In the Spotlight

The British Business Bank (BBB) shares with TMG its experience after two years at TMG

BBB joined TMG in March of 2023. Since then, the bank has been benefiting from TMG activities and has developed relationships with its members. We had an exchange with Angelene Woodland, BBB's Chief Customer Officer, where we discussed how this experience has benefitted BBB.

BBB has now been part of the The Montreal Group for almost two years. What have you found to be TMG's greatest value-add to BBB over this time?

Since joining The Montreal Group nearly two years ago, the British Business Bank has greatly benefited from the collective expertise and collaborative approach fostered within the network. The greatest value has been the opportunity to engage with peer institutions worldwide, gaining insights into best practices, emerging trends, and innovative approaches to SME finance. The ability to share knowledge and experiences with likeminded organisations has helped us refine our own strategies, particularly in areas such as sustainability, financial inclusion, and digital transformation.

Angelene Woodland
Chief Customer Officer at the British Business Bank (BBB)

Has TMG contributed to the realization of BBB's strategic goals and objectives?

The Montreal Group has played a significant role in supporting the British Business Bank's strategic objectives, particularly in driving sustainable economic growth and improving information on access to finance for SMEs.

Through knowledge-sharing sessions, case studies, and discussions with global leaders in SME finance, we have been able to enhance our own initiatives. For example, insights gained from other members via the Members Area Innovative Solutions and Digital Library have influenced our approach to how we talk about and present our non-financial products.

What value has BBB found in participating in The Montreal Group's Key Topic Groups - The Chief Economist Roundtable and the Sustainability Experts Group?

Participation in The Montreal Group's Key Topic Groups, such as the Chief Economist Roundtable and the Sustainability Experts Group, has been particularly valuable. The Chief Economist Roundtable has provided a platform to discuss macroeconomic trends, SME lending dynamics, and policy responses with experts from across the world. These discussions have helped shape our economic analyses and forecasting capabilities. Similarly, the Sustainability Experts Group has provided invaluable perspectives on embedding sustainability into SME finance, informing our approach to green finance initiatives and ESG-focused programs.

How has the collaboration with other members of The Montreal Group influenced your approach to innovation and the development of new solutions for SMEs?

Collaboration with other members of The Montreal Group has greatly influenced our approach to innovation and solution development for SMEs. Exposure to international best practices and innovative financing models has encouraged us to explore new ways to support underserved business segments. Discussions on digital lending platforms, alternative credit assessment tools and sustainability-linked financial products has helped us refine our thinking on how we should shape our offering to meet the evolving needs of SMEs in the UK.

Overall, our engagement with The Montreal Group has been highly beneficial, reinforcing our mission to drive sustainable growth and unlock potential for UK SMEs through enhanced access to finance. We look forward to continuing our collaboration and contributing further to this dynamic global network.

ABOUT THE BRITISH BUSINESS BANK

British Business Bank

BBB is an economic development bank wholly owned by the Department for Business and Trade of the UK. Operationally independent, they're dedicated to helping UK small businesses survive, prosper and grow.

Founded in **2014**

562 employees

100% indirect intervention

Supporting **90 201** SME clients