



Climate, Purpose and ESG measures supplement Q3 2021

This document provides an overview of NatWest Group's performance and measurement for a selection of our Climate, Purpose and ESG measures. The data includes our performance against our Purpose-led strategy. The information provided supplements the business performance summary section of the NatWest Group plc Q3 2021 Interim Management Statement.

These Climate, Purpose and ESG measures are not measures within the scope of International Financial Reporting Standards (IFRS) and are not a substitute for our financial statements prepared in accordance with IFRS. This document should be read in conjunction with the 2020 NatWest Group plc Annual Report and Accounts (including the section entitled Risk factors with special regard to the risk factors in relation to Climate and sustainability related risks), the 2020 Climate-related Disclosure Report (including section 5.7 entitled Caution about climate metrics), the 2020 ESG Supplement (including the section entitled Important information) and other information available on natwestgroup.com.

Basis of preparation

The Basis of preparation for selected Climate, Purpose and ESG measures is set out in the 2020 ESG Basis of Reporting available on natwestgroup.com. The following additional measures are included in this document:

- Climate: Exposures to heightened climate-risk related sectors refer to gross loans to banks and customers - amortised cost and FVOCI as well as related loan commitments and contingent liabilities.
- Climate: Energy Performance Certificate (EPC) mortgage data has been sourced from the Energy Performance of Buildings for England and Wales published by the Ministry of Housing, Communities and Local Government's open data source. For the portfolio in Scotland, we have sourced EPC data from the Public Available Data Extracts site of the Energy Saving trust, published by the Scottish Government.
- Enterprise: Data for the number of interventions and individuals supported is sourced from Entrepreneur Hub regional partners and included within the period during which they are reported by the Entrepreneur Hub regional partners.

Key sources of estimation uncertainty

This document requires the application of a number of key judgments, assumptions and estimates. The key judgments relate to the classification of Climate and Sustainable Funding and Financing activities. Limitations regarding EPC data are included within section 1.c.

The measures included in this document are:

Category	Number	Ambition	Section
Climate	1.a	Championing climate solutions	Climate and Sustainable Funding and Financing
	1.b	Embedding climate into our culture and decision making	Heightened climate-related risk sectors Helping to end the most harmful activity
	1.c	Accelerating the speed of transition	Residential energy efficiency Retail Banking Green Mortgage products
Enterprise	2.a	The biggest supporter of enterprise in the UK and Ireland	Individuals and businesses supported through enterprise programmes and interactions
	2.b	Entrepreneur accelerator hubs	Entrepreneurs in the accelerator hubs, investment raised and turnover generated
Learning	3.a	Enhancing the financial capability of the UK and Ireland	Financial capability interactions
	3.b	Helping people make better financial decisions	Customers helped to start saving
Customer	4.a	Improving digital capability	Digital activity

Important information related to this document

There are currently no globally consistent, comparable, recognised or accepted industry standards or practices for measuring ESG performance and defining ESG metrics. We anticipate that standards and definitions will develop and consolidate over time and we continue to review, enhance and align our methodologies and framework for reporting our Climate, Purpose and ESG measures in line with these developments. Therefore, data and measurements of this nature are subject to variations in definitions, collection and reporting methodology, often with no comparable standards across our industry. This may result in non-comparable information between organisations and between reporting periods within organisations as methodologies develop. To support transparency about our process for reporting this data and measures, NatWest Group developed a Basis of Reporting document for 2020, which details our approach, scope and controls for selected ESG measures. It should be read together with this document and is available on natwestgroup.com. This document has been prepared by NatWest Group for information and reference purposes only and it is intended to provide non-exhaustive, indicative and general information only and does not purport to be comprehensive. For cautionary and forward-looking statements refer to page 10 of this document.

