



COMMERCIAL BANKING

2018



THE REVOLUTION IN BANKING

*"I believe great companies and brands are built by creating a relationship that surprises and delights, not by simply serving 'customers' – a **philosophy we follow every day.**"*

- **Vernon W. Hill II**
Chairman and Founder



FANS NOT CUSTOMERS

Britain's first new High Street bank in over 100 years offers banking focused on you, the customer. Metro Bank provides customers with unparalleled levels of service and convenience, delivering the **best of every channel**.

We're a unique, customer-focused, retail business which reinvents the rules of retail and commercial business banking by killing all stupid bank rules.

- Great companies create great brands – emotional brands – where the customer becomes a FAN
- Great brands create value for their shareholders by creating value for their customers
- Great brands are created with a combination of:
 - Model: differentiated and value added
 - Culture: reinforcing and pervasive
 - Fanatical execution



CONTINUED GROWTH AND SUCCESS

Metro Bank began the revolution in July 2010 and entered a new era on 10 March 2016 when it listed on the London Stock Exchange (MTRO). The successful listing of Metro Bank PLC followed a private capital raising that saw investors commit over £1bn of funding to support the bank's growth plans.

As of 31 March 2018:

- £12.7BN of Deposits / £11.0 BN Lending
- Total assets over £17.9bn
- 55 stores
- Over 1,300,000 customers
- Tier 1 Capital 13.6%
- Regulatory leverage Ratio 5.0%
- Loan to Deposit Ratio 86%



OUR STORES



WHAT OUR FANS ARE SAYING



"I initially joined Metro Bank for a business loan for a dental practice. The healthcare department were very helpful and the process from start to finish was completed in very good time. Overall I am very happy with the very high level of service the bank provides, especially compared to other banks I have banked with."

– **Vishal Patel**
The Cassiobury Dental Practice



"If only more lenders were like Metro Bank. From day one they were fantastic to deal with – a team which clearly knows its market and who went about negotiations in a flexible and commercial manner. Metro's non-bureaucratic structure meant that they could deliver within a tight deal timeline and we're delighted to call them one of our partners."

– **David Kendall**
Aprirose Real Estate Investment



"Metro Bank was refreshing to deal with – they were willing to think outside the box and they were not constrained by rigid internal lending policies. Once the deal was agreed in principle, there was a genuine willingness to get it over the line in a timely, pain-free manner."

– **Nadeem Boghani**
Splendid Hospitality Group

COMMERCIAL BANKING

Exceptional banking service and support

We provide exceptional service through all our channels – stores, telephone and digital, as well as direct with our regional commercial banking teams.

Forward thinking with traditional banking values

One dedicated banker to look after all of your banking needs, from community bankers who work closely with local businesses to our sector specialist and large commercial teams.

Simple and transparent lending

Our underwriters want to meet you and understand your businesses. You can talk directly to the person deciding your loan application.

"We want to talk to our customers. Direct access to my team is fundamental to delivering a truly personalised approach."

Mark Stokes
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A BANK YOU CAN TRUST

The most trusted bank

Winner of the 2017 Moneywise Customer Service Awards – Most Trusted Financial Provider.

Multi-channel banking

Online, mobile and London based contact centres. Our stores are open 7 days a week, 362 days a year.

Simple, straightforward banking

We offer full-service relationship banking, from cash management and deposits through to lending. We offer what you need to support your business and it's all easy, straightforward and hassle free.

Banking built around you

Dedicated, accessible regional relationship teams who want to learn how they can add value to your business.

Fast access to lending and decision makers

We do banking in hours not months and our credit underwriters want to meet you to understand your business.



SWITCH TO US AND LOVE YOUR BANK AT LAST

No stupid bank rules! You shouldn't have to pay to move your banking facilities

We won't charge you an arrangement fee to set-up your overdraft or an annual renewal fee.¹

Competitive rates

We will offer you an enhanced rate of 0.35% on instant access deposits.¹

It's easy to switch

It's easy to switch your bank account with the Current Account Switching Service. If you are a larger company our dedicated Cash Management team is on hand to help.

