request quickly, we will need the following information:

- A brief update on the performance of your business prior to the onset of the virus
- Any internal information showing the 12 months performance of your business prior to the impact of the coronavirus (e.g. management accounts or audited accounts for 2019)
- A summary of the actions you've already taken, or are considering, to mitigate the impact
- The set of forecasts which you've used to estimate your total cash requirement over the next 12 months and the amount of borrowing you're seeking
- Any schedules of Hire Purchase or third-party finance commitments (including current balances, repayment commitment details and expiry dates)
- Any key assumptions or risk factors which may impact the above
- The extent to which you've explored other areas of funding or Government support
- We will base your business performance in 2021 and 2022 on your performance prior to the onset of coronavirus. Please outline any longer term impacts which may mean this is not appropriate.



If you're ready to apply

To complete an assessment of your situation as quickly as possible, please complete the **Fact Find and the Application Form at the back of this pack and send it to your Relationship Manager by email. They'll then be in touch to discuss your application and next steps.**

The documentation we'll need to support your application

If you continue to full application, we will also need to understand whether there have been any material changes in your business financial performance or in your business operations since you last shared financial accounts with us. We'll need to see the following documentation:

- Most recent set of Management accounts and any associated key performance indicator data
- A copy of your latest Financial Accounts (including full profit and loss pages)
- Current aged debtor and aged creditor lists if available
- Any schedules of Hire Purchase or third-party finance commitments (with current balances, repayment commitment details and expiry dates)
- Any schedules of rental income, lease terms and tenant details
- A Financial forecast covering a minimum of a 12-month period, to include full details of the underlying assumptions applied
- If available, a copy of your business plan or strategy formed in response to coronavirus.

This is not an exhaustive list of our requirements. We may require other documentation for some customers.

CBILS Fact Find

To allow us to process your request for help as soon as possible, please complete the following details to the best of your ability and we will arrange to review any gaps together.

Part 1: Business Interruption Loan Application Assessment Information

Business name			
Primary contact details	Name:	Phone number:	
	Email address:		

What action have you taken to date to help your Business remain viable/trading? e.g. sought a Capital Repayment Holiday, increased lending/overdraft, put staff on leave, etc.

What do you foresee being the medium-term impacts for your business (if any) once the current situation subsides?

What is the likely impact the current situation will have on your customers, supply chain and workforce in the next 6-12 months?

Have you sought any other financial support from the Government?

Small Business Rate Relief & Rural Rates Relief	YES <input type="checkbox"/> NO <input type="checkbox"/>	Grant Award	£
Retail & Leisure related sector	YES <input type="checkbox"/> NO <input type="checkbox"/>	Grant Award	£
Job Retention Scheme	YES <input type="checkbox"/> NO <input type="checkbox"/>	Grant Award (80%)	£
Extended access to SSP	YES <input type="checkbox"/> NO <input type="checkbox"/>	Grant Award	£
Capital Repayment Holiday arrangements in place with all debt providers to your business			YES <input type="checkbox"/> NO <input type="checkbox"/>
Access to HMRC Time To Pay scheme			YES <input type="checkbox"/> NO <input type="checkbox"/>

Have you explored all other options or sources of finance- e.g. Existing reserves/savings, Directors Loans, Shareholder Loans?

Part 2: Your Business

Key Principals/Directors

Name	Date of Birth	Share-holding	Position	Experience	Time with Business

Management Profile

Experience – e.g. track record, expertise, succession planning, contingency in the event of incapacity of key principal

Management Assessment of other key risks in the business and how they will be managed

Has the management changed in the last 2 years and/or are management / owners due to change?

Part 3: Financials

please note we may need to ask more detailed questions during the full application process

Are Tax, VAT & PAYE payments up to date? If not please provide brief comment

--

Other current/previous business interests

Provide name of business(es), banker(s), any debt details and financial accounts, tax returns (minimum 1 years figures to be provided)

Lender	Product	Amount owing	Arrears (y/n)	Capital repayment holiday applied (y/n)

Other Business name	Director/s	Main Bank relationship	Date trading commenced	1 year Financial Accounts available (y/n)

