

Supporting our customers, colleagues and communities throughout the UK.



Supporting our customers

£10bn  Over £10 billion of lending through government schemes to c.216,000 business customers

330,000  Contacted over 330,000 customers over 60 to check on welfare

£2m  Delivered c.£2 million in cash to vulnerable customers who couldn't access ATMs

95%  95% branches open with strict social distancing in place

240,000  c.240,000 mortgage repayment holidays

Supporting our colleagues

50,000  Home working quickly made available to over 50,000 colleagues

GP  Access to virtual GP for all colleagues


27,500  Launched a Wellbeing Hub for colleagues with over 27,500 hits

Supporting our communities

NHS  Launched a £1 million fund with the charity SafeLives for those affected by economic and domestic abuse

£1m  Dedicated phone lines for NHS staff

£10m  £10 million raised as we match customer donations for the National Emergencies Trust (NET)

1,500  Edinburgh head office turned into a foodbank, preparing 1,500 meals a day

Specific eligibility criteria, fees and limits may apply to support available.