Alan Keir Esq
HSBC Bank plc
8 Canada Square
London
E14 5HQ

8 July 2014

Dear Alan,

It is reported that a number of high street banks, including HSBC Bank plc, have sent letters to customers which purported to be from independent solicitor firms, but were from in-house lawyers. I would be grateful if you would confirm whether HSBC sent such letters. If you did:

- How many letters did you send, and to how many customers?
- Which types of customer were sent these letters—retail customers, charities, small and medium enterprises and/or other businesses?
- When did you send such letters?
- Are you still sending such letters, and if not when did you cease to do so?
- Why did you choose to send letters in this form, rather than letters marked clearly as being from HSBC?
- Do you consider that these letters have been misleading to customers?

I would also be grateful to see a typical letter—with personal customer information removed where necessary—so that the Treasury Committee can form its own judgement on whether it is sufficiently clear.

I will be placing this letter, and in due course your reply, in the public domain.

Andrew Tyrie
Chairman of the Treasury Committee