

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 and corporates

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

- 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.
- Participant in Coronavirus Business Interruption Loan Scheme, with no personal guarantees taken on loans below £250,000. Visit: www.barclays.co.uk/business-banking/borrow/coronavirus-business-interruption-loan

Support for personal customers

Mortgages

- Residential homeowners can apply for a mortgage payment holiday of up to 3 months via our online form <https://www.barclays.co.uk/coronavirus/mortgages/>.
 - ⇒ The online process for buy-to-let landlords should be operational soon.
- Customers can switch from 'capital repayment' to 'interest only' mortgages for up to 12-months.
- A three-month moratorium on repossessions.

Overdrafts

- Waiving all interest on arranged overdrafts until 30 April.

Savings

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

Credit Cards

- An increased contactless limit of £45 from 1 April.
- Temporary credit limit increases to customers facing financial hardship.
- No late payment and cash advance fees for the next 90 days.

Branches

- Working to ensure as many of our branches remain open despite staffing pressures; some open hours changed.
- Prioritising NHS workers in branches.