¹Terms and conditions apply, contact your relationship manager for further details.



REGIONAL BANKING

Experienced bankers, based close to you
and there when you need them.



REGIONAL BANKING

Metro Bank delivers its unique experience through a local management structure, led by highly talented Regional Directors, who are responsible for all the consumer, commercial and Private Banking in each of our geographic areas.

We understand the value in a personal approach

Experienced regional relationship teams based near you.

Real relationship banking

Our relationship teams want to get to know you, and your business.



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SPECIALIST TEAMS

Expert banking from people who understand your industry, inside out.

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LARGE COMMERCIAL BANKING

Developing long-lasting partnerships by supporting your commercial, strategic and growth objectives.

Services

An experienced team of corporate lenders, providing finance solutions of between £5m and £40m, through a broad range of tailored products.

Solutions

Providing solutions to a range of structured and strategic banking propositions, operating in a sector agnostic, corporate, transactional and entrepreneurial led market.

Fresh perspective

Taking pride in our co-ordinated, flexible, efficient, timely, commercial and pragmatic customer-centric approach.

Andy Veares
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LARGE COMMERCIAL BANKING



Jennings Bet

£6m

Provision of debt finance to support our customer with an equity restructure.

AMScreen

Amscreen

£4m

Provision of debt finance to support our client's continued rollout of digital out of home media screens.



GFG Alliance

£18m

Provision of debt finance to assist with their strategic growth plans.



Auto Capital

£8.1m

Provision of leveraged support to our customer to enable their strategic future growth.



The Columbo Group

£8m

of debt finance to assist with their strategic growth plans.

REAL ESTATE FINANCE

Expert Real Estate Finance Relationship Managers with a depth of knowledge about your sector.

Specialists who know your sector inside out

Experienced relationship teams, supported by specialist credit partners including qualified surveyors: we absolutely understand real estate.

The right solution for you

Residential or Commercial property. Investment or Development transactions, we can help.

Tailored Lending Structures

Each opportunity is given individual thought. We will provide facilities to best support your business plan and aspirations.

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REAL ESTATE FINANCE



Charterhouse Property Holdings Ltd

£18m

Commercial Investment Loan



M&P Developments Limited

£7.75m

Development Loan

To assist in the construction of a 102-bed Travelodge hotel in Harrow



Royal Brompton & Harefield Hospitals Charity

£37m

Term Loan Facilities

To help expand the charity's property portfolio and assist with the acquisition of its headquarters in Chelsea



Dunward Upper Richmond Road Ltd

£8.78m

Commercial Investment Loan



YMCA London South West

£30m

of term debt and revolving credit facilities to refinance existing debt and support the development of new accommodation and services.

SPECIALIST SECTORS

Expert banking, supporting your strategic growth objectives, from people who understand your industry, inside out.

Services

Experienced team of commercial bankers, delivering sector expertise through tailored lending solutions and products.

Solutions

Providing solutions across a range of sectors – primary healthcare, social care, hospitality & leisure, professionals, financial services & insurance and franchising.

Entrepreneurial spirit

Delivering bespoke, tailored solutions with an unparalleled level of customer service and expertise.

Roger Fenwick
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PROFESSIONALS

A tailored proposition which recognises the nuances of your sector and simplifies the banking.

Your perfect partner

Dedicated sector specialists, product specialists and Private Bankers to care for you, your business and your family.

Straightforward products

Bespoke pricing, fast account opening and efficient online banking.

Seamless payments

Specialist support for your cashiers means you and your clients' needs are met on time.

Ben Sheeran
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FINANCIAL SERVICES & INSURANCE

We understand what drives financial services businesses.

Sector expertise

Our expertise allows us to tailor our services to meet the regulatory requirements you operate under.

Inclusive

As custodians of client funds, we recognise the importance of everyone having access to specialist support.

Entrepreneurial

Our complete banking services support all aspects of your banking needs and are designed to help you achieve your business goals.

