

WELSH LANGUAGE CHARTER

At Metro Bank we want to create **FANS** not customers... **FFANS** nid cwsmeriad – and we can't wait to do this in Wales.

As Metro Bank opens its first store in Wales in 2020, we recognise that the Welsh language provides an identity and a sense of belonging for many in the country. As a bank that is committed to the community, we are proud to support the Welsh Government and its initiatives to enable Welsh speakers the opportunity to use the language on a day to day basis.

Metro Bank has been working to develop ways that we can offer a practical and valuable Welsh language service for our customers. We will continually look to improve our offering as we launch into Wales and become part of the local community.

What our commitments mean for customers and colleagues in Wales:

1. All of our colleagues have the opportunity to learn the Welsh Language. In our Welsh stores you will be able to recognise Welsh-speaking colleagues as they will be wearing the laith Gwaith – the logo used to identify fluent speakers or learners.
2. In our Welsh stores most of our digital boards and written signage will be in both Welsh and English.
3. Money Zone, our free financial education programme for schools and youth groups, will be delivered in both English and Welsh depending on the group's preference.
4. Our stores act as a hub for the local community, hosting regular business networking events. In our Welsh stores these events will welcome both English and Welsh speakers and will celebrate the Welsh culture.
5. Of course as a dog-friendly bank, our Welsh speaking canines are most welcome.