Our Purpose is to champion potential, helping people, families and businesses to thrive. There are three focus areas of Our Purpose where we can make a meaningful contribution to our customers, colleagues and communities: climate, enterprise and learning. We will lead the fight against climate change by playing an active role in the transition to a low-carbon economy. As the champion of businesses in the UK and Ireland we will remove barriers to enterprise and help the economy build back better. And we will build financial capability by helping those who want to take control of their finances and their futures to make the most of their money. NatWest Group is the principal banking partner of COP26, underscoring our ambition to be a leading bank in addressing climate change.

1.a Championing climate solutions

NatWest Group has an ambition to play a leading role in championing climate solutions by supporting its customers' transition towards a Net Zero Carbon, climate-resilient and sustainable economy through Climate and Sustainable Funding and Financing.

During H1 2021 NatWest Group exceeded its 2020-21 target of providing an additional £20 billion Climate and Sustainable Funding and Financing in the two years ended 2021. In October 2021, NatWest Group announced a new target to provide an additional £100 billion of Climate and Sustainable Funding and Financing between 1 July 2021 and the end of 2025.

In the nine months ended 30 September 2021 NatWest Group completed £11.4 billion Climate and Sustainable Funding and Financing. This comprised £6.9 billion in NatWest Markets, £3.4 billion in Commercial Banking, £0.6 billion in RBS International and £0.5 billion in Retail Banking.

Between 1 July 2021 and 30 September 2021 NatWest Group completed £2.0 billion Climate and Sustainable Funding and Financing which will contribute towards the new £100 billion target. This comprised £0.9 billion in Commercial Banking and £0.5 billion in both Retail Banking and NatWest Markets.

The table below summarises NatWest Group Climate and Sustainable Funding and Financing activity.

Climate and Sustainable Funding and Financing (1)	Nine months ended 30 September 2021		Quarter ended 30 September 2021		Half year ended 30 June 2021		Full year ended 31 December 2020	
	Number of deals	£m	Number of deals	£m	Number of deals	£m	Number of deals	£m
Green wholesale lending (2)	59	1,090	14	172	45	918	101	2,528
Residential mortgages with EPC A or B (3)	-	541	-	541	-	-	-	-
Green bond public issuances and green private placements (4)	40	5,957	8	507	32	5,450	36	5,030
Green loan underwriting (4)	2	153	-	-	2	153	-	-
Sustainability Linked Loans (5)	28	2,281	10	575	18	1,706	28	2,633
Sustainability Linked Bonds and Private Placements (5)	1	36	1	36	-	-	-	-
Other wholesale general purpose lending or wider financing within the CSFI criteria (6)	15	1,369	2	129	13	1,240	21	1,823
Total	145	11,427	35	1,960	110	9,467	186	12,014

(1) For the quarter ended 30 September 2021, the NatWest Group 2021 Climate and Sustainable Finance Inclusion Criteria (CSFI criteria) published in February 2021 has been used to determine the assets, activities and companies that are eligible to be counted. This CSFI criteria includes lending to personal customers for properties with EPC A and B ratings, which wasn't included in the 2020 CSFI criteria used to determine the assets, activities and companies that were eligible to be counted towards the previous £20 billion Climate and Sustainable Funding and Financing target between 2020 and 2021. As a result, personal lending has only been included for the three months ended 30 September 2021, when the 2021 CSFI criteria became applicable. NatWest Group's own Green, Social and Sustainability (GSS) bond issuances are not included in the table above.

(2) Specific purpose lending to wholesale customers within the scope of the CSFI criteria. Lending amounts represent total commitment and include any undrawn portion of committed credit limits.

(3) Amounts include Retail Banking EPC A and B rated mortgages only. Refer to sections 1.b and 1.c for data availability and limitations related to EPC data.

(4) Underwriting of specific use of proceeds debt capital market issuances for projects expenditures, as well as Green loan underwriting when clients meet the CSFI criteria. Amounts represent the NWM Group share of the notional (total underwriting amount lead managed by NWM Group), based on the number of underwriters within a specific deal. During the nine months ended 30 September 2021 40 Green bonds and private placements totalling a notional amount of £27.4 billion (36 deals, £22.7 billion during full year 2020), account for c.14% of the total lead managed transactions by NWM Group during the period (c.4% for full year 2020).