Financial Information

Funding sought: • Costs to be covered: • Breakdown of costs	Creditors	£	Wages (after 80% HMRC grant)	£	
	Owners Remuneration	£	Rent (if no holiday)	£	
	Water	£	Light & Heat	£	
	Telephone	£	IT	£	
	Maintenance	£	Professional Fees	£	
	Insurance	£	Sundry	£	
	Interest costs	£	Bank charges	£	
	Other (detail below)	£	Other (detail below)	£	
	Total Funding Sought:		£		
	Grant Award Due		£		
Net total funding Sought		£			
Breakdown of any other costs:					

Aged Debtors (Dr) and Trade Creditors (Cr)

Aged Dr List	YES <input type="checkbox"/> NO <input type="checkbox"/>	Amounts due within next 3 months: £
Aged Cr List	YES <input type="checkbox"/> NO <input type="checkbox"/>	Amounts due within next 3 months: £
Insurance Claim Due?	YES <input type="checkbox"/> NO <input type="checkbox"/>	Amount Due: £ Approximate Timescale:

Part 4: General Trading

<p>Sector Information</p> <ul style="list-style-type: none"> • What is the sector your business operates in? • What do you see as being the impact of COVID19 on your Sector? • What activity have you undertaken to mitigate business interruption? 	
<p>Business Premises</p> <ul style="list-style-type: none"> • Owned / leased (details) • Location(s) 	
<p>Product/Services</p> <ul style="list-style-type: none"> • What are you Principal Products/ Services? • What is your unique selling proposition (USP)? • What do you believe your position in market is on Brand quality? • Do you have the ability to diversify in the current crisis conditions? 	
<p>Customer Concentration Who are your Top 3 customers and % of annual sales? Comment on any over reliance and contingency options</p>	<ol style="list-style-type: none"> 1. 2. 3.
<p>Supplier Concentration Who are your Top 3 suppliers and % of annual purchases? Comment on any over reliance and contingency options</p>	<ol style="list-style-type: none"> 1. 2. 3.
<p>Is there any exposure to currency risks? Do you Import or Export, if so with which countries?</p>	

Applicant Sections

Please complete this form in BLOCK CAPITALS and in black ink and mark the box with a cross where applicable.

How we will use your information

Before continuing with this application, please read the information below which explains how we and others will use your personal and financial information during this application process. When we use and share personal and financial information, we do so on the basis that we have a legitimate interest to prevent fraud and money laundering, to manage our risk and to protect our business and to comply with laws that apply to us (including verifying your identity and assessing the suitability of our products).

For full details about how we use the personal and financial information of our customers, please see our full Privacy Notice at www.natwest.com/privacy.

Who we are

The organisation responsible for processing your personal and financial information is National Westminster Bank Plc, a member of The Royal Bank of Scotland Group ("RBS").

1. Business details

Business name	<input type="text"/>		
Trading name (if different)	<input type="text"/>		
Business type/Legal status	Sole Trader <input type="checkbox"/>	Partnership <input type="checkbox"/>	Limited Liability Partnership <input type="checkbox"/>
	Private Limited Company <input type="checkbox"/>	Public Limited Company <input type="checkbox"/>	Other <input type="checkbox"/>
Company registration number (if applicable)	<input type="text"/>		
Business/Trading address line 1	<input type="text"/>		
Business/Trading address line 2	<input type="text"/>		
Business/Trading address line 3	<input type="text"/>		
Business/Trading address line 4 OR overseas country	<input type="text"/>		
Postcode	<input type="text"/>	<input type="text"/>	

Business activity

Please describe the **business activity** of the business applying for the facility. **Please be as specific as possible** as this description will be used as part of an eligibility check.

What is the current annual turnover of your Business? (Based on the latest (within 12 months) management or statutory accounts. Where the borrower is a business within a larger holding, the aggregated turnover for the whole Group should be used. Turnover should also be aggregated with any other businesses, regardless of legal status, which are controlled by the entity which also controls the business making the Coronavirus Business Interruption Loan Scheme application). (if a Start-Up, state forecast turnover)

£

On what date did your Business commence trading?
(if a Start-Up, on what date will the business commence trading) (DD/MM/YYYY)

If you are buying an existing Business / Franchise, the start date is when the existing business was started.

2. About the facility

What is the value of the facility being applied for?

(Min £5k but no more than £5.0m to include fees added)

£

Over how long do you want to repay the facility (including any initial capital repayment holiday)? (Max. 6 years)

years

months

Purpose of facility

What will the facility be used for?

