Formal Minutes of Sub-Committee A – Panel on the consumer and SME experience of banks

Wednesday 26 September 2012

Members present:

Rt Hon Pat McFadden MP, in the Chair
Mark Garnier MP
Mr Andrew Love MP
Rt Hon Lord McFall of Alcluith
John Thurso MP

1. Future programme

The Sub-Committee considered this matter.

2. The consumer and SME experience of banks (in public)

Mike Dailly, Financial Services Consumer Panel, Christine Farnish, Chair, Consumer Focus, and Peter Vicary-Smith, Chief Executive, Which?, gave oral evidence.

Matthew Fell, Director of Competitive Markets, Confederation of British Industry, Mike Cherry, Policy Chairman, Federation of Small Businesses, Mike Spicer, Senior Policy Adviser, British Chambers of Commerce, and Andy Davis, Finance and Business Writer, gave oral evidence.

Abhishek Sachdev, Vedanta Hedging, gave oral evidence.

[Adjourned till Tuesday 16 October at 2.00pm.

Tuesday 16 October 2012

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Rt Hon Pat McFadden MP, in the Chair
Mark Garnier MP
Mr Andrew Love MP
Rt Hon Lord McFall of Alcluith
John Thurso MP

1. Future programme

The Sub-Committee considered this matter.
2. Working Methods of the Sub-Committee

Ordered, That the following written evidence relating to the consumer and SME experience of banks be reported to the House for publication:

Barclays
Lloyds Banking Group
Royal Bank of Scotland

3. The consumer and SME experience of bank (in private)

RBS 1, Strategic Change and Support for Business and Commercial Banking Risk, Royal Bank of Scotland, RBS 2, Managing Director of Commercial Banking, RBS, BARCLAYS 1, Senior Business Manager, Barclays, BARCLAYS 2, Director, Barclays, LLOYDS 1, Senior Manager, Lloyds Banking Group, and LLOYDS 2, Regional Director, Lloyds Banking Group, gave oral evidence.

RBS 3, Local Chief Executive Officer, Royal Bank of Scotland, RBS 4, Regional Director, RBS, BARCLAYS 3, Branch Manager, Barclays, BARCLAYS 4, Regional Director, Barclays, LLOYDS 3, Branch Manager, Lloyds Banking Group, and LLOYDS 4, Regional Director, Lloyds Banking Group, gave oral evidence.

Steve Cooper, Chief Products and Segments Officer, Barclays, Martin Dodd, Customer Services Director, Lloyds Banking Group, and Chris Sullivan, Head of Corporate Banking Division, Royal Bank of Scotland, gave oral evidence.

[The Sub-Committee adjourned.]