(5) Sustainability Linked Loans, Bonds and Private Placements made to customers and clients, in line with Loan Market Association (LMA) Sustainability Linked Loan principles and International Capital Market Association (ICMA) Sustainability Linked Bond principles where deal targets include green performance indicators, aligned to CSFI criteria.

(6) In addition to transactions that directly meet CSFI criteria based on use of proceeds for green purposes, the CSFI criteria also includes certain general purpose loans and wider financing (including bonds and private placements) to a customer who can evidence (to NatWest Group's satisfaction through review of the customers' profit and loss statement) 50% or more of revenues from the categories and sectors outlined in the criteria. In the nine months ended 30 September 2021, the £1,369 million included above comprised loans of £939 million and bonds and private placements of £430 million.

- The increase in green bond public issuances and green private placements during the nine months ended 30 September 2021 reflects the notable increase in both the supply of, and the demand for, such instruments and underwriting commitments.
- Sustainability Linked Loan growth in the nine months ended 30 September 2021 follows the increased volume of borrowers seeking to reflect sustainability objectives and targets in their loans financing.

1.b Embedding climate into our culture and decision making

Heightened climate-related risk sectors

As part of its risk management activity, NatWest Group identified 13 sectors within its wholesale portfolio as exposed to heightened climate-related risk impacts⁽¹⁾. The Residential mortgages portfolio has also been identified as exposed to heightened climate-related risk impacts⁽¹⁾ based on analysis conducted at a property level. The table below summarises loan exposures^(2,3) to these sectors, the amounts reported include all lending to customers including climate and sustainable lending.

	As at 30 September 2021				As at 31 December 2020			
	Loans (2)	Off-balance sheet (3)	Total sector exposure	Total sector exposure as a % of NatWest Group	Loans (2)	Off-balance sheet (3)	Total sector exposure	Total sector exposure as a % of NatWest Group
Residential mortgages (4)	198,814	15,444	214,258	42.7	190,516	14,557	205,073	40.5
Commercial real estate	19,240	7,664	26,904	5.4	23,414	7,831	31,245	6.2
Housing associations	8,180	6,151	14,331	2.9	7,927	5,749	13,676	2.7
Automotive	6,208	4,056	10,264	2.0	6,303	4,307	10,610	2.1
Power utilities	3,870	6,170	10,040	2.0	3,469	6,355	9,824	1.9
Land transport and logistics	4,594	3,312	7,906	1.6	4,802	3,979	8,781	1.7
Agriculture	5,124	1,072	6,196	1.2	5,337	1,252	6,589	1.3
Construction	4,904	1,809	6,713	1.3	5,024	2,089	7,113	1.4
Oil and gas	1,575	1,872	3,447	0.7	1,561	2,571	4,132	0.8
Airlines and aerospace	1,699	1,781	3,480	0.7	2,007	2,103	4,110	0.8
Building materials	1,338	1,458	2,796	0.6	1,710	1,728	3,438	0.7
Shipping	895	81	976	0.2	1,042	211	1,253	0.2
Chemicals	396	687	1,083	0.2	539	825	1,364	0.3
Mining and metals	388	783	1,171	0.2	450	755	1,205	0.2
Total heightened climate-related risk sectors	257,225	52,340	309,565	61.7	254,101	54,312	308,413	60.9
Total NatWest Group	374,000	127,742	501,742	100.0	372,399	133,635	506,034	100.0

(1) Refer to pages 75 and 76 of the NatWest Group plc 2020 Annual Report & Accounts for further detail.

(2) Loans to customers and banks - amortised cost and FVOCI. This table shows gross loans only and excludes amounts that are outside the scope of the Expected Credit Loss (ECL) framework.

