

Corporate Markets – UK Corporate Banking



Highlights

- An independent survey showed our market share in Scotland rising to 46%. Even where we have a significant presence, we can grow if we deliver a high quality of service.
- RBS is the No.1 brand for service in England & Wales and Scotland according to an independent survey.

Contribution (£m)



Our UK Corporate Banking business enjoyed another very successful year maintaining its consistent record of high single-figure income growth and further advancing its market share from a position of leadership.

An important reason for this sustained performance is our relationship banking model, which involves a long-term commitment to customers. In 2007, we invested in several hundred more Relationship Managers, and co-located relationship and specialist product teams across the UK to provide 'joined-up' local delivery for customers. We also invested in simplified and easier-to-use documentation, and in new mobile technology which allows our people to spend more time with the companies we serve.

Product innovation has been central to meeting customers' needs. We greatly improved delivery channels with the launch of new Bankline, our advanced web-based electronic banking platform. 50,000 corporate and business customers enjoyed access to new Bankline and gave us strongly positive feedback about it. Lombard introduced a vehicle carbon offset scheme, while our services to businesses that trade internationally were enhanced by Supplier Finance – a new global supply chain finance product – and Tradeflow – an automated online trade finance service.

We maintained our rigorous focus on credit quality and risk management. As a result, while the amount we lent increased the quality of the portfolio remained stable and impairment losses fell.

▲ We began a new relationship with Wales' leading brewer and pub operator SA Brain & Co Ltd.

► After more than 200 years with one of our major UK competitors, one of Essex's longest established law firms, Gepp & Sons, was persuaded to move their banking relationship to UKCB.

