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Our Ref: 187420
15 May 2014

Murad Qureshi AM
City Hall
Queen's Walk
London
SE1 2AA

Dear Mr Qureshi

Thank you for your letter received on 12 May 2014 addressed to our Chief Executive, Ross McEwan, who has asked me to respond on his behalf.

I am sorry to read of your disappointment at our decision to close the NatWest Maida Hill branch on the 25th July 2014. I can understand your feelings and please let me reassure you that this has not been an easy decision.

However the number of customers using this branch has dropped by 20% since 2011 as more and more of people use alternative ways of banking with us. This includes by phone, in Post Offices, by app and online.

As a business we have to react to the way people are banking with us and the demand for alternative ways of banking with NatWest. This includes reviewing our branch network as well as investing in IT and providing services when and where it is convenient for our customers.

However, when we take a decision to close a branch it is not based on footfall or cost alone. We look at what other services are available locally that will allow our customers to continue bank with us. The Maida Vale Branch is only 0.6 of a mile away from the Maida Hill Branch and there is an ATM at the local Tesco that customers can continue to use.

Over our whole branch network there has been a 30% drop in branch transactions since 2010 as people change the way they do their banking. We're investing £700m across the UK over the next three years to improve the way we serve our customers. This will include branch refurbishments, investment in digital banking and our ATM network.

We will continue to retain a very large branch network across the UK, with more branches than Asda and Sainsbury's stores combined.

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80% of our customers are within a three mile radius of a branch, and when you include the Post Office network, that rises to 90% of our customers being within one mile of a place where they can carry out their everyday banking.

Once again I am sorry the closure of the branch will inconvenience you as you are a valued customer and one we would not wish to lose. However I hope I have managed to explain in this response why we are closing some branches and in particular why we have had to make the decision to shut Maida Hill Branch.

Thank you for taking the time to write.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Adam Duff', written in a cursive style.

Adam Duff
Chief Executive Office