(3) Off-balance sheet includes loan commitments and contingent liabilities.

(4) Includes a portion of secured lending in Private Banking, in line with the ECL calculation methodology.

(5) As EPC data for Scotland was available from August 2021, lending during the period includes Scotland EPC data for August 2021 and September 2021 only.

Total exposure to heightened climate-related risk sectors increased by £1.2 billion during the nine months ended 30 September 2021, primarily reflecting:

- Residential mortgages total sector exposure increased by £9.2 billion compared with 31 December 2020, with strong purchase demand in the UK assisted by the extension of the stamp duty holiday. Within Retail Banking, gross new mortgage lending, excluding additional lending to existing customers, with an EPC rating of A or B was £2.6 billion during the nine months ended 30 September 2021⁽⁵⁾. This amounted to 14% of Retail Banking new mortgage lending in the period, where EPC information is available (refer to section 1.c for EPC data availability and limitations).
- Wholesale sectors reduced by £8.0 billion compared with 31 December 2020 reflecting net repayments and foreign exchange rate movements. The Housing associations sector increased by £0.7 billion primarily reflecting support for the development and refurbishment of affordable homes.

Helping to end the most harmful activity

NatWest Group has committed to stop lending and underwriting to companies with more than 15% of activities related to thermal and lignite coal, and to all major Oil and Gas producers, unless they have a credible transition plan (CTP) aligned with the 2015 Paris Agreement in place by the end of 2021. Additionally, a full phase-out from coal is planned by 2030.

We are continuing the process of assessing the CTPs of in scope customers and expect to complete this by the end of 2021. These will include considering the impact of legislative requirements and policy developments alongside customer transition plans. In addition, we are tightening our Environmental, Social and Ethical (ESE) policies to prohibit new lending and underwriting to coal customers. We intend to engage with in scope customers during Q4 2021 to discuss the outcomes of our assessments, as well as how we can support their transition away from fossil fuels to low carbon technologies, as appropriate.

Total exposure to the Oil and gas sector decreased by £0.7 billion compared with 31 December 2020, due to net repayments in the course of normal business and the tighter lending criteria now in place for this sector. As at 30 September 2021 the exposure to Oil and gas majors amounted to £1.0 billion (31 December 2020 - £1.3 billion), representing 29% of the total exposure to the Oil and gas sector.

Total exposure of £0.6 billion to customers with more than 15% of activities related to thermal and lignite coal related mining, power generation and trading activities as at 30 September 2021 (31 December 2020 - £0.6 billion) is included in the table above.

1.c Accelerating the speed of transition

NatWest Group is committed to supporting its UK and Ireland mortgage customers to become more energy efficient, with an ambition for 50%⁽¹⁾ of its mortgage book to be at or above EPC C or equivalent rating by 2030.

Residential energy efficiency

The table below summarises the energy efficiency of the Retail Banking residential mortgage portfolio⁽²⁾ by EPC rating, with A indicating the best and G the worst in terms of energy efficiency. As at 31 December 2020, EPC data was available for England and Wales only. During Q3 2021, EPC data became available for Scotland and is included in the 30 September 2021 analysis. The UK, excluding Northern Ireland, Retail Banking mortgage portfolio makes up £168.1 billion or 85%, of the total Residential mortgage portfolio of NatWest Group and 98% of the total Retail Banking mortgage portfolio.

Including EPC data for Scotland, data is available for mortgages amounting to £106.8 billion as at 30 September 2021, analysed below, (31 December 2020 - £92.9 billion - England and Wales only). This accounts for 64% of the UK, excluding Northern Ireland, Retail Banking mortgage portfolio (31 December 2020 - 66% - England and Wales only).

