



Treasury Committee

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Ross McEwan
Chief Executive Officer
RBS
Gogarburn
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Dear Mr McEwan,

I am writing about the NatWest and RBS service failure that occurred today, which left many of your customers without access to their accounts.

I would be grateful for a full description of the causes and consequences of the failure, by 5pm on Friday 28 September. This should include, but need not be limited to, answers to the following questions:

- When did RBS first become aware of the system failure; when were you personally informed of it; and when did you first inform the Financial Conduct Authority?
- For how long was RBS aware of the system failure before issuing its first public statement on the incident? What subsequent steps did you take to inform your customers about the incident and its impact on them?
- What services were unavailable, either wholly or partially, as a result of the failure, and for how many hours in each case?
- How many and what proportion of (a) business and (b) personal accounts were affected?
- In your assessment, has the risk of fraud to customers been raised as a result of this incident? If so, what have you done to highlight this risk to customers?
- What arrangements have you put in place to compensate customers who have lost out as a result of the failure? How, in particular, do you intend to deal with consequential loss claims from business customers?
- What was the cause of the service failure? Are you completely confident that the causes have been addressed, and that your services are now working as they should?
- What controls were in place to mitigate against such a failure, and why did these controls fail to prevent the failure?
- What steps will you be taking to ensure such similar system failures do not happen again?

- What discussions have you had with the Financial Conduct Authority regarding the incident?

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

Yours sincerely,

Nicky Morgan

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee