

## **Ulster Bank NI (RBS Group) support measures for customers, colleagues and charities**

Figures below are on an RBS Group basis.

### **Business customers**

#### **Business Lending Actions**

- We announced a £5bn Working Capital Fund before any other bank, lending nearly £500m within days to help our customers to adapt to the crisis and begin to weather the storm.
- Up to 12-month Capital Repayment Holiday on fixed and variable rate lending. Over 10,000 have been requested so far.
- The granting of new overdrafts or extension of existing overdraft limits.
- Customers can have immediate access, if required to surplus cash in their Treasury Reserve Deposit accounts.
- We are waiving the late payment and returned payment fees for all Commercial Card customers for a 90-day period from 3 April to 3 July and refunding these charges back to 1 March 2020, this will be done automatically
- For those businesses that need extra help we have commitments to ensure we support them in an empathetic way and have suspended all recovery actions until June.

#### **Coronavirus Business Interruption Loan Scheme (CBILS)**

- Implemented CBILS which start at £5,000 (lower than any other bank).
- We are working with the UK government to broaden availability of the CBILS scheme and make the scheme accessible to a greater number of businesses
- We said right from the start that we will not take Personal Guarantees (PG) in support of any CBILS loans.
- We are also actively working with government to develop offerings for any customers who are out of scope of the current schemes.

#### **Further support**

Further information for our customers can be found on the [Ulster Bank Business hub](#)

### **Personal customers**

#### **Mortgages:**

- Following the two Bank of England base rate decreases from 0.75% to 0.10%, The Ulster Bank Northern Ireland Bank Rate is also decreasing from 0.75% to 0.10%. Customers on the Standard Variable Rate will see a reduction of the two full base rate decreases from 4.24% to 3.59%, effective from 1 April.
- We've received significant interest from customers for a mortgage repayment holiday, and we have already processed the majority of these. On application, we let customers know that if their payment was due in the next 14 days, we may not be able to stop the payment. We have e-mailed customers affected to let them know that they will still benefit from the full 3 month offering, but this will run May – July.

#### **Overdrafts:**

- Ulster Bank customers will pay less for their overdraft for the next 3 months. We are freezing overdraft interest at current rates for personal customers for at least three months.
- The bank has also removed all other overdraft fees and charges. Customers will continue to pay their current rate of interest for at least three months, a maximum of 19.89% EAR across arranged and unarranged borrowing.

### **Support for NHS Workers**

- We have set up an emergency customer care line for NHS workers. This line is open 24 hours a day, seven days a week for our customers on 0800 0466778.
- The line has been set up so NHS workers can get through quickly when they really need us.
- Our team of experts have already taken over a thousand calls.

### **Support for Vulnerable Customers**

- To help make sure our most vulnerable customers get access to the support they need as quickly as possible, we've set up a dedicated customer care line - aimed specifically at customers most in need, including those over 70, who don't have access to digital channels.
- The line will connect people quickly with an agent who's equipped and ready to offer support – including helping them to access cash safely.
- The line will be open from 8am to 8pm, 7 days a week and is free to call on 0800 092 4238
- In less than two weeks, we have proactively contacted 150,000 customers over the age of 70, who don't have access to digital banking channels and who we believe to be either in self-isolation or practising social distancing.
- Calls are being made in order to check up on customers – some of whom have no-one else they can rely on – and find out how we might best support them.
- Vulnerable customers and NHS workers now have the option to get up to £500 delivered securely to their home address, thanks to our new partnership with Travelex.

### **Further support**

- Mortgage and loan repayment deferral for up to three months. This is available to both our residential and buy-to-let customers whose tenants are experiencing issues with their finances. We have also agreed a three-month moratorium on residential and buy-to-let possession action.
- Customers can close fixed savings accounts to access cash with no early closure charge.
- Refunds on credit card cash advance fees.
- We won't charge a late fee for any credit card payments due from 1 April until 30 June. This will be done automatically.
- Customers can apply for increased credit card limit.
- Customers can request an increased cash withdrawal limit of up to £500 (debit card).
- Customers will now be able to make contactless card payments up to £45.

### **Branches**

- Much of our branch network remains open and we're prioritising core opening hours from Monday to Friday, from 10am to 1pm. Aligned to the relevant public health guidance, we have reviewed our opening hours to ensure we can cater for our colleagues who are absent, many of them self-isolating.
- We are urging customers to regularly check their local services by visiting [our website](#)

### **Access to Cash**

- There are several ways we can support customers' cash needs – and we are working to develop more options too. Customers can use ATMs, Post Offices and can call us or log into the mobile app to get a 'GetCash' code, which can be used to withdraw cash without a card.

- Vulnerable customers and NHS workers now have the option to get cash delivered securely to their home address.
- Colleagues behind our Customer Care lines can now also issue a code over the phone which customers can give to a friend, neighbour or volunteer to withdraw an agreed amount of cash from an ATM within the next three hours.

## **Customer security**

Our security team has used the system we built for detecting fake bank websites and tasked it to look for new Coronavirus domains and websites. In the past 24 hours we have seen c.2,000 new domains created, of which approximately 80% are malicious – we are now working with the NCSC to take these down.

## **Colleagues**

- The vast majority of our colleagues are now working from home (>45k).
- We are working with governments and local authorities on planning and finding the right level of support for staff who are deemed “key workers”.
- We are ensuring that all our contractors (permanent, temporary, contractor, supplier) are following exactly the same advice.
- We are closing down buildings where there are minimal staff to reduce the need for cleaners, guards and other roles which cannot be done remotely. We have also stopped all non-vital construction work.
- We have committed to our staff that they will get their full pay for the next 6 months.

## **Charitable support**

- Match funding donations made by our customers to the National Emergencies Trust, contributing a total donation of up to £10 million.
- More than £1 million to help 8 not-for-profit, debt management partners including PayPlan, StepChange, Money Advice Trust, Citizens Advice, Citizens Advice Scotland, Money Advice Scotland, Christians Against Poverty and Advice NI.