EPC Rating	As at 30 September 2021	As at 31 December 2020
	% of portfolio with EPC data available	% of portfolio with EPC data available
A and B	15	14
C	23	22
D	42	43
E	16	17
F and G	4	4
Total	100	100

Retail Banking Green Mortgage products

The Green Mortgage purchase product⁽³⁾ was launched in October 2020 and the Green remortgage product⁽³⁾ was launched in July 2021. Retail Banking Green Mortgage products offer a lower interest rate for customers purchasing, porting or remortgaging a property with an EPC rating of A or B, rewarding them for helping drive the UK transition towards a low carbon economy. Retail Banking completed Green Mortgages with a value of £565 million during the nine months ended 30 September 2021.

- (1) Percentage of aggregate UK and Ireland mortgage exposure.
- (2) Data source and limitations: EPC data has been sourced from the Energy Performance of Buildings for England and Wales published by the Ministry of Housing, Communities and Local Government's open data source. The data is drawn from EPCs issued for domestic and non-domestic buildings constructed, sold or let since 2008. It provides information on the energy efficiency ratings of domestic and non-domestic buildings during the energy assessment process. The registers do not hold data for every domestic and non-domestic building, or every building occupied by public authorities in England and Wales. For the mortgages on properties in Scotland we are sourcing EPC data from the Public Available Data Extracts site of the Energy Saving trust, published by the Scottish Government. This data is updated quarterly and contains energy certificates from the start of 2013. NatWest Group continues to engage with the Government and Regulators to enhance EPC rating data availability, and disclosure, including through the 'Improving home energy performance through lenders' consultation issued by the Department for Business, Energy and Industrial Strategy. An EPC is required when a building is constructed, sold or let, and is valid for 10 years. As a result, the EPC analysis on this page is based on EPC data at the time it was last available.
- (3) Retail Banking Green Mortgage products relate only to mortgages for energy efficient homes (EPC A or B rated) and are aligned to the World Green Building Council definition of green mortgages, which has Pioneer status with the Green Home Finance Principles established by the Green Finance Institute.

2.a The biggest supporter of enterprise in the UK and Ireland

NatWest Group aims to remove barriers to UK and Ireland enterprise growth. During H1 2021, we exceeded our 2021 target to support 35,000 individuals or businesses through enterprise programmes and are on track to reach 200,000 interventions or interactions to start, run and grow a business. Between 2020 and 2023, we aim to reach 500,000 interactions and interventions and support the creation of 50,000 incremental new businesses.

The target distribution for the individuals or businesses supported is 75% to UK regions outside of London and the South East; 60% to female, 20% to Black, Asian, and Minority Ethnic; and 10% to people intending to create purpose-led businesses.

The table below summarises activity in the period to support our aim to remove barriers to UK and Ireland enterprise growth through the provision of learning, networking, and funding interventions.

	Nine months ended 30 September 2021			Half year ended 30 June 2021			Full year ended 31 December 2020	
	Interventions (1)	Individuals and Businesses supported (2)	New businesses (3)	Interventions (1)	Individuals and Businesses supported (2)	New businesses (3)	Individuals and Businesses supported (2)	New businesses (3)
Total	148,298	42,561	762	87,584	35,079	247	60,788	1,926
Of which:								
<i>Business Builder</i>	23,848	12,757	-	14,643	8,001	-	16,076	-
<i>Start-up Support (4)</i>	25,016	3,065	386	21,882	2,659	247	21,812	1,033
<i>Dream Bigger</i>	21,236	21,236	-	20,343	20,343	-	15,336	-
<i>Other (5)</i>	78,198	5,503	376	30,716	4,076	-	7,564	893
Of which: (6)								
<i>Female %</i>		60%			53%		80%	
<i>Black, Asian and Minority Ethnic (%)</i>		26%			32%		26%	
<i>UK regions outside of London and the South East (%)</i>		74%			76%		72%	
<i>People intending to create purpose-led businesses.(%)</i>		53%			49%		52%	

