

### Clydesdale Bank plc's actions to address its breach of the SME Banking Undertakings

		Actions	Completion Dates
1	Build a Process	Clydesdale Bank will ensure it has a process where it writes to business current account customers a month before charges or fees apply and give a further reminder of when charges or fees will apply and the choice to switch to a fee free loan servicing account	Completed on 15/12/20
		Clydesdale Bank will ensure it has a process where an eligible customer will be offered a choice between a fee free loan servicing account or business current account when applying for a Bounce Back Loan. Clydesdale Bank will explain the differences between the accounts	Completed on 19/11/20
2	Customer Communications	<p>Clydesdale Bank will write to affected customers to apologise for requiring them to open a business current account as part of the Bounce Back Loan application process; Clydesdale Bank will explain to customers:</p> <ul style="list-style-type: none"> <li>• Their right to switch to a different BCA provider at any time;</li> <li>• How they can choose to convert their Clydesdale Bank business current account to a fee-free servicing account; and</li> <li>• The differences between the accounts.</li> </ul>	Completed on 18/12/20
		Clydesdale Bank will write to its business current account customers a month before charges or fees apply and give a further reminder of when charges or fees will apply and of the choice to switch to a fee free loan servicing account.	Ongoing - communications commence early summer 2022
		Clydesdale Bank will update its website with key messages from the CMA which outline a Business Current Account is not required to access the Bounce Back Loan scheme	Completed on 19/11/20
3	Converting accounts	Where an affected customer has requested to convert the business current account to a fee free loan servicing account, Clydesdale Bank will have a process which ensures this is done within 14 days	Completed on 15/12/20
4	Reporting to CMA	<p>Clydesdale Bank will notify the CMA of any compliance issues relating to the SME Banking Undertakings within 14 days of identifying the issue.</p> <p>In its annual return, Clydesdale will update the CMA of any requests for converting business current accounts to loan servicing accounts</p>	Ongoing – next annual return