

Unresolved business banking complaint? The BBRS could help you find a solution.

HOW CAN THE BBRS HELP ME?

The Business Banking Resolution Service (BBRS) helps larger SMEs (typically £1m+ turnover) resolve current and previously unresolved business banking complaints, providing personalised, practical support through a team of highly skilled and experienced dispute resolution specialists.

The BBRS can make both financial and non-financial awards in favour of SME customers, up to £350,000 for Historical Cases or £600,000 for Contemporary Cases (and can recommend more). It is a free of charge service – giving businesses a cost-effective alternative to going to court.

GET IN TOUCH TO SEE IF WE CAN HELP:

- Call us on **0345 646 8825** (9am - 8pm, Mon to Fri; 9am - 2pm Saturdays)
- Use our quick online tool to see if eligible
- Arrange a call-back or message us: www.thebbrs.org/register
- Email: hello@thebbrs.org

CAN THE BBRS HELP WITH MY CASE?

Businesses that meet these broad criteria may be able to apply – even if they are no longer operating:

- You have an unresolved business banking complaint against one of the participating banks or their subsidiaries: **Barclays Bank plc** and **Barclays Bank UK plc**, **Danske Bank**, **HSBC UK Bank plc**, **Lloyds Banking Group** (Lloyds Bank plc and Bank of Scotland plc), **NatWest Group** (including The Royal Bank of Scotland Plc, National Westminster Bank plc, Coutts & Company and Ulster Bank Limited (Northern Ireland)), **Santander UK plc**, **Virgin Money** (including Clydesdale Bank plc and Yorkshire Bank)
- You made a formal complaint to your bank from December 2001 onwards, and have not had (or been able to have) an independent review, agreed a settlement, or gone to court
- At the time of the complaint, you had a turnover of:
 - **2001 - 2009:** between £1 million and £6.5 million
 - **2009 - 2019:** between €2 million and £6.5 million
 - **2019 onwards:** between £6.5 million and £10 million

ABOUT THE BBRS

The BBRS is an independent, not-for-profit body, resolving business banking complaints involving SMEs typically too large to be eligible for Financial Ombudsman Service support.

“Services like the BBRS will play a vital role in ensuring small business owners can access expert advice and have their voices heard”

Paul Scully, Small Business Minister

“The opportunity for SMEs to have their banking complaints settled by an independent high quality dispute resolution service could make a real difference to their futures”

Liz Barclay, UK’s Small Business Commissioner