- (1) Represents total number of interventions or interactions submitted by enterprise programmes and partners, measured for 2021 only. The target for the year ending 31 December 2021 is 200,000.
- (2) Represents total number of interventions or interactions submitted by enterprise programmes and partners where a unique email address is provided to identify the individuals. Duplications are removed. The target for 2021 is 35,000.
- (3) Represents number of businesses started with unique email addresses submitted by our enterprise programme and partners. Duplications are removed. The target by year end 2023 is 50,000.
- (4) Start-Up Support represents number of interventions created via Regional Partners. Back Her Business programme ended on 31 December 2020 and was replaced by Start-up Support programmes in 2021 which includes a number of new programmes to support new businesses.
- (5) All other initiatives (including Swoop, Accelerator Events, Women in Business, Prince's Trust) that contribute to this target.
- (6) Based on proportion of population that disclosed information.

- Entrepreneur interventions in the period were 148,298 against a full year target of 200,000. Interventions included support for established businesses (96,039 interventions), young enterprise (23,240) and start-ups (29,019).
- Individuals supported in the period were 42,561, exceeding the full year target of 35,000. The target was met early due to the expansion of the Dream Bigger programme, including a nationwide collaboration with The National Enterprise challenge. The reduction in the proportion of female entrepreneurs supported in the period reflects further initiatives being launched to support minority ethnic, regional, and purpose-led entrepreneurs.
- New businesses created is down from 2020 following two of the programmes contributing to this activity, the Back Her Business programme and the Skills and Opportunities Fund, closing as planned in late 2020. New businesses created is currently only tracked via one programme, however, an enhanced tracking solution which will retrospectively capture wider NatWest Group activity is anticipated to be available late in 2021. In addition, a new programme of activity is due to be launched in early 2022.

2.b Entrepreneur accelerator hubs

Entrepreneur Accelerator is NatWest Group's fully-funded flagship entrepreneur programme. The programme aims to support high-growth potential businesses with ambitions to scale across the UK. The following table summarises activity in the period.

	Nine months ended 30 September 2021	Half year ended 30 June 2021	Full year ended 31 December 2020 ⁽¹⁾
Total number of entrepreneurs in the current cohort	516	725	1,230
<i>Of which:</i>			
<i>Female (%)</i>	44%	42%	43%
<i>Black, Asian and Minority Ethnic (%)</i>	22%	20%	18%
<i>UK regions outside of London and the South East (%)</i>	76%	74%	81%
<i>Of which:</i>			
<i>Number onboarded to current cohort in period with a core offer supporting sustainable activities</i>	71	187	268
Investment raised (£m)	45	25	56
Turnover generated (£m)	108	71	128

(1) Individuals onboarded to an Accelerator programme in one of our 12 hubs across the UK. This includes the October 2019 intake (in the cohort Jan – Mar 20) as well as the extended April 2020 intake (increased from six months to approximately ten months).

- In 2021 the entrepreneur programme continues to be offered fully virtually. Of the new cohort onboarded in June 2021, the total number of entrepreneurs in the programme as at 30 September 2021 is 516.
- The 725 entrepreneurs in the cohort as at 30 June 2021 included individuals from previous cohorts where programmes had been extended beyond 6 months.
- For the nine month period ended 30 September 2021, the Entrepreneur Accelerator programme ran c.760 events with more than 20,000 attendees.

3.a Enhancing the financial capability of the UK and Ireland

NatWest Group had set a strategic target of 2.5 million financial capability interactions per year in 2020. In 2021, a more stretching target of 15 million interactions between 2020 and 2023 was set. The new stretch target more accurately reflects a wider set of financial capability products and features that NatWest Group offers. The yearly target for 2021 was subsequently set to 3.2 million financial capability interactions, which has been exceeded in the nine months to 30 September 2021.

To ensure that we have a consistent approach to financial capability across our product offering, for the nine months to 30 September we measured a wider list of both new and existing financial capability products, services and tools against three essential criteria: (a) Provision of knowledge/skills; (b) Active engagement; and (c) Encouraging a change in behaviour.