Duncan Childs
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FINANCIAL SERVICES & INSURANCE



AFL

£750k

loan and working capital facilities

Managing > £25m
Premium Lloyds broker
of > 10 years

Full banking relationship



aQmen Underwriting

£1m

of term debt facilities to buy out
existing shareholder Specialist
Underwriting agency servicing
Charities, Social Enterprises
and Faith organisations

Full banking relationship



One Broker Limited

£2.74m

of term debt and working
capital facilities to refinance
existing debt and support
acquisition strategy for this
Commercial and Specialist lines
broker managing £40m+ of
GWP across four regional offices

Full banking relationship



Metro Bank provided an RCF of £15m to the Downing Estate Planning Service IHT fund, providing liquidity to support their strategy of investment in, and lending to, Energy and Asset-Backed businesses in the UK.

HEALTH & SOCIAL CARE

Sector support

Our Health and Social Care team understand the way businesses in these sectors work and the challenges they might face. We support businesses across Residential Care Homes, Nursing Homes, Independent Hospitals, Home Care Agencies, Specialist Schools, Community-Based Services and Mental Health Services.

Tailored solutions

As your business grows it may well need investment – we are able to provide funding for a range of uses including acquisitions, refurbishments, extension and property development.

A fresh perspective

At Metro Bank, we believe in a different type of Commercial Banking. The type that provides you with your own Relationship Manager who knows and understands your business and can provide tailored solutions to meet all your needs

Denis Knockton
Head of Health & Social Care
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HEALTH & SOCIAL CARE

CINNAMON CARE CAPITAL

Cinnamon Care Homes LP

£12.9m

Commercial Loan



Capital Care Group

£10.2m

Commercial Loan



Wessex Care Limited

£9.3m

Commercial Loan

PRIMARY HEALTHCARE

You can rely on our sector expertise to help you run your business efficiently.

Expert advice

Over 30 years' industry knowledge with dedicated Healthcare Bankers and Credit Team across dental practices, pharmacies, children's nurseries, vets, GP surgeries and other healthcare business. Our specialist team understand your clinical demands, so let us take care of your financial needs.

Bespoke solutions

We offer lending solutions that can be tailored to your unique requirements.

A fresh perspective

We are a growing-team, heavily focussed on building long-term relationships with our customers. We consider each application on its own merits and we never use a tick-box approach.

David Parker
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PRIMARY HEALTHCARE



Damira Dental Studios

£18m

To refinance existing practices
and to support acquisition of
4 new practices



Pavilion

£3.5m

To support the development
of new children's nurseries



Envisage Dental

£8.5m

To refinance existing practices
and to support acquisition of
2 new practices

HOSPITALITY & LEISURE

Experienced Hospitality and Leisure Relationship Managers – here for you.

Expert advice

Our expert team know your sector inside out.

Bespoke solutions

Sector focused relationship and credit teams. Our credit partners want to meet you and get to know your business.

A fresh perspective

We consider each application on its own merits. We don't use a tick-box approach.

Matthew Walton
Head of Hospitality & Leisure
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HOSPITALITY & LEISURE



Splendid Hospitality
Group

£12.7m

Purchase of the Mercure Bristol
and New Ellington Leeds hotel.



Aprirose Real Estate
Investment

£22m

Purchase of portfolio of 73 public
houses from Mitchells & Butler.

MOSAIC
PUB & DINING

Mosaic Pub & Dining

£4.4m

Towards the acquisition of seven
managed house public houses.



Cirrus Inns

Support towards the
purchase of three high
quality London pubs.

*"This marks the first time we
have brought some senior debt
into the company. We looked at a
number of options to do that and
Metro Bank was by far the most
attractive. They have been incredibly
supportive in terms of this acquisition
and going forward into Chapter
two of Cirrus Inns."*

– **Alexander Langlands Pearse**
Chief Executive at Cirrus Inns



Downing

Metro Bank provided £7.7m
of debt to the PabGusta
EIS vehicle managed by
Downing LLP, which enabled
a shareholder exit. The 9
pubs, all located in London
are operated by Antic.

