

Analysis & Disclosure of Customer Complaints

FY 2018–19



NatWest
Markets

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Customer complaints and awards 2018–19

Customer Complaints – FY 2017–18	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of complaints pending at the beginning of the year	1	0	0	1	0
No. of complaints received during the year	37	37	0	0	0
No. of complaints redressed during the year	36	36	0	0	0
No. of complaints pending at the end of the year	2	1	0	1	0

BO Awards – FY 2018–19	Total	Retail Banking	Private Banking	GTS/IB Client Services	Markets
No. of unimplemented Awards at the beginning of the year	0	0	0	0	0
No. of Award passed by the Banking Ombudsmen received during the year	2	2	0	0	0
No. of Awards implemented during the year	2	2	0	0	0
No. of unimplemented Awards at the end of the year	0	0	0	0	0

Complaints received 2018–19

Month		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total
Banking+RCR	Retail Banking	1	3	4	3	4	5	3	2	4	4	2	2	37
Client Services	IB/GTS	0	0	0	0	0	0	0	0	0	0	0	0	0
Markets	Markets	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		1	3	4	3	4	5	3	2	4	4	2	2	37

