

## Credit risk management

**Customer outcome:** business customers will be supported by pro-active and reactive measures designed to identify signs of financial stress.<sup>3</sup>

**Firms will achieve this:** with systems and controls that are capable of identifying, across the relevant products held, where customers may be showing signs of financial stress and pro-actively engaging with the customer to agree an appropriate solution.

---

1. The customer should be told what information, if any, will be required to allow the Firm to monitor the business' performance and how and when this should be provided.
2. As appropriate, a sufficient level of monitoring of a customer's borrowing should be undertaken to help determine if the customer is exhibiting signs of financial stress. Where relevant, appropriate support should be offered.
3. Firms should have appropriate triggers and processes in place to help identify customers who are showing signs of financial stress and should engage with these customers in a supportive and open manner.
4. Firms should ensure that relevant customer facing employees are sufficiently trained and skilled to help them to identify and deal with those customers who may be showing signs of financial stress.
5. Where a customer is identified by an intermediary as showing signs of financial stress, a referral process should be in place which enables the Firm to deal with the customer in line with its policies and processes.
6. Firms should undertake monitoring and assurance work to ensure that their policies and processes are designed and are operating effectively in identifying and supporting customers who are showing signs of financial stress.

---

<sup>3</sup> The customer has not yet defaulted but information available to the Firm suggests that the business may be showing signs of being in financial difficulty.