*"Metro Bank provided the funding
that allowed us to provide £7.2
million of investors to realise their
investment, while also allowing
£7.5m of investors to retain their
holdings and we are delighted
with that. With the support of
Metro Bank, we have managed
to complete the transaction."*

– **Steven Kenee**
Partner at Downing LLP

INWARD INVESTMENT

A smooth set-up process if you're looking to expand into the UK from overseas.

Your perfect partner in the UK

We're here to help you navigate the opportunities and challenges.

Face-to-face insight

Specialist face-to-face advice and support when you need it.

Local knowledge & efficient services

Bespoke FX pricing, from business credit cards to ways of taking payment from customers.

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INWARD INVESTMENT



eRevalue

"I am very happy with Metro Bank especially when it comes to their 'human element' in comparison to other larger banks that have been de-humanised. Metro Bank have been very active in assisting our requests and always do their best to accommodate requirements.

Customer service has also been super responsive which we need as a growing business."

– **JP Lecourt**



Song Division

"Song Division opened a commercial account with Metro Bank in 2016. Being a global organisation, launching in the UK/Europe market, I feared the process would be lengthy and complex. However, the experience has been very positive and professional throughout. Our relationship manager, Adam Cramp, and the staff at all branches have been incredibly reliable and helpful and I look forward to a long relationship with the bank."

– **Sam McNeil**

CASH MANAGEMENT & LIQUIDITY MANAGEMENT

We're here to make your life easier. Our specialists will help simplify your day-to-day banking with bespoke solutions.

- Domestic & international payments & receipts
- Cash & coin collection and delivery
- Bacs payments & direct debit origination
- Merchant services
- Foreign currency solutions
- Specific tariffs tailored to your sector

Dedicated commercial switching team

We scope out your requirements and make efficiencies as part of an implementation plan tailored to you.

Your money can work as hard as you do

Expert team to help you optimise your liquidity and unlock the value of your deposits. Risk management support including guidance on your liquidity policy.

Hannah-Louise Smith
Director of Cash Management & Transactional Banking
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CASH MANAGEMENT & LIQUIDITY MANAGEMENT



The Waggon and Horses Great Yeldham

Full Trading Business
Turnover £1m
Commercial Loan £300k



AV Trinity Ltd

Full Trading Business
Turnover £2m



MetalliCo Ltd

Full Trading Business
Turnover £3m
Trading Business Mortgage £900k
Overdraft Facility £120k



Slicker Recycling

Full Trading Business
Turnover £25m
Direct Debit Origination



Contacta Systems Ltd

"We've been very impressed with the service we've received from Metro Bank, which demonstrates their commitment to bringing a personal approach back to corporate banking. We bought into their upbeat approach and 'can do' attitude, which convinced us to move to Metro after over two decades with our previous banking partner. Whilst the transition was not entirely problem free, the team at Metro has gone out of their way to resolve any issues promptly and ensure that any inconvenience has been kept to a minimum. There appears to be a genuine interest in our business, which gives me confidence that they understand our needs and will provide us with the appropriate level of service going forward."

— **Simon Thomas**
Managing Director,
Contacta Systems Ltd

PRIVATE BANKING

A service as unique as you are.

The entrepreneur's bank

Life and business, they are closely linked. That's why our Relationship Managers will take care of both sides of your finances.

No fuss, just banking

Simple is often best. The same can be said of our products and services. We've designed them to get the job done for you quickly, easily and without fuss.

Julie Barnsley
Head of Private Banking
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OUR PRODUCTS

Smart, easy and convenient ways to bank.



INVOICE FINANCE

Generating cash today from outstanding invoices.

- We advance up to 90% against your outstanding invoices.
- Fair, flexible and transparent agreements, with no hidden charges.
- We're so confident you'll love what we do that we offer a 28 day notice period, meaning you'll never be tied down by a lengthy contract.
- We make sure our Relationship Managers only ever have a small portfolio of customers, so they have the time to really understand your business and are there when you need them.

