

We are what we do

Supporting British Businesses

- NatWest is **the UK's biggest supporter of SMEs and start ups**
- As at June 2016, we had **over £100bn invested** in British businesses, supporting the UK economy
- In 2015, we provided our small business customers with **£951 million in new lending**, £2.6 million per day
- We **opened 65,000 new relationships** with businesses turning over less than £2 million in 2015
- NatWest powers Entrepreneurial Spark, **the world's largest free business accelerator**, with whom we've **supported more than 1,000 aspiring entrepreneurs** with free office space, facilities, Wifi, business support and advice across 8 hubs in England & Wales.



Supporting our communities

- NatWest was one of the original supporters of the Prince's Trust when it was established in 1976 and continue to be the UK's leading supporter of the Prince's Trust Enterprise Programme, a partnership through which we're able to **support 8,900 disadvantaged young people a year**
- Over the past year, our flagship financial education programme MoneySense has **supported 182,679 students across 3,300 schools**
- Since launching the Skills & Opportunities Fund in 2015, we have **supported 134 community organisations** in England and Wales with nearly **£2.9m in grants**. These organisations have made a **positive difference to 18,000 disadvantaged and at risk people** through **235 new businesses started, 972 jobs created** and **1,552 qualifications achieved**.



Doing the right thing

- We were **the first bank to eliminate teaser rates**
- We **offer the same rates to customers** who apply for our products online, in branch or over the phone
- We **eliminated bonuses or commission** for branch and telephone customer facing roles
- We are **the only bank that doesn't auto-renew** our home insurance policies
- NatWest supports 14 million customers** in England and Wales with their personal, private, business, commercial and corporate banking needs
- Over **9 million customers** regularly use online banking
- In August 2016, there were **30.9 million log ins**
- 3.3 million customers** regularly use our mobile banking app
- NatWest helped almost **148,000 homebuyers** in 2015
- In August 2016, **£3.8bn payments and transfers** were made using the app
- We've partnered with the London Metropolitan Police to produce **the Little Book of Big Scams**
- We were **the first bank to launch debit and savings cards for the blind** and partially sighted
- We've created the role of **Consumer Protection Advisor**, specialists dedicated to protecting our customers from fraud and local scams.



Now and then



- 2016: NatWest opens the first full service branch in the centre of a train station in Manchester Piccadilly Station.
- 1924: New branch opens marking the first time a branch is opened in a British Rail station.