

The Rt Hon Nicky Morgan MP, Chair  
Treasury Committee  
House of Commons  
London  
SW1A 0AA

5 June 2018

Dear Nicky Morgan MP,

MoneySavingExpert.com (MSE) welcomes the opportunity to submit to the Committee a series of essential facts that TSB bank has so far neglected to make public in advance of your hearing on Wednesday 6 June 2018.

MSE has been leading on the reporting of the catalogue of disasters that TSB's IT issues have been causing. Yet TSB has repeatedly failed to provide the full facts which consumers have the right to know. These details would aid not only the reporting of the story and public knowledge of what is happening but most importantly would help affected customers to fully understand their situation.

The key facts we would like to be established for the period since the IT migration began on 20 April 2018 are:

- 1) The number of customers that have been affected by the online and mobile banking problems and the number that are still facing problems.
- 2) The number of customers that have lost money to fraudsters, whether TSB feels that after this event its account security processes are still sufficient, and the steps that are being taken to improve this.
- 3) The number of customers that have switched away from the bank, and how many have reported problems, for example, being unable to switch or cancelled direct debits after switching.
- 4) The minimum amount of money affected TSB customers can expect to be paid as compensation for their loss and inconvenience – this needs to be more specific than 'on a case-by-case basis'. How will it let people proactively know what they are due?
- 5) The number of complaints the bank has received from customers, the number that have now been resolved, and the average wait time these customers have experienced, both when ringing the phone lines and overall before their complaint is resolved.
- 6) When TSB expects the IT problems to be fully fixed – if a date cannot be given, why not?

I look forward to your response.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Martin Lewis', with a large, sweeping flourish at the end.

**Martin Lewis**  
**Founder and Executive Chair, MoneySavingExpert.com**