



HM Treasury, 1 Horse Guards Road, London, SW1A 2HQ

Kevin Hollinrake MP
House of Commons
London
SW1A 0AA

03 August 2021

Dear Kevin,

Business Bank Resolution Service (BBRS)

Thank you for your letter of 23 July to the Chancellor of the Exchequer, regarding the Business Bank Resolution Service (BBRS). I am replying as the minister responsible for this policy area.

The Government welcomed the launch of the BBRS in February 2021, as it is keen to see larger SMEs, for the first time, have access to redress for unresolved complaints. As you know, this was a key recommendation in the Simon Walker review of 2018, and the Government is pleased the industry has stepped up to respond to this. I am grateful for your participation in the Implementation Steering Group, where the eligibility criteria were approved before the service launched.

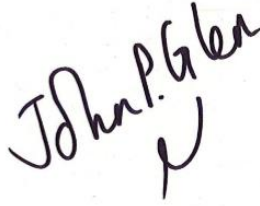
I note your concerns that businesses who have already had access to a previous redress scheme are not eligible to access the BBRS. The Government's view on historic claims remains unchanged from January 2019 as set out by the former Chancellor – Philip Hammond – who stated that the scheme should provide an opportunity for resolution to SMEs who have not previously been able to take their complaint to an independent review.

You have also requested that I write to the Chief Executives of UK Finance and the BBRS member banks, encouraging them to revisit the eligibility criteria. The Government has always been clear that as the BBRS is a voluntary initiative by industry, it would be inappropriate for Government to comment on specific operational matters beyond the high-level guidance already provided. The BBRS' credibility, authority and value to SMEs would be undermined if the Government were to intervene in this way.

The Government will continue to monitor the outcomes of the BBRS, with our officials engaging with SME representatives, banks, and the BBRS on progress.

Thank you once again for taking the time to make me aware of your concerns.

Best wishes,

A handwritten signature in black ink that reads "John P. Glen" with a stylized flourish underneath.

JOHN GLEN