

STAGE 1: Awareness

- EFG awareness test(s) and literature are to be requested via your Account Manager or from the BFStructuredFinance Team
- We recommend that whomever completes the test and receives the literature is responsible for passing this on to all customer facing staff. This is so that you can all spot opportunities which may be appropriate for EFG support, can competently assess eligibility and accurately explain the key features
- Once you have passed the test, understand how EFG-Supported Transactions can be structured and you are able to explain the features of EFG to customers – you are good to go

STAGE 2: Meeting the customer

- When discussing a finance transaction with a customer, you should always look to provide a normal Commercial (Non-EFG) transaction wherever possible
- You have recognised the customer has a sound borrowing proposition but inadequate security for Hitachi Capital to approve
- However you feel that the use of EFG is appropriate and explain the key features and terms to the customer
- You submit a proposal to Hitachi Capital following the normal process making it clear it is an EFG proposal and provide all the information that would normally be required e.g. trading figures, net worth statement & accounts

STAGE 3: Credit team

- Credit will review the proposal
- They will confirm the viability and eligibility of the customer
- If approved you will receive a conditional acceptance

STAGE 4: Initiate paperwork

- To enable Hitachi Capital to raise EFG documentation, we will require signed EFG Data Protection and Disclosure Declarations. A copy is available in our document portal with examples on how to complete it
- The Declaration can be signed by one authorised signatory on behalf of the company
- If one of the conditions of the acceptance is that we require guarantees then we will also need additional Declarations signed for each Director/Partner. (NB these are completed in different sections so please refer to our examples on the document portal)

- To help us ensure that the paperwork is correct we will also require:
 - A Financial Summary which is available on our document portal – this is basic information on the customer and transaction
 - EFG calculator
- All the documents can be emailed to the Structured Finance Team – BFStructuredFinance

STAGE 5: EFG web portal paperwork

- Hitachi Capital will raise the EFG paperwork on the figures and summary details you have provided. (NB if these figures change when you have the customer sign the standard Hitachi Capital Finance documents then we will need to raise new EFG paperwork).
- Hitachi Capital will send back to you:
 - State Aid Letter (to be left with the customer)
 - Guarantee Fee Payment Schedule (to be left with the customer)
 - EFG Direct Debit Mandate (to be signed by the customer and sent back)
 - EFG Acknowledgement Letter (to be signed by the customer and sent back)
 - Form of Information Declaration (to be signed by the customer and sent back)

STAGE 6: Activation

- The EFG paperwork and the standard Hitachi Capital finance documents & invoices will need to be emailed over to the Structured Finance Team
- If all the EFG paperwork match the figures on the finance documents then the standard payout procedures and checks will be completed and the agreement activated
- We will confirm with the British Business Bank through the EFG Portal that the deal has been activated and we will set up the direct debit payments for the guarantee fee to be taken quarterly in advance
- The standard process of sending a welcome pack to the customer will be followed