The following additional initiatives met the agreed criteria and were approved by internal governance to contribute towards the financial capability target:

- Digital Financial Health Check
- Spending feature
- Know My Credit Score
- Plan Ahead
- Digital Regular Saver
- Investing journeys
- Financial education (adult)
- Fraud workshops (Coutts and Youth)

The table below summarises financial capability interactions in the period by programme.

	Nine months ended 30 September 2021 ⁽¹⁾	Half year ended 30 June 2021 ⁽¹⁾	Full year ended 31 December 2020 ⁽¹⁾
Financial capability interactions	'000	'000	'000
MoneySense	991	786	1,433
Financial Health Checks ⁽²⁾	749	535	992
Financial Capability products and features ⁽³⁾	3,202	2,751	210
Fraud education ⁽⁴⁾	93	69	238
Financial education (adult) ⁽⁵⁾	6	5	
Total	5,041	4,146	2,873

(1) Values for the nine months ended 30 September 2021 include additional initiatives approved during 2021 for inclusion in the financial capability target. Values for the six months ended 30 June 2021 have been revised to include these additional initiatives. Products and offers included within 31 December 2020 are MoneySense, Financial Health Checks (not including Digital Financial Health Check), the Savings Goal tool (now included within Financial Capability products and features) and Friends against scams (replaced by Fraud education).

(2) Financial Health Checks as at 30 September 2021 includes Digital Financial Health Check.

(3) The Savings Goal tool metric is now one of a number of measures which now make up the metric group 'Financial Capability products and features, now including Know my Credit Score, Plan Ahead, NatWest Invest, Spending feature and Digital Regular Saver.

(4) Fraud education was formally known as Friends against scams and has been renamed to now include Youth and Coutts Fraud workshops.

(5) Financial education (adult) is a new initiative workshop launched in 2021.

- During the period to Q3 2021 over 5 million interactions were completed against the full year target of 3.2 million, exceeding our 2021 target by more than 50% including the additional initiatives which met the agreed criteria above and were approved by internal governance to contribute towards the NatWest Group financial capability target.

3.b Helping people make better financial decisions

NatWest Group has a target to support 2 million customers to start saving between 2020 and 2023. The table below shows the number of customers helped to start saving in the period.

	Nine months ended 30 September 2021	Half year ended 30 June 2021	Full year ended 31 December 2020 (1)
	'000	'000	'000
Number of customers helped to start saving	377	273	600

(1) Includes instances where customers had existing savings with other banks and transferred them into a NatWest Group account.

- For the nine month period ended 30 September 2021, 377,175 customers were supported to start saving with a cumulative total of 978,185 customers to date against the strategic target of 2 million by 2023. Activity in the period was supported by strong campaign work including the successful August prize draw for customers opening a Digital Regular Saver, enhancements to our customer prompts and continued uptake and use of the Savings Goal tool.

4.a Improving digital capability

The table below summarises digital activity and digital adoption in the period.

	Nine months ended 30 September 2021	Half year ended 30 June 2021	Full year ended 31 December 2020
Digitally active customers (millions) (1)	9.7	9.6	9.4
<i>Of which:</i>			
<i>Mobile users</i>	8.1	8.0	7.7
<i>Online users</i>	4.3	4.4	4.7
Retail Banking customers exclusively using digital channels (%) (2)	59%	60%	58%
Video banking appointments per week (thousands) (3)	11.0	11.7	3.3
Artificial intelligence – Cora interactions (millions) (4)	8.5	5.7	9.0
<i>Of which:</i>			
<i>Retail Banking</i>	8.1	5.4	8.4
<i>Commercial Banking</i>	0.4	0.3	0.6
Interactions that required no human input (%) (5)	49%	47%	40%

(1) Retail Banking and Business Banking as at the end of the period.

