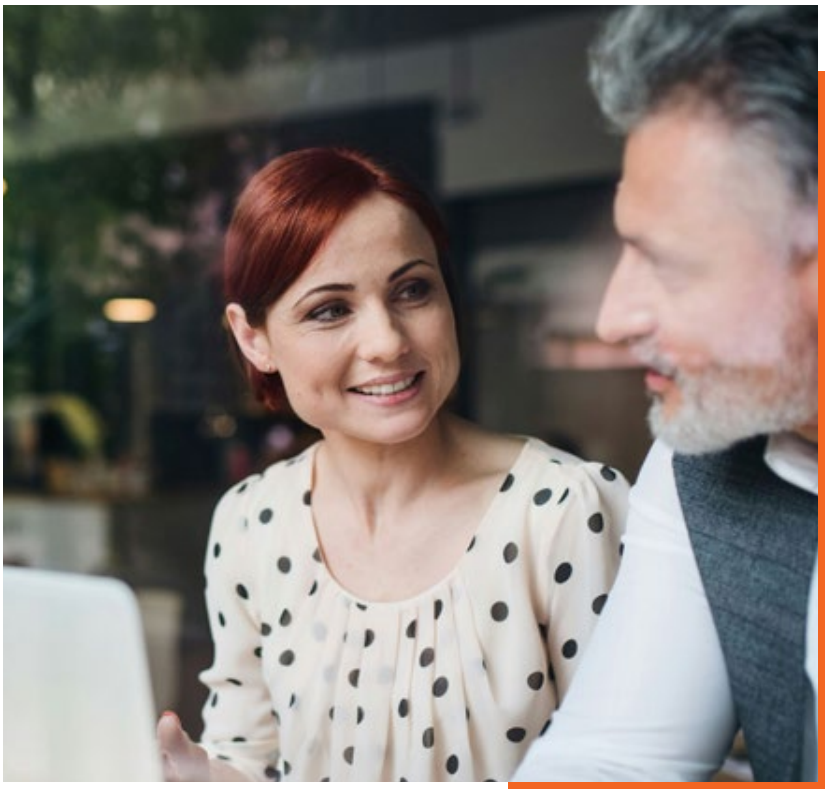
bankinter



From today's decisions to tomorrow's growth

Guide to finance for small and medium-sized enterprises (SMEs)

– Supporting your business

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1.

How Bankinter supports SMEs



Small and medium sized enterprises (SMEs) are a cornerstone of Ireland's economy, playing a vital role in creating jobs and driving growth. We understand the dedication it takes to operate and grow a business, and we are committed to supporting you throughout that journey.

Bankinter is committed to being a trusted partner for SMEs who are focused on expanding, driving growth and building long-term success. That means offering support and guidance and being responsive when you need us most.

When you apply for finance, we're committed to giving you clarity, straightforward guidance and a genuinely personal service.

Whether you're applying for a new loan, a top up or refinancing, you'll receive:

- Personalised support from a dedicated relationship management team.
- Clear, transparent information about costs, terms and lending conditions.
- Realistic timelines, so you know when to expect a decision.
- Constructive feedback, including the reasons if we cannot approve your application and what options you may have.

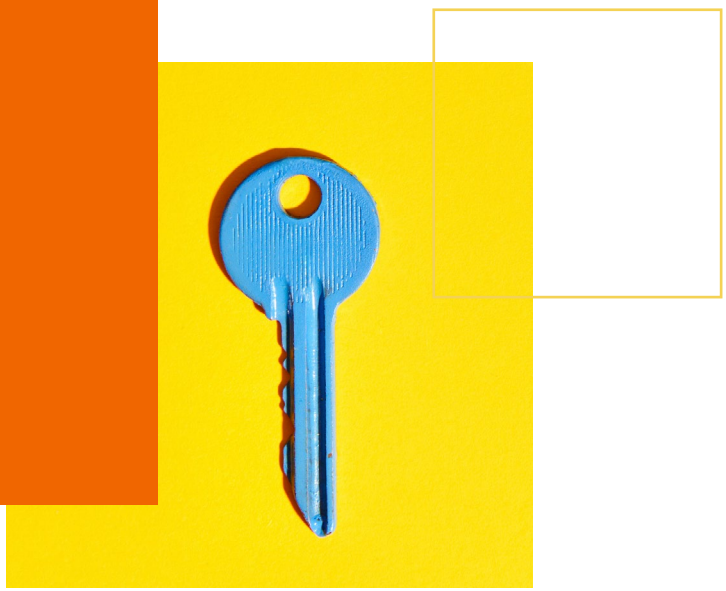
As a regulated entity, Bankinter applies the Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Lending to Small and Medium-Sized Enterprises) Regulations 2015, as amended (the "SME Regulations").