Kevin Craven
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INVOICE FINANCE



Newey Roundstone

£18.5m

Metro Bank provided £18.5m of facilities including £7m Invoice Finance to enable the further growth of one of the largest growers of ornamental plants in the UK

"Metro Bank has a refreshing and dynamic approach to commercial banking and it was a pleasure to work with the bank. The team has immediately understood our vision to become one of the leading agricultural companies in Europe and has allowed us to consolidate structures and simultaneously grow market share. We're excited for the future and look forward to strengthening our relationship with Metro Bank."

– Alex Newey & Martyn Thomas Newey Group



Slicker Recycling

£3.5m

Metro Bank provided £3.5m Invoice Finance and £1m Asset Finance to assist with the further expansion of this market leading specialist waste management business

"It's been a fast moving and exciting few years at Slicker Recycling with much more to come, so the business needed a banking partner that would be agile and flexible enough to support our growth aspirations. Metro Bank's entrepreneurial approach matched Slicker's philosophy and culture perfectly and therefore was an easy choice to make."

– Mark Olpin Slicker Recycling

ASSET FINANCE

Offering a range of simple and reliable funding solutions to businesses that want to purchase assets or generate cash flow from existing assets.

Services

We have a variety of flexible finance options that cater to individual businesses, to help them grow and accomplish their goals.

- Hire Purchase
- Refinancing
- Leasing

Solutions

A dedicated team, who will assist the customer throughout the entire process to find the right asset finance product for them, with the support of experienced credit and relationship managers.

Fresh perspective

We are continuously evolving and adapting our approach to meet the needs of our customers. We look at each opportunity individually, tailoring it to support the requirements of the business.

Nathan Mollett
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ASSET FINANCE



£2m

To increase fleet of vehicles to meet customer demand



£500k

Supporting the business in purchasing a new fleet of assets to assist with their growth plans



£120k

Assisting the business in purchasing new assets in line with their growth plan



£2.4m

Assisting the business in purchasing new media equipment. Our biggest single value transaction



£1.5m

Helped the customer purchase a new mobile crane to grow their business



£120k

Assisting the business purchase a new fleet of cars and now they're migrating their banking to us

COMMERCIAL CURRENT ACCOUNT

A personal service tailored to your business.

- Designed specifically for larger firms with an annual turnover of above £2m.
- Multi-currency accounts: sterling, euro and dollar.
- A full service, round-the-clock account – in store, online or by phone.
- Smaller businesses can switch their current account to Metro Bank using the Current Account Switching Service. It's simple, reliable and stress-free.



DEPOSIT ACCOUNTS

Make your money work as hard as you do.

- **Instant Access Deposit Accounts** - Enjoy a variable interest rate along with flexible, easy access to your cash.
- **Fixed Term Deposit Accounts** - Earn a higher interest rate on your money. While you won't get instant access, you can plan for the future of your business.
- **Tracker accounts** - Deposit accounts where the interest rate tracks the Bank of England Base rate.
- **Client Monies Deposit Accounts** - Help your clients earn interest with our choice of flexible accounts for professionals.



COMMERCIAL ONLINE BANKING

Simple and seamless to suit your business needs.

- Our online banking has different levels of access and functions, whatever your business needs and help from our phone support team.
- Flexible options for user rights. Different users can be given permission to view, input, verify, authorise and administer payments.
- We understand that with bigger teams comes greater complexity, so our enhanced audit and search features are there when you need them.



COMMERCIAL LOANS

Straightforward and flexible finance to keep your business growing.

- Direct access to our underwriters and decision makers.
- We deliver quickly – without the unnecessary bureaucracy.
- Up to 25 year terms and flexible amortisation profiles.



WORKING CAPITAL

Helping you manage your cash flow.

- Overdrafts with no hidden fees allowing you to manage your finances effectively.
- Invoice Finance Facilities. Don't wait until your customer pays that invoice – we'll advance you up to 90% of the invoice value within 24 hours.
- Credit cards. Manage your company's spending more efficiently with a credit card designed for you. No annual fee and we'll print your card for you in store.



