



SUPPORTING BUSINESSES THROUGH THE CORONAVIRUS OUTBREAK

Coronavirus Business Interruption Loan Scheme

Coutts

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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.

For businesses experiencing a reduction in cashflow and income, we have flexible support packages in place including loan repayment holidays and temporary emergency loans.

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

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 to continually remind employees 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.

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.

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.

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 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.



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

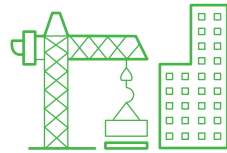
Several policies were revealed to help businesses manage the impact of having unwell staff and the reduced demand for their operations.



CORONAVIRUS BUSINESS INTERRUPTION LOANS

This temporary scheme will provide SMEs with loans worth as much as

£5m



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 may be eligible to receive a cash grant of up to

£25,000

per property.



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.



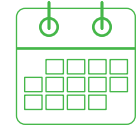
HMRC'S 'TIME TO PAY' SERVICE

This will be broadened allowing companies to defer tax bills.



STATUTORY SICK PAY (SSP)

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



SELF-EMPLOYED & TEMPORARY WORKERS

It's now easier to claim benefits such as Universal Credit and Employment and Support Allowance. The Self-Employment Income Support Scheme (SEISS) will allow you to claim a taxable grant worth 80% of your trading profits up to a maximum of £2,500 per month for the next 3 months.



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?

CBILS is a government-backed scheme that provides financial support to viable SMEs that are losing revenue and experiencing cashflow pressures because of the coronavirus. The loans are available for terms of up to six years and include a standard 12-month capital repayment holiday. In addition, the government has agreed that it will pay up to the first 12 months of the loan interest on the borrower's behalf. The UK government provides banks with a guarantee for 80% of the loan, but the borrower remains liable for 100% of the outstanding debt.

Security may be required. Over 18s only. Business use only. Subject to status. Exclusions may apply.

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.

A SUMMARY OF CBILS

What is it?	The scheme is designed to support businesses that were trading successfully before coronavirus but now face difficulty as a result of the current disruption.
Which businesses can apply?	UK-based businesses with total turnover of up to £45 million a year are eligible for the scheme. CBILS has been designed to ensure that appropriate government support can be provided within a short time-frame to help businesses manage the impact of the coronavirus outbreak. It is available for new lending requests only, made directly as a result of the coronavirus impact, and will not cover existing facilities we may have agreed with you under normal banking terms and conditions before the Covid-19 outbreak.
Does it apply to all sectors?	Almost all business sectors can access CBILS. Some different terms will apply for a small number of areas, including for some agriculture and aquaculture businesses. The following are excluded: banks, insurers and reinsurers (but not insurance brokers), public sector bodies, further education establishments if they are grant-funded and state-funded primary and secondary schools.
Which Couatts products are available through CBILS?	CBILS will be offered as a loan, linked to the Couatts base rate and in sterling only.
How much can I borrow?	We will provide CBILS-supported loans for amounts ranging from £50,001 to £5m.
How long do I have to pay the loan back?	CBILS loans are available for terms of up to six years and include a standard 12-month capital repayment holiday. The interest over the first 12 months is paid by the government, and there is no penalty for early repayment. The UK government provides banks with a guarantee for 80% of the loan, but the borrower remains liable for 100% of the outstanding debt.
Capital Repayment Holiday	You don't have to make any capital repayments during the 12-month capital repayment holiday. This means more capital will be outstanding for longer so you'll pay more interest over the full term than if you didn't take the capital repayment holiday. But you can make extra capital repayments which would reduce the overall interest costs over the full term.
Security requirements	Lenders are expected to follow their normal security requirements. We have decided that we will not seek new, or increased, personal guarantees for any debt requested under the scheme. This goes above and beyond the UK government's requirement that guarantees aren't sought for debt requests of up to £250,000. Any security required will be restricted to business assets only. These arrangements will have no impact on any existing debt facilities we may have agreed with you, which will continue on the same terms.
How long will CBILS be available?	CBILS will remain in place until the end of September 2020. But this may be extended by the government which has said there is no maximum limit set for the amount of total lending supported through the scheme. There is therefore no immediate need to approach lenders if you do not need finance in the short term.
What other forms of government support are available?	Please refer to the government support website for further details.

HOW TO APPLY FOR CBILS

Are you eligible to apply?

To be eligible for CBILS, your business must:

- be UK-based, with group turnover of no more than £45m per annum
- generate more than 50% of its turnover from trading activity
- be applying for business purposes and primarily to support trading in the UK
- operate within an eligible industrial sector – there are a considerable number of sectors eligible to participate but a small number are not
- 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](https://www.britishtreasury.co.uk/coukts.com/CBILS) or [coukts.com/CBILS](https://www.britishtreasury.co.uk/coukts.com/CBILS).

How to apply for CBILS

There are three forms you will need to complete:

1. A 'Fact Find' form to assess business performance
2. An application form to provide further details about the business and the funding needed
3. Data disclosure to grant permission to share information with the British Business Bank

What we need from you

All accredited lenders are required to assess each application to ensure that the business applying is viable and has the potential to trade out of any short-term or medium-term difficulty.

We are also required to confirm that the purpose of the debt request is for a suitable business purpose and meets the intention of the CBILS scheme.

To support this, you will need to provide the following information, plus anything else that may help us assess your application quickly:

- your last set of audited or management accounts (as applicable), including balance sheet and profit and loss statements
- your most recent management accounts, ideally covering the 2019 performance year
- a brief update on the performance of your business before the onset of the virus
- a cashflow forecast showing how much you need to borrow – looking ahead at least 12 months.