The SME Regulations are relevant whenever Bankinter is involved in offering or arranging credit facilities for SMEs, including initial applications, ongoing management of credit agreements, and the provision of alternative solutions or restructuring options.

This booklet is relevant to Micro, Small and Medium-Sized Enterprises as defined in the SME Regulations. A full copy of the SME Regulations 2015 can be downloaded from https://www.centralbank.ie

2.

Key definitions



Definition of Micro, Small and Medium-Sized Enterprises

Medium-Sized Enterprise: The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.

Small Enterprise: Within the SME category, a small enterprise is defined as an enterprise which employs fewer than 50 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 10 million.

Micro Enterprise: Within the SME category, a micro enterprise is defined as an enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million.

3.

Applying for finance



If you are considering applying for finance, we are available to guide you through our process:

Step 1 → Talk or meet with us
Step 2 → Prepare your business plan
Step 3 → Gather your documentation
Step 4 → Submit your application
Step 5 → Outcome and next steps

Step 1: Talk or meet with us

We welcome the opportunity to meet with growing and established SMEs to understand your funding requirements. You are entitled to request a meeting with us to discuss any proposed application for credit.

To arrange a meeting, please contact us using the Corporate and Commercial email enquiry link on our website www.bankinter.ie/corporate-and-commercial

Bankinter's Corporate and Commercial team focuses on lending transactions with a minimum borrowing requirement of €5 million.

You may consult your financial adviser or accountant in advance and bring them to any meeting with us, if you wish.

Step 2: Prepare your business plan

When applying for finance, we will require certain information so that we can properly assess your request. This will include a business plan which should tell the story of your business clearly and honestly.

Your business plan should address, at a minimum, the following areas:

- Overview of the amount, type and purpose of the borrowing requirement.
- Key people, ownership, what the business does and where it operates.
- Strengths & weaknesses of your business.
- Past performance, current performance, and future goals.
- Risks you've identified and how you intend to manage them.
- Competitive landscape.
- Any other relevant information and data to support your application.

Step 3: Gather your documentation

In addition to your business plan, we will typically request certain information relevant to the size and nature of your business and the type of credit facility being sought.

- Recent financial statements and monthly/quarterly management accounts.
- Financial and cashflow projections for the next 12 months.
- Overview of existing financial commitments to other financial institutions (if relevant).
- Current aged debtor and creditor listings.
- Independent property valuations (if relevant).
- Six months of business current account statements.
- Up to date statement of affairs for borrowers, guarantors, or key shareholders.
- Confirmation of current tax position (Tax Clearance Certificate where appropriate).
- Any additional information considered relevant to the assessment.

Step 4: Submit your application

Once all requested information is received, we will acknowledge receipt of your application and advise that we are ready to move to the assessment stage.

Every application is assessed on its own merits in line with our policies and procedures, ensuring fairness, relevance, and proportionality. Key factors typically considered include:

- Your banking history, including loan repayments and credit record.
- The purpose and size of the facility requested.
- The ability of your business to service the proposed repayments alongside other financial commitments.
- The wider business environment and sector outlook.
- The type and level of security available (where personal guarantees are required, their implications will be clearly explained).

We may require security for lending facilities where we consider it reasonable and proportionate, taking into account the nature and amount of the facility and the borrower's individual circumstances. Where security is sought, we will clearly explain the reasons for this requirement and outline the potential implications of providing it.

We strive to provide a credit decision within 15 working days from receipt of full requested information. If we require additional time or further information, we will contact you within 15 working days of receiving your application, where applicable. In such cases, we will confirm the anticipated timeline for providing you with a credit decision, subject to receiving any requested additional information.

