Dear Mr McEwan,

Your press statement of 4 July clarified that RBS had been “using solicitor and debt collection brand names when communicating to [its] customers”. The statement said that this practice could be “confusing”, that customers should never be in any doubt about who they are communicating with, and that RBS would “stop the use of any solicitor or debt collection brand names in correspondence with our customers that could cause confusion”. I would be grateful to know:

- How many letters of this sort 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?
- Why did you choose to send letters in this form, rather than letters marked clearly as being from RBS?
- 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.

Yours sincerely,

[Signature]

ANDREW TYRIE
CHAIRMAN OF THE TREASURY COMMITTEE