(2) Retail Banking current account customers only based on the average for the last month of the period.

(3) Retail Banking based on the average number of appointments per week in the period.

(4) Total interactions in the period.

(5) Retail Banking only based on the average for the last quarter of the period.

Caution about the information in this document

The reader should be aware that the preparation of the information in this document requires the application of a number of key judgments, assumptions and estimates, including with respect to the classification of climate and sustainable funding and financing activities. The reported measures in this document reflect best estimates, assumptions and judgments at the given point in time. There is a risk that these judgments, estimates or assumptions may subsequently prove to be incorrect. ESG reporting in our industry is not yet subject to the same globally recognised or accepted reporting or accounting principles and rules as traditional financial reporting. Accordingly, there is a lack of commonly accepted reporting practices for NatWest Group to follow or align to and ESG measures between organisations in our industry may be non-comparable. In addition, the maturity of underlying data, systems and controls that support non-financial reporting is generally considerably less sophisticated than the systems and internal controls for financial reporting. NatWest Group plans to continue to review available data sources and enhance its methodology and processes to improve the robustness of its ESG reporting over time aligned with recognised industry developments. The further development of accounting and/or reporting standards could materially impact the performance metrics, data points and targets contained in this document and the reader may therefore not be able to compare performance metrics, data points or targets from one reporting period to another, on a direct like-for-like basis. This document and any information contained or otherwise accessible through natwestgroup.com are historical and only speak as of their respective date. Reference to websites is made for information purposes only, and information found at such websites is not incorporated by reference into this document. NatWest Group is under no obligation to update these materials, absent a legal duty to do so. The information, statements and opinions contained in this appendix do not constitute a public offer under any applicable legislation, an offer to sell or solicitation of any offer to buy any securities or financial instruments, or any advice or recommendation with respect to such securities or other financial instruments.

Forward looking statements

Certain sections in this document contain 'forward-looking statements', such as Climate and Sustainable Funding and Financing targets, UK and Ireland enterprise growth targets, and financial capability interaction targets. Words or phrases such as 'expect', 'goal', 'guidance', 'intend', 'outlook', 'plan', 'potential', 'seek', 'target', 'would' or similar expressions that convey the prospective nature of events or outcomes generally indicate forward-looking statements. These statements are based on current plans, expectations, estimates, targets and projections, and are subject to significant inherent risks, uncertainties and other factors, both external and relating to NatWest Group's strategy or operations, which may result in NatWest Group being unable to achieve the current plans, expectations, estimates, targets, projections and other anticipated outcomes expressed or implied by such forward-looking statements. By their nature, certain of these disclosures are only estimates and, as a result, actual future results could differ materially from those that have been estimated. Accordingly, undue reliance should not be placed on these statements. The forward-looking statements contained in this document speak only as of the date we make them. Except to the extent legally required, we expressly disclaim any obligation or undertaking to update or revise any forward-looking statements in this document, whether to reflect any change in our expectations regarding those forward-looking statements, any change in events, conditions or circumstances on which any such statement is based, or otherwise.

This cautionary note should not be regarded as complete and comprehensive and should be read together with:

- The 'Risk Factors' included on pages 345 to 362 of the NatWest Group plc 2020 Annual Report and Accounts (with special regard to the risk factors in relation to 'Climate and sustainability related risks' that describes several particular uncertainties, climate and sustainability related risks to which NatWest Group is exposed) and included on page 112 and 113 of NatWest Group Interim Results 2021;
- The 'Cautionary statement regarding forward-looking statements' on page 367 of the NatWest Group plc 2020 Annual Report and Accounts and on page 38 of NatWest Group Q3 2021 Results; and
- Section 5.7 (Caution about climate metrics) and the 'Climate-related and other forward-looking statements and metrics' (page 65) of the NatWest Group's Climate-related disclosure report 2020.
- The 'important information' section on page 114 of the NatWest Group 2020 ESG Supplement.