

STAGE 1: Discussing CBILS with the customer

CBILS is appropriate for customers affected by COVID-19 and based on current cash flow they would not be eligible for a finance agreement.

If they can provide evidence to confirm they were eligible pre COVID-19 then we would consider under CBILS.

- You have recognised the customer has a sound borrowing proposition but the assets will not make the Hire Purchase Agreement asset secure OR they require cashflow via a loan If you feel that the use of CBILS is appropriate then please explain the key features and terms to the customer
- Pricing will need to be obtained through your Account Manager
- **DO NOT PROPOSE ON MERCURY.** You will need to provide details on the proposal to your Account Manager Please also provide confirmation of the
 - number of employees in the proposed company
 - any other BIPs (Business Interruption Payments) / CBILS that the customer has received
 - latest accounts, last 4 months bank statements & any management accounts.
 - has a Bounce Back Loan (BBL) been received by the customer

If there has been no impact to their finances we would use our normal product suite.

STAGE 2: 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
- NB: Proposals will be valid for 30 days for Loans and 90 days for Hire Purchase.**

STAGE 3: Initiate paperwork

CBILS Loan

All documentation will be raised by HCBF

- To enable Hitachi Capital to raise CBILS documentation, we will require:
 - A contact name who must be a director of formal authorised signatory of the Customer
 - Position of the contact within the company
 - A valid email address for the signatory
 - Mobile telephone number for the signatory
 - Certified Proof of ID for the signatory, required on all deals*
 - Confirmation of the number of employees, if not already provided
 - Invoice for the Finder's Fee for a Loan

All requests for documentation need to be sent to your Account Manager, who will ensure we have everything we require to document

CBILS Hire Purchase

The BBB documentation will be completed by HCBF & sent to you to forward onto the customer with the Hire Purchase Agreement and any additional documentation requested by credit.

 **Hitachi Capital (UK) PLC**
Business Finance

CBILS Process Guide for Introducer Use V6 19.05.20

Hitachi Capital House, Thorpe Road, Staines-upon-Thames, Surrey, TW18 3HP Tel: 01784 227322 Fax: 01784 227545 www.hitachicapital.co.uk/business-finance

Hitachi Capital Business Finance is a trading style of Hitachi Capital (UK) PLC, Authorised and regulated by the Financial Conduct Authority, Financial Services Register no. 704348. The register can be accessed through www.fca.org.uk.

Registered Office: Hitachi Capital House, Thorpe Road, Staines-upon-Thames, Surrey TW18 3HP, Registered in Cardiff under company no. 1630491.

You will need to raise the Hire Purchase Agreement & any additional supporting documentation requested by credit.

To request the BBB documentation to be raised, please ensure that you have provided:

- A contact name who **MUST** be a director or formally authorised signatory of the Customer
- Position of the contact within the company
- Confirmation of the number of employees, if not already provided
- Confirmation of amount & deposit

Requests for the BBB documentation must be sent to your Account Manager.

Certifying copy documents

***For existing Customers, you may use digital devices to see the original proof documentation, rather than asking the Customer to post originals to you, for you to scan and return them to the Customer. If you do use this method of certification please use the following words on the document you send to your Account Manager.**

- I certify that I have seen the original and that this is a true copy of the original and the picture is a true likeness of the individual as seen via a digital device

If you are unable to certify please contact your Account Manager.

For new Customers, if you are unable to complete normal certification of proof documentation please let us know and we will complete an ID Checker process with the Customer.

STAGE 4: Customer signing documents

- Hitachi Capital will raise the CBILS paperwork based on the financial information provided. If the figures or term change then new paperwork will need to be raised and sent to the Customer.

Hitachi Capital will send the following documents to the customer via DocuSign. DocuSign will guide the Customer through what has to be signed and will provide electronic copies of all paperwork for HCBF and the Customer. You will be copied at key stages in the process:

- 1) **HCBF Finance Agreement Loan** (to be signed by the customer and sent back)
- 2) **CIBLS Data Protection and Disclosure Declarations** (to be signed by the customer and sent back)
- 3) **Guarantee Fee Payment Schedule** showing £0.00 (to be left with the customer)
- 4) **CBILS Borrowers letter** (to be left with the customer)
- 5) **Form of Information Declaration** (to be signed by the customer and sent back)
- 6) **BIP Letter** - includes self-certification to confirm the business has been effected by COVID 19, number of employees and confirmation that the business does not have a turnover over £45m across all directors and shareholders, amalgamated (to be signed by the customer and sent back)
- 7) Additional documentation as per the credit conditions.

CBILS Hire Purchase

You will receive the following BBB documentation from HCBF:

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- 1) CBILS Data Protection & Declaration Disclosure Form for the business. (to be signed by the customer and sent back)

The Declaration can be signed by one authorised signatory on behalf of the company

- 2) Form of Information Declaration. (to be signed by the customer and sent back)
- 3) BIP letter includes self-certification to confirm the business has been effected by COVID-19, number of employees and confirmation that the business does not have a turnover over £45m across all directors and shareholders, amalgamated. (to be signed by the customer and sent back)
- 4) A Guarantee Fee Schedule showing £0.00 (to be left with the customer)
- 5) CBILS Borrowers letter. (to be left with the customer)

You will need to draft the following:

- HCBF Hire Purchase Agreement including a Direct Debit
- Additional documentation as per the credit conditions.

To enable payment we will require:

- 1) **HCBF Hire Purchase Agreement** including a **Direct Debit**
- 2) **Additional documentation as per the credit conditions.**
- 3) **CBILS Data Protection and Disclosure Declarations**
- 4) **Form of Information Declaration**
- 5) **BIP Letter**
- 6) **Proof of ID for the signatory**, required on all deals (see process guide for more information)
- 7) **Supplier Invoice**
- 8) **Your completed Asset inspection including photos (if required)** – If you are unable to complete the asset inspection, let your Account Manager know and they will arrange for Scanmaster to complete an inspection
- 9) **Commission Invoice**, unless self-biller
- 10) **For deposits over £15k** - Confirmation of the date the customer paid the deposit to HCBF.

Please ensure that all the above information is send in one email to enable payment to bfstructuredfinance@hitachicapital.co.uk

A Payment Checklist has been created to assist you in putting the documentation pack together to ensure everything has been provided.

STAGE 5: Activation

- Once we are in receipt of all the required signed documentation, payment will be made.
- We will confirm with the British Business Bank through the CBILS Portal that the deal has been activated.
- The standard process of sending a welcome pack to the customer will be followed.

Awareness

- CBILS awareness test(s) and literature can be found on the documentation portal.
- 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 CBILS support, can competently assess eligibility and accurately explain the key features
- Once you have passed the test, understand how CBILS-Supported Transactions can be structured and you are able to explain the features of CBILS to customers –you are good to go

Please direct all questions to your Account Manager.

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