XERO

Accounting software linked to your account.

- Daily bank feeds that allow you to know where you stand financially.
- Stay in complete control of your accounting wherever you are, 24/7 with the Xero app – available for iPhone, iPad, and Android.

The Xero logo is displayed in white, lowercase letters on a blue background. The 'X' is a simple, bold, sans-serif character. The 'e' is a simple, rounded character. The 'r' is a simple, rounded character. The 'o' is a simple, rounded character with a white dot in the center.

ACCEPTCARDS® MERCHANT SERVICES

Payments can be complex, our partner Acceptcards® simplifies the process.

- A full suite of safe, efficient, reliable card-not-present solutions tailored to your business.
- Stay local, go global. It doesn't matter if your customers are in Australia, Zanzibar, or just round the corner.
- Keep customers happy by being able to process contactless payments – including Apple Pay.



NEWS ARTICLES

SpecialistBanking

16 February 2018

Metro Bank provides property group with £14m funding. Metro Bank has supported Brookway LP and subsidiary Southgate Views Limited with a £14m funding package to refinance an established portfolio of residential and commercial property in Southgate, north London.

EveningStandard.

21 February 2018

Metro Bank gets tails wagging with first annual profit as it takes on rivals. Metro Bank swung to its first annual profit while the chief executive raised doubts about Lloyds' expansion plans. The challenger bank, founded by charismatic dog-loving American, Vernon Hill, says it is grabbing market share from the big players. "We are winning," said chief executive Craig Donaldson.

SpecialistBanking

28 February 2018

Metro Bank pledges £1bn to assist UK businesses. Metro Bank has promised to ring-fence a further £1bn of funds to support UK businesses. This is the second year running that the challenger bank has committed to supporting UK businesses with last year's funding used to allow thousands of companies to expand, recruit and innovate.

**Business
Leader**

16 March 2018

Challenger Bank provides hotel chain with £18 million funding solution. Mark Stokes, Managing Director Commercial Banking at Metro Bank said: "We're delighted that we could provide Z Hotels with a swift and custom-made funding solution. We look forward to further developing our long-standing relationship with them over the coming years, as they continue to expand their hotel portfolio."

RETAIL BANKER
INTERNATIONAL

25 April 2018

Metro Bank Q1 profits soar, loans rise by 69%. UK-challenger Metro Bank has reported underlying profit before tax for the quarter to end March 2018 of £10.0m (Q117: £2.0m).

AWARDS



Most Trusted
Financial Provider

Best Current Account
Provider for Branch Service

Best Mobile Banking App

Most Trusted Savings
and Cash ISA Provider

Highly Commended
Best Current Account
Provider for Call Centre

Highly Commended
Most Trusted Current
Account Provider



Best Debit Card
for use Abroad

Best All Round Personal
Finance Provider



Best Business Account



Best Large Loan Lender



Business Lender of the Year



Craig Donaldson -
Most People-Focused
CEO of the Year



Financial Services
Company of the Year



Best Branch Strategy Award



Financial Services
Company of the Year



Best Customer Focus



Banking & Finance
Firm of the Year – UK

Game Changers Award 2017



Progression Programme
of the Year



2018 Q1 HIGHLIGHTS

Metro Bank surpasses £10 billion in lending and maintains strong growth across deposits, lending and customers

- Deposit growth of £1,033m, up 41% year-on-year to £12.7b
- Net deposit growth per store per month of £6.3m (\$8.8m) in Q1 2018 versus £5.9m (\$8.3m) in Q4 2017, representing annualised deposit growth per store of £76m (\$106m)
- Lending growth of £1,354m, up 69% year-on-year to £11.0b driven by strong organic growth and supplemented by the acquisition of a seasoned mortgage portfolio
- Increase in loan to deposit ratio to 86%. Asset quality remains strong; cost of risk at 0.09%
- Underlying profit before tax¹ at £10.0m (\$14.0m), up 21% from £8.3m (\$11.6m) in Q4 2017
- 88,000 increase in customer accounts to 1,305,000
- Launch of current account opening online with state of the art “selfie” ID&V

Note: All figures contained in this trading update are unaudited. All figures in US\$ have been translated at a rate of \$1.40 to the £.



