

What is the Business Banking Resolution Service?



The BBRS provides a free, accessible and independent service to resolve disputes between eligible businesses and participating banks

Business representatives and the banking sector have worked together to design the BBRS to address ongoing complaints from businesses that are not eligible for the Financial Ombudsman Service and so that they have an alternative to challenging a bank in court

How does it work?

The BBRS has two schemes: a historical scheme for unresolved complaints dating back as far as 1 December 2001 and a contemporary scheme for complaints that have arisen since 1 April 2019

Historical scheme:

- ✓ Turnover does not exceed £6.5m per annum
- ✓ Total assets were no more than £5m

Contemporary scheme:

- ✓ Turnover does not exceed £10m per annum
- ✓ Total assets were no more than £7.5m

To use either scheme, businesses must:

- ✓ Be based in the UK
- ✓ Have an ongoing complaint with one of the participating banks
- ✓ Already have raised their complaint with their bank
- ✓ Be within certain size criteria at the time of the complaint








There are different specific eligibility criteria for each scheme which are set out on our website - www.thebbrs.org/eligibility/

Which banks are participating?

There are seven banks participating in the scheme and we hope many more will join.

- **Barclays**
- **Virgin Money** (including Clydesdale Bank and Yorkshire Bank)
- **Danske Bank**
- **HSBC UK**
- **Lloyds Banking Group** (including Lloyds Bank and Bank of Scotland)
- **NatWest Group** (including Royal Bank of Scotland, NatWest and Ulster Bank Northern Ireland)
- **Santander UK plc**

What is the process?

- 1  Businesses register their case with the BBRS by giving their details and information about the complaint they made to their bank
- 2  The BBRS will perform a high-level eligibility check and keep this under review as their case progresses
- 3  Businesses will then be assigned a "Customer Champion" to be their point of contact throughout the BBRS process – they will explain the process to them and provide practical support such as helping customers to identify relevant documents relating to their complaint
- 4  Customers will be given access to the BBRS' online system which will allow them to work efficiently with the Customer Champion to upload documents and evidence¹
- 5  Customers will then be given the chance to see any evidence their bank has submitted and at the same time, the bank will get to see the customers' evidence
- 6  There is an opportunity for the customer and the bank to respond to each other's evidence
- 7  The Customer Champion will then explain the options to the customer to resolve their complaint, these may include:
 - Early settlement
 - Entering into mediation
 - Going to adjudication by one of the BBRS' impartial case assessors

¹An alternative method of working can be arranged for customers that feel uncomfortable using the online system

How can businesses apply to use BBRS?

To find out more about this service, check eligibility or register a case with us, businesses should check our website www.thebbrs.org or get in touch with the team using the details below:

Contact the BBRS | Telephone: 0345 646 8825 | Email: hello@thebbrs.org

