

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

For our SME helpline, guidance and information - visit barclays.co.uk/business-banking/coronavirus/

Support for corporates

Go to 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

Lending options:

- 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.
- We are participating in the Coronavirus Business Interruption Loan Scheme.

Support for personal customers

Mortgages

- An option for a mortgage payment holiday of up to 3 months for homeowners and buy-to-let landlords.
- Customers can switch from 'capital repayment' to 'interest only' mortgages for up to 12-months.
- A three-month moratorium on repossessions.

Savings

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

Credit Cards

- Temporary credit limit increases to customers facing financial hardship.
- No late payment and cash advance fees for the next 90 days.

Access to cash

- Exploring a new cashback-without-purchase pilot for 'critical services' retailers.
- Working with industry to explore the possibility of sharing infrastructure, including ATMs & deposit facilities. Customers can also continue to use the Post Office.

Get in touch - If you receive constituent enquiries, we want to help:
MP helpline: 020 7116 5026 / **Email:** BarclaysGovernmentRelations@barclays.com