2018 Q1 FINANCIAL PERFORMANCE

Our FANs bring us diversified, sticky, low-cost deposits.

Liquidity

With a 86% LTD ratio, the balance sheet is intrinsically liquid

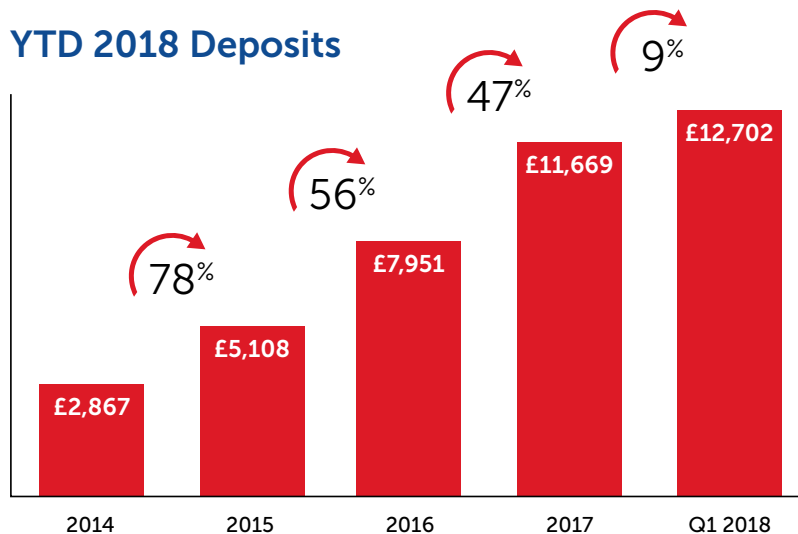
Growth

YTD deposit growth in 1Q was 41%

Funded by customer deposits

No reliance on wholesale funding

YTD 2018 Deposits



2018 Q1 FINANCIAL PERFORMANCE

A high-quality deposit book enabling low-risk lending.

High Quality loan book

Non-performing loans were 0.22% of loan balances

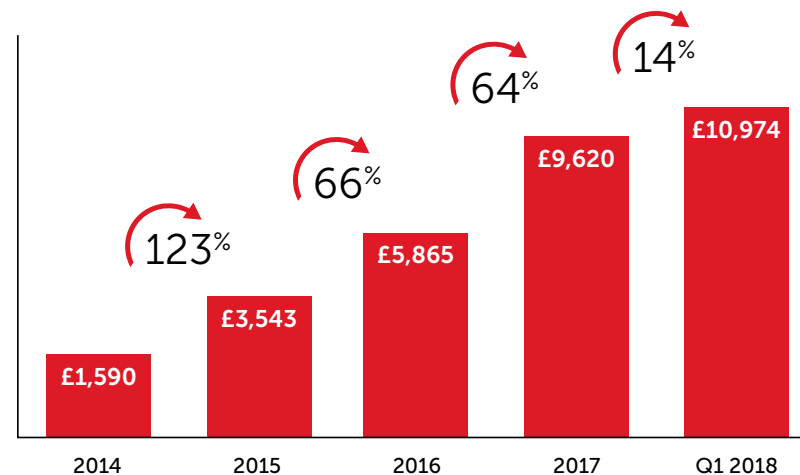
Low cost of risk

Cost of risk remained stable at 0.09%

Growth

YTD Growth in Q1 was 69%

YTD 2018 Loans



2018 Q1 FINANCIAL PERFORMANCE

A strong and simple bank.

CET1 Ratio

The ratio between our common tier one equity and our RWA's. The regulatory minimum requirement is 4.5%.

13.6%

Regulatory Leverage Ratio

The ratio between our common tier one equity and our total consolidated assets. The regulatory minimum is 3.0%.

5.0%

Regulatory minimum as stated under Basel III

