

# Treasury Committee

House of Commons, Committee Office

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Mr John McFarlane Esq  
Executive Chairman  
Barclays Bank PLC

1 November 2015

Over the weekend of 24<sup>th</sup> October many Barclays customers used social media to complain of problems accessing Barclays banking services. I would be grateful to have answers to the following questions:

- Which services were affected?
- For each affected service, when did the disruption start and when was full service restored?
- How many customers were affected?
- What has been done to contact customers who have been affected?
- What has been done to compensate customers for any damage they suffered as a result of the technical issues?
- What were the underlying causes of the problems?
- Do these service interruptions share any common causes with any disruptions Barclays has had in the past?
- What has been done to ensure that these problems will not recur?

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

**RT HON ANDREW TYRIE MP**  
**CHAIRMAN OF THE TREASURY COMMITTEE**