The cashflow forecast should demonstrate the impact of any other liquidity remedies on offer, including the Job Retention Scheme, rates relief and VAT deferral, and any capital repayment holidays agreed on existing loans.

Ready to apply?

Please contact your commercial or private banker.

This cashflow forecasting tool may be helpful, [freeagent.com](https://www.freeagent.com)

- your business plan and/or any key assumptions or risk factors which may impact the above
- details of the business assets you own, schedules of hire purchase or third-party finance commitments (including current balances, repayment commitment details and expiry dates)

Using this information, we will assess whether the amount requested is in line with the trading history of the business and reflects the expected period of disruption, which we are currently taking to be three-to-six months.

We will base your business performance in 2021 and 2022 on your performance before the onset of coronavirus. We will need you to outline any longer-term impacts which may mean this is not appropriate.

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CBILS FACT FIND

To allow us to process your request as soon as possible, please give some thought to the following information we will need. **You can complete this form by typing directly into the form fields using Adobe Acrobat Reader.** If you don't have this software [you can download it for free here](#). When this is completed, please send it via email to your commercial or private banker who will review the information provided and discuss the application with you. If you have any queries, or are having any problems completing this form, please contact your commercial or private banker. NOTE: If you need more space to answer any questions, please use a separate document and send it to us with this form.

A brief update on the performance of your business prior to the onset of the virus

Any internal information showing the 12-month performance of your business prior to the impact of coronavirus (e.g. management accounts or audited accounts for 2019)

The impact of coronavirus on your business and 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 key assumptions or risk factors which may impact the above

Any schedules of hire purchase or third-party finance commitments (including current balances, repayment commitment details and expiry dates)

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



CORONAVIRUS BUSINESS INTERRUPTION LOAN SCHEME APPLICATION FORM

Applicant Sections

You can complete this form by typing directly into the form fields using Adobe Acrobat Reader. If you don't have this software [you can download it for free here](#). Once completed please email the form to your commercial or private banker. If you have any queries, or are having any problems completing this form, please contact your commercial or private banker.

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 clients, please see our full privacy notice at www.coutts.com/privacy.

Who we are

The organisation responsible for processing your personal and financial information is Coutts & Co, a member of The Royal Bank of Scotland Group plc.

1. Business details

Business name

Trading name (if different)

Business type/Legal status

Sole Trader Partnership Limited Liability Partnership

Private Limited Company Public Limited Company Other

Company registration number (if applicable)

Business/Trading address line 1

Business/Trading address line 2

Business/Trading address line 3

Business/Trading address line 4 OR overseas country

Postcode

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?)

If you bought an existing business/franchise, the start date is when the existing business was started.

We confirm that as at the date of this application our headcount (based on FTE) is:

Less than 250 employees 250 employees or more

Do any Private Equity or Venture Capital investors own 50% or more of your shares or voting rights?

Yes No

2. About the facility

What is the value of the facility being applied for?

(Min £50,001 but no more than £5m 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?

Have you (or any part of your wider group) accessed or are in the process of applying for any other CBILS, Bounce Back Loan Scheme (BBLs), Coronavirus Large Business Interruption Loan Scheme (CLBILS) or COVID Corporate Financing Facility (CCFF) borrowing? Also, include any borrowing to other businesses where shareholders have a controlling interest both in the CBILS applicant and one or more other businesses.

Yes No

If Yes, please advise the amount of borrowing:

	Accessed	Applied for
CBILS	<input type="text"/>	<input type="text"/>
BBLs	<input type="text"/>	<input type="text"/>
CLBILS	<input type="text"/>	<input type="text"/>
CCFF	<input type="text"/>	<input type="text"/>

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 The Royal Bank of Scotland Group plc records. You have rights in relation to automated decision making. If you want to know more please see our full privacy notice at www.coutts.com/privacy or contact your Commercial Banker.

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 The Royal Bank of Scotland Group plc companies

We and other The Royal Bank of Scotland Group plc companies worldwide will use the information you supply in this application (and any information we or other The Royal Bank of Scotland Group plc 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 The Royal Bank of Scotland Group plc companies in order to comply with legal and regulatory requirements.

We and other The Royal Bank of Scotland Group plc 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

The Royal Bank of Scotland Group plc 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.

The Royal Bank of Scotland Group plc 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 Coutts & Co (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.

Client signature	Client signature
Please print name	Please print name
Position held	Position held
Date	Date
Telephone number	Telephone number

8. Data Protection and Disclosure Declaration

I

acknowledge in relation to the Coronavirus Business Interruption Loan Scheme (“CBILS”) application of

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

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

and have provided notice of data processing details to relevant individuals.

Signature	Signature
Please print name	Please print name
Position held	Position held
Date	Date

To be signed by each person who is required to sign the Lender’s Scheme Facility Letter in respect of this CLBIS 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).

LEGAL INFORMATION

Coutts & Co. Registered in England no. 36695. Registered office: 440 Strand, London, WC2R 0QS.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority
and the Prudential Regulation Authority.

This information does not constitute financial, investment or professional advice or an offer, recommendation or solicitation to buy or sell any financial instrument, product or service. The value of investments, and the income from them, can go down as well as up; you may not recover the amount of your original investment.

The Coronavirus Business Interruption Loan Scheme (CBILS) 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). British Business Bank plc is wholly owned by HM Government and is not authorised or regulated by the Prudential Regulation Authority (PRA) or the Financial Conduct Authority (FCA). Full details on CBILS and the list of participating CBILS lenders can be found on the British Business Bank website at: www.british-business-bank.co.uk/CBILS

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