3. How we will use and share your information

Credit reference and fraud prevention agencies

We may request information about you/your business and the proprietors of that business from credit reference agencies to help verify your identity, and to check your credit status to help assess what product you are most suitable for and/or your ability to repay any credit. Those agencies may keep a record of our request(s) and this may affect your ability to obtain credit elsewhere.

While you have a relationship with us, we will continue to share information with credit reference agencies about how you manage your account including your account balance, the regularity of payments being made, credit limits and any arrears or default in making payments. This information will be made available to other organisations.

When assessing this application, we may consider any financial connections you have with third parties (for example from any joint accounts or joint mortgage you hold/have held). If this is a joint application then a new financial connection may be created. Any financial connection will remain on your record until you request the third party's information to be removed from your record by filing a "notice of disassociation" with the credit reference agencies.

However, for this application you may choose to be treated as financially independent of any person (except another party to this application). If you do, by signing this application you declare that you believe that the finances of any individual(s) with whom you remain financially connected will not affect our decision and agree that we may check your declaration. We may decline this application if we find that your declaration is inaccurate.

If you wish to be treated as financially independent for this application, please place a cross in this box.

Further information about credit reference agencies, how they use personal information, and financial connections and how they may be ended, can be obtained from the credit reference agencies. The main agencies we use are Experian (www.experian.co.uk/crain), Equifax (www.equifax.co.uk/crain) and Callcredit (www.callcredit.co.uk/crain). We may use other agencies from time to time. For more information about the agencies we use, see Section 11 of our main privacy notice (Credit reference and fraud prevention agencies).

Application decisions may be taken based on solely automated checks of information from credit reference agencies and internal RBS records. You have rights in relation to automated decision making. If you want to know more please see our full privacy notice at www.natwest.com/privacy or contact your Relationship Manager.

In order to prevent and detect fraud and/or money laundering, the information provided in this application may be checked with fraud prevention agencies. If fraud is identified or suspected details may be recorded with these agencies to prevent fraud and money laundering.

If we, or a fraud prevention agency, determine that you pose a fraud or money laundering risk, we may refuse to provide the services and financing to you.

When credit reference and fraud prevention agencies process your information, they do so on the basis that they have a legitimate interest in preventing fraud and money laundering, to protect their business and to comply with laws that apply to them.

With other RBS companies

We and other RBS companies worldwide will use the information you supply in this application (and any information we or other RBS companies may already hold about you) in connection with processing your application and assess your suitability for our products.

If your application is declined we will normally keep your information for up to 5 years, but we may keep it for longer if required by us or other RBS companies in order to comply with legal and regulatory requirements.

We and other RBS companies may use your information in order to improve the relevance of our products and marketing.

With other third parties

The information provided in this application may be used for compliance with legal and regulatory screening requirements, including confirming your eligibility to hold a UK bank account and sanctions screening.

We may be required to disclose certain information to regulators, government bodies and similar organisations around the world, including the name, address, tax number, account number(s), total gross amount of interest paid or credited to the account and the balance or value of the account(s) of our customers to HM Revenue and Customs (“**HMRC**”). HMRC may exchange this information with other countries’ tax authorities.

4. Confirming your agreement

By continuing with this application, you confirm that you have read and understood how we may use your information in the ways described above and are happy to proceed.

5. Marketing information

RBS would like to keep you informed by letter, phone, email and text message about products, services and offers that we believe may be of interest to you.

If you do not wish us to contact you for these purposes, please place a cross in this box.

RBS will not share your information with third parties for their own marketing purposes.

6. Communications about your account

Notwithstanding your marketing choices above, we will contact you with information relevant to the operation and maintenance of your account by a variety of means including online banking, mobile banking, email, text message, post and/or telephone.

7. Declaration and signature(s)

I/We understand that even though the UK Government is providing a guarantee to the Lender in connection with my/our loan, I/We remain responsible to the Lender, for the Loan and, in the event that I/We default on the terms of the loan (for example, by failing to make the specific repayments), the Lender is entitled to seek to recover the full amount outstanding from me/us.

I/We give my/our permission to National Westminster Bank Plc (**the Lender**) and the UK Government to:

- make any enquiries about my/our facility application
- take up references about me/us and my/our business
- give information to each other about me/us and my/our business
- give information to any official involved in running or monitoring the Coronavirus Business Interruption Loan Scheme.