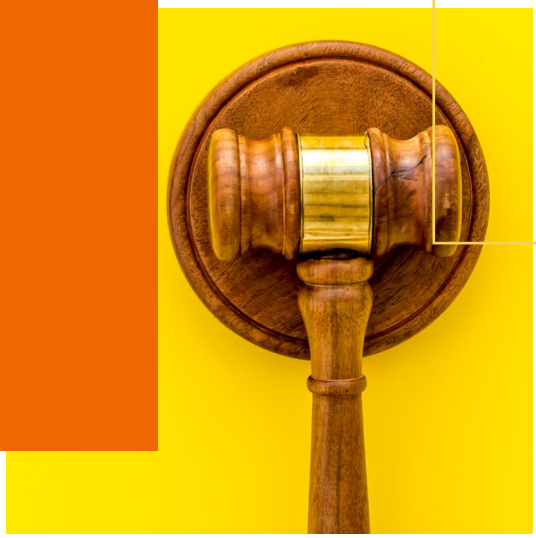
Step 5: Outcome and next steps

Once your application has been assessed, we will confirm the decision in writing. If approved, the facility agreement will set out the terms and conditions, including the interest rate and any applicable fees or charges.

Where an application is declined (or partially declined), we will explain the reasons in writing and inform you of our Appeals process. A credit refusal does not negatively affect your credit rating.

4.

Appeals



You can appeal to us if we:

(a) refuse to offer an alternative arrangement (a change to the terms of your credit facility to address arrears or financial difficulties);

(b) offer you an alternative arrangement on terms you do not accept; or

(c) require a special term or condition in order to provide an alternative arrangement.

If your business is a micro or small enterprise, you can also appeal to us if we:

(a) refuse your application for credit, in full or in part;

(b) require a special term or condition in order to grant credit, including a requirement for security or a guarantee;

(c) withdraw or reduce a credit facility; or

(d) classify your business as not co-operating in relation to financial difficulties.

If you wish to appeal, please submit your appeal in writing to CorpComm@bankinter.ie or to your relationship manager within 20 working days of receiving our decision.

We will conduct a full review of your appeal and issue a response within 15 working days of receiving it. If we need longer, for example because we need more information from you, we will write to you before then to explain why and when you can expect our response.

5.

Credit Review Service



The Credit Review Service (*An tSeirbhís um Athbhreithniú Creidmheasa*) is an independent statutory body that reviews certain credit decisions made by lenders. It is separate from Bankinter and from our internal appeals process.

You may be able to apply to the Credit Review Service if your business is an SME or a farmer, the credit facility is between €1,000 and €3,000,000, and the agreement is governed by Irish law. The decisions it can review include a refusal of credit, a withdrawal or reduction of credit, and an offer on terms you reasonably consider so onerous that they amount to a refusal.

If our internal appeals process applies to the decision, the Credit Review Service may decline to review it unless you have used our process first. The Credit Review Service charges a fee for applications, and strict time limits apply.

Credit Review Service
The Plaza
East Point Business Park
Dublin 3
D03 E5R6

Phone: 0818 211 789
Email: info@creditreview.ie
Website: www.creditreview.ie

6.

Complaints



If you wish to make a complaint, please contact your relationship management team. We will acknowledge, investigate, and keep you updated throughout the process.

We will acknowledge your complaint in writing within 5 working days and provide you with a point of contact. We will update you at least every 20 working days and aim to resolve your complaint within 40 working days.

You may be entitled to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO). Your eligibility to do so will depend on whether you fall within the category of persons who are permitted to make a complaint under the FSPO's statutory remit. It is important to note that the complaint must first go through our internal complaints process.

The FSPO is an independent and free service established to resolve complaints of this nature. Their contact details are as follows:

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
D04 VH2

Phone: +353 1 567 7000

To find out more about the FSPO, including how to check if you are eligible and how to make a complaint, please visit https://www.fspo.ie

7.

Useful websites



www.microfinanceireland.ie
www.neh.gov.ie
www.localenterprise.ie
www.bpfi.ie
www.ibec.ie/sfa
www.isme.ie
www.centralbank.ie
www.enterprise-ireland.com
www.creditreview.ie

We accept no responsibility for the content or availability of third-party websites.

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