

COVID-19: Barclays support for customers

During this difficult and uncertain time, we want our customers and clients to know we're here to support them.

Got a question? Visit us online

We want to help as many customers as possible but our telephony channels are in high demand. We encourage customers to visit our dedicated website as a first port of call - visit barclays.co.uk/coronavirus/

Support for SMEs and corporates

For our SME helpline, guidance and information - visit barclays.co.uk/business-banking/coronavirus/
Corporates should visit - barclayscorporate.com/covid-19/

Stay safe from fraud

Fraudsters are exploiting the coronavirus outbreak for scams. We'll never ask customers to move money to a safe account, or ask for them to share their passcodes or PINs with us. Find out more at barclays.co.uk/digisafe/

Support for business customers

- For business owners with turnover <£250,000- waiving everyday banking fees & charges and any overdraft charges.
- Our three year £14bn lending fund, launched last year.
- 12-month capital repayment holiday on existing loans over £25,000.
- Increase to, or new, overdraft facilities issued.
- Participant in Coronavirus Business Interruption Loan Scheme. Barclays does not require personal guarantees on CBILS loans of any size. Visit: www.barclays.co.uk/business-banking/borrow/coronavirus-business-

Support for personal customers

Mortgages

- Residential and Buy-to-Let mortgage holders can now apply online for a repayment holiday if they are financially affected by coronavirus: <https://www.barclays.co.uk/coronavirus/mortgages/>.
- Customers can switch from 'capital repayment' to 'interest only' mortgages for up to 12-months.
- A three-month moratorium on repossessions.

Overdrafts

- Waiving all interest on arranged overdrafts until 30 April, and considering further support.

Savings

- Emergency access to savings from fixed term accounts without penalty.

Credit Cards and loans

- An increased contactless limit of £45 from 1 April.
- Loan repayment holidays for customers whose income has been impacted (online application coming soon).
- Temporary credit limit increases to customers facing financial hardship.
- No late payment and cash advance fees for the next 90 days.

Access to Banking

- Speaking to thousands of our vulnerable customers to support them with alternative ways to bank.
- Prioritising our NHS workers where we can identify them, in our branches and telephone banking.

Get in touch - If you receive constituent enquiries, we want to help:

MP helpline: 020 7116 5026 / **Email:** BarclaysGovernmentRelations@barclays.com