



PHYSICAL DELIVERY

# fanatical execution is at the heart of our experience

Great retailers create fun experiences for their customers, turning them into FANS. Just because we are in the banking business, doesn't mean the experience can't be fun.



We want stores where people live, work and play.



### OPEN 7 DAYS

Stores open at a time to suit you, open early till late, seven days a week, 362 days a year.



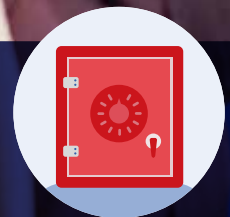
### PERSONAL ACCOUNTS OPENED IN MINUTES, NOT DAYS

Simply pop in, no appointment needed.



### BUSINESS ACCOUNTS OPENED IN HOURS, NOT WEEKS

We'll have you set up and ready to go before you leave the store.



### SAFE DEPOSIT BOXES AND MAGIC MONEY MACHINES

Instant access to safe deposit boxes and free coin counting. Because what else is a bank for?



All our FANS matter



### RETAIL BANKING

We offer unparalleled levels of customer service and convenience. Pop into your local store and join the revolution – no appointment necessary and your account will be opened instantly, seven days a week.

- Simple savings and current accounts
- Debit and credit cards printed in store
- Mortgages
- Free coin counting
- Safe deposit boxes



### PRIVATE BANKING

Simple is often best. The same can be said of our private products and services. We've designed them to get the job done for you quickly, easily and without fuss. No wealth management, no insurance – just banking. Our Relationship Managers are on hand to set up your banking just the way you like it.

- Specialist teams who understand your banking needs
- Personal service



### BUSINESS BANKING

We're the entrepreneur's bank and we deliver quickly – without unnecessary bureaucracy. We've designed our Business Banking products and services to take the hassle out of everyday tasks. Straightforward and flexible finance to keep your business growing.

- Banking, deposit and lending products with no jargon
- Invoice and asset financing to help you grow your business and manage your cash flows



### COMMERCIAL BANKING

A personal service tailored to your business. Exceptional banking service and support through all channels of banking with one dedicated banker to look after all of your banking needs, combined with simple and transparent lending where our underwriters meet our customers and understand their businesses.

- Commercial loans and cash management
- Instant, fixed term and tracker deposit accounts

## Case study

### INSTANT ACCOUNT OPENING AND DEBIT AND CREDIT CARD ISSUE IN STORE



### Tangible delivery of our customer service proposition through our network of strategically located stores.

Metro Bank's innovative straight-through and real-time processing allows new and existing customers to open an account and receive a new or replacement card and PIN (and cheque book, if required) at the point-of-sale, with no need for second day follow-up.

With free wireless internet in every store, Metro Bank's customers are able to set up their mobile and online banking before leaving the store on the day of opening their account.

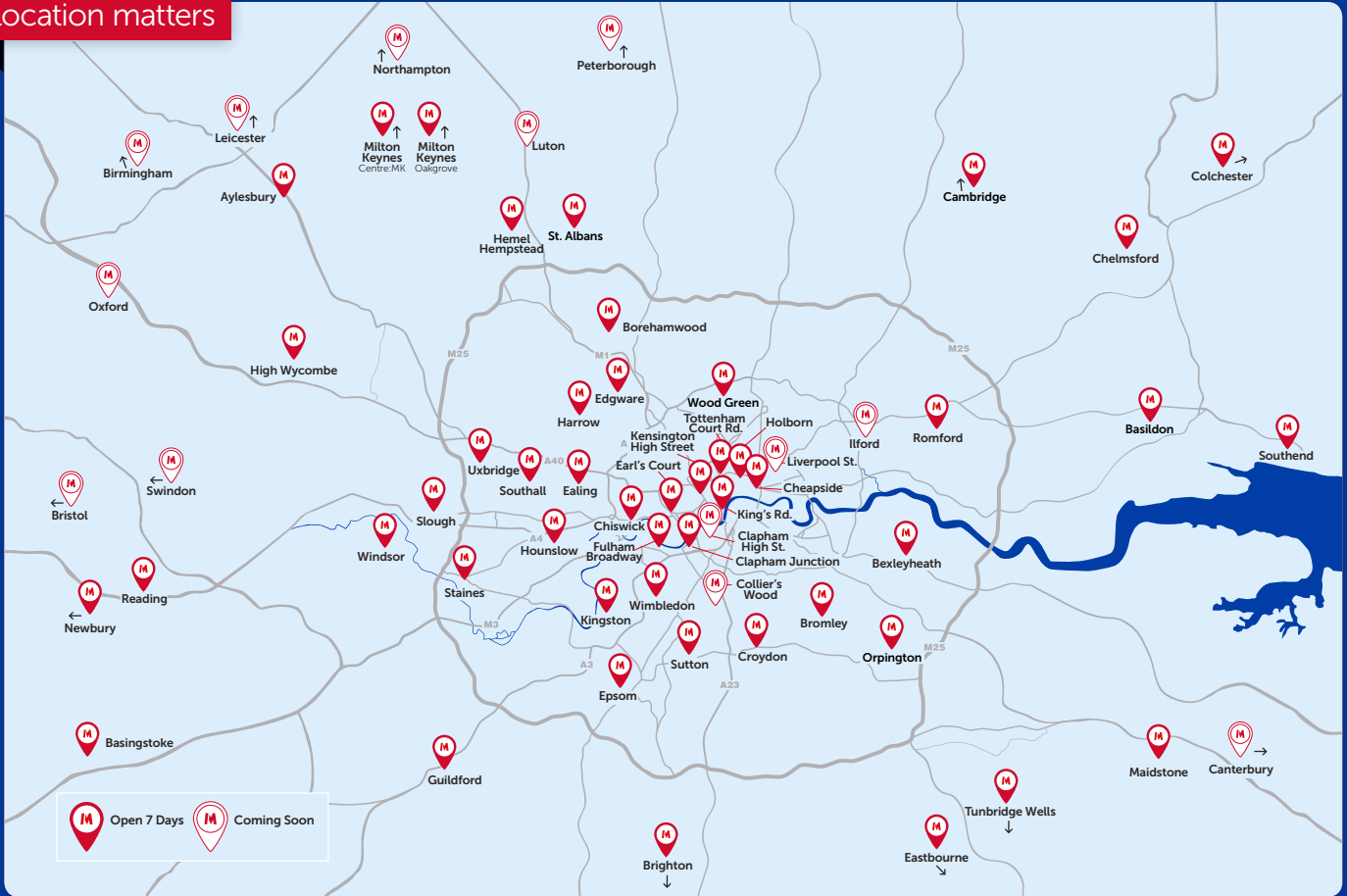
Over a million cards have now been printed in store in minutes. That is a million customers who have received their card and a PIN of their choice when they wanted it. Which other bank could do that?





# if we're not in your area we will be soon

## Location matters



## Coming soon...

- ➔ Peterborough
- ➔ Luton
- ➔ Ilford
- ➔ Canterbury
- ➔ Clapham High Street
- ➔ Oxford
- ➔ Swindon
- ➔ Colliers Wood
- ➔ Liverpool Street
- ➔ Northampton
- ➔ Merry Hill
- ➔ Watford
- ➔ Birmingham
- ➔ Strand
- ➔ Leicester
- ➔ Enfield
- ➔ Bristol
- ➔ Solihull
- ➔ Wolverhampton
- ➔ Putney





Stores opened...



SOUTHALL



HOLBORN



KINGSTON



MAIDSTONE



WIMBLEDON



SLOUGH



READING



BRIGHTON



MILTON KEYNES - OAKGROVE