



2021

Natwest Business Banking
[redacted for publication]

Also sent via email: *[redacted for publication]*

Dear Sirs,

Re: Change of Registered and Correspondence Address

The Parish Council received a letter dated 8th October 2020, declining its Online Banking Application as a 'Back to Branch' marker has been applied to its account. This has likely been applied because correspondence sent to the current registered address (7, Glebelands, Loxwood, RH14 0SW) has been 'returned to sender'. Further to several telephone calls to Natwest Customer Services, the Parish Council was advised to write to request this marker be removed. A letter was duly sent on 10th November 2020. Unfortunately, no action was taken, and the situation remains that Natwest holds the incorrect address information for the Parish Council.

Similarly, the Parish Council received a letter dated 7th December 2020, rejecting its Online Banking Application under Code 3 – The details on your business in the application do not match our records.

Further to a lengthy telephone conversation with a member of NatWest's Customer Services team, the Parish Council understands that without Level 2 security it is unable to set up online banking, remove the 'Back to Branch' marker and update its addresses; however, in order to obtain Level 2 security, the addresses need updating, and online banking needs to be set up! This catch 22 situation is very unsatisfactory indeed. The Parish Council trusts that this letter, the enclosed documents and minutes of the full Parish Council meeting dated 28th April is sufficient to rectify this matter entirely.

The current registered and correspondence address (7, Glebelands) is the *former* home address of the Clerk. The Clerk has moved to a new house. Therefore, the Parish Council wishes to update the registered and correspondence addresses as follows:

Please update the Parish Council's Registered address as: **Winterton Hall, Loxwood Road, Plaistow, West Sussex, RH14 0PX**. This address will never change irrespective of any future change of Council personnel.

Please update the Parish Council's Correspondence address as: *[redacted for publication]*. This is the new home address of the current Clerk & Responsible Financial Officer.

Preferably, the Parish Council would like correspondence to be sent via email to: clerk@plaistowandifold.org.uk

A 'Change Details Request' Form has been completed several times. The most recent is: Reference: CD-2021031212244134692. These submissions have either failed to submit due to system errors or failed to yield any response from NatWest. Again, Natwest Customer Services advised, via telephone, to write to request these address changes.

Also enclosed is the signed Digital and Direct Banking Business Application form which has previously been submitted but rejected (letter dated 8th October 2020). We would be grateful if this could be actioned.

Please note, due to the current pandemic and social restrictions, all official Parish Council documents are being executed via Secured Signing. This form has been duly signed in this way and was previously submitted to Natwest electronically.

The Parish Council would like to update its business mandate and remove the following authorised signatories, as they are no longer serving elected Councillors of Plaistow and Ifold Parish Council:

Mrs Sara Burrell

Mrs Francoise Lillywhite

The duly completed and executed Business Banking – Universal Mandate form is enclosed.

Finally, Natwest has previously paid the Parish Council compensation due to poor customer service due to its inability to rectify these issues. The Parish Council has been trying to update the bank for many months. Therefore, the Council would be obliged if this situation could be actioned without undue delay.

Yours faithfully

Catherine Nutting
Clerk & Responsible Financial Officer

Cllr. P. Colmer
Chair of the Finance Steering Group,
authorised banking signatory & Councillor