I/We confirm to the Lender and the UK Government that:

- all the answers I/we have given here are true and accurate
- I/We have not left any information out
- information in all other documents I/we may have given you is true and accurate

The provision by the Secretary of State for Business, Energy and Industrial Strategy (BEIS) of a Coronavirus Business Interruption Loan scheme guarantee does not imply any endorsement or warranty of the Lender from BEIS or the UK Government.

Customer signature

Please print name _____

Position held _____

Date (DD/MM/YYYY) _____

Telephone number

Customer signature

Please print name _____

Position held _____

Date (DD/MM/YYYY) _____

Telephone number

8. Data Protection and Disclosure Declaration

I [name(s) of signatory(ies)]
acknowledge in relation to the Coronavirus Business Interruption Loan Scheme (“**CBILS**”) application of

[name of business entity applying for CBILS loan] that personal data shall be used in the following ways:

- (1) being communicated to each of:
 - (i) the Secretary of State for Business, Energy and Industrial Strategy its agents and auditors (the “**Guarantor**”)
 - (ii) the British Business Bank plc, any affiliate of the British Business Bank plc and any of their advisers, agents or contractors including professional advisers and consultants, auditors and advisers carrying out due diligence;
 - (iii) processing agents, fund managers, delivery partners and companies providing services to the British Business Bank and its affiliates; and
 - (iv) Government departments and Devolved Administrations (including but not limited to the National Audit Office, Office for National Statistics, HM Treasury and the Department for Business, Energy and Industrial Strategy) and other politicians or government members (i.e. ministers).(the “**Guarantor Relevant Parties**”);
- (2) being used by the Guarantor and any Guarantor Relevant Parties:
 - (i) for analytical and administrative purposes (including to keep a record of the types of borrowers and/or applicants applying for a Coronavirus Business Interruption (“**CBILS**”) Scheme facility);
 - (ii) to contact me in connection with the CBILS Scheme;
 - (iii) to make enquiries about my / our CBILS application;
 - (iv) to take up references about me and the business;
 - (v) to give information about me and the business to any other party referred to in paragraph (1) above or to any official involved in running or monitoring the CBILS Scheme; and
 - (vi) to evaluate the effectiveness of the CBILS Scheme; and
- (3) (if a scheme facility is made available to [name of the party making the CBILS application] by the Lender), being retained by the relevant recipient for a minimum of ten (10) years after the initial drawdown date of such scheme facility:

and otherwise being used in accordance with the British Business Bank Privacy Notice found at <https://www.british-business-bank.co.uk/privacy-notice/>.

I acknowledge that I have the right to request that any personal data held by or on behalf of any of the parties referred to in paragraph (1) above, be verified, amended, deleted or otherwise modified. I acknowledge whilst I have the right to make such requests, the personal data may continue to be used as necessary to administer the Coronavirus Business Interruption Loan Scheme. I acknowledge that any such requests made by me should be addressed to British Business Financial Services Limited acting as Agent for the Guarantor at the following address, or such other address as may be notified to me by the Lender from time to time:

The British Business Bank, Steel City House, West Street, Sheffield S1 2GQ.

Email: DataProtection@british-business-bank.co.uk.

I acknowledge that I may lodge a complaint with the Information Commissioner if I consider that my rights under (i) the Data Protection Act 2018, (ii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426), (iii) any other United Kingdom or European Union laws (with direct effect) relating to processing of personal data and privacy or (iv) any laws or guidance that replaces them (including the European Union’s General Data Protection Regulation (Regulation (EU) 2016/679)) have been infringed as a result of the processing of Personal Data by the parties referred to in paragraph (1) above.

I confirm that I have authority to enter into this declaration on behalf of [name of business entity applying for CBILS Loan] and have provided notice of data processing details to relevant individuals.

Signature

Print name _____

Position _____

Date (DD/MM/YYYY) _____

Signature

Print name _____

Position _____

Date (DD/MM/YYYY) _____

To be signed by each person who is required to sign the Lender’s Scheme Facility Letter in respect of the CBILS application of

[name of the party making the CBILS application]

The Coronavirus Business Interruption Loan Scheme is managed by the British Business Bank on behalf of, and with the financial backing of, the Secretary of State for Business, Energy and Industrial Strategy (BEIS).



NatWest