

Scottish Financial Enterprise
 24 Melville Street
 Edinburgh, EH3 7NS

Bank contacts for government and industry trade bodies

30 April 2020

Good afternoon,

I'm writing as the Chairman of Scottish Financial Enterprise, the representative body for financial services in Scotland, to provide you with a list of contact points at each of our banking members.

SFE has been working constructively with the UK and Scottish Governments, their agencies as well as business trade bodies from the outset of the COVID-19 outbreak. One emerging requirement from this engagement has been a single point of contact at each of our member banks to enable queries or concerns to be raised directly with the bank. Please find the list below.

Bank	Contact	Email
Bank of Scotland	Neil Moore	neil.moore@lloydsbanking.com
Barclays	David Martin	david.martin2@barclays.com
Clydesdale Bank	Oonagh O'Connor	oonagh.oconnor@virginmoneyukplc.com
Hampden & Co	Mark Prentice	mark.prentice@hampdenandco.com
HSBC	Lucy Haynes	lucy.haynes@hsbc.com
Lloyds Bank	Neil Moore	neil.moore@lloydsbanking.com
NatWest	Malcolm Buchanan	Malcolm.buchanan@rbs.co.uk
Royal Bank of Scotland	Malcolm Buchanan	Malcolm.buchanan@rbs.co.uk
Sainsbury's Bank	Natasha Virtue	natasha.virtue@sainsburysbank.co.uk
Santander	James Rollett	James.Rollett@santander.co.uk
Scottish Building Society	Paul Denton	p.denton@SCOTBS.CO.UK
Tesco Bank	Barry Cameron	barry.cameron@tescobank.com
TSB	Andrew McIntyre	andrew.mcintyre@tsb.co.uk
Virgin Money	Oonagh O'Connor	oonagh.oconnor@virginmoneyukplc.com

As an industry we recognise our vital economic role and our societal responsibilities in supporting our customers, colleagues, and communities during these difficult times. Our members are working extremely hard to ensure millions of personal and business customers continue to have access to financial services in its many forms.

Banks have introduced a range of measures to support personal customers including mortgage, credit card and personal loan payment holidays – over 1.6 million mortgage payment holidays have been offered to homeowners impacted by Covid-19.

Firms have also developed support mechanisms for business customers that go beyond the government schemes including repayment holidays on existing loans, free banking for SMEs, removal of overdraft fees and new or extended lending facilities.

SFE members are also working closely with the UK Government to implement emergency business finance schemes. As of today, the industry has loaned over £4 billion via the Coronavirus Business Interruption Loan Scheme.

There is no question that COVID-19 will continue to impact on the economy and society well into the future – perhaps for longer than we can fully appreciate at the moment. Whatever challenges lie ahead you can be certain SFE and its members will continue to work constructively with both the UK and Scottish governments and fellow industry bodies in the interests of our customers, colleagues and the communities we serve.

If you have any questions regarding Scottish Financial Enterprise please contact our Head of Communications Bronwyn Torrie, btorrie@sfe.org.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Philip Grant', with a long horizontal stroke extending to the right.

Philip Grant
Chairman, Scottish Financial Enterprise