

News Release

29 November 2013

For immediate release

NatWest and RBS now cheaper to call

- Basic rate 0345 and 0370 numbers available for general enquiries
- Customers will save around £2.00 for every call to the bank from a mobile
- Free phone 0800 number now available for complaints

Customers will now find it much easier and cheaper to call NatWest and RBS. New basic rate 0345 / 0370 numbers for general enquiry and credit card lines and a freephone number for complaints went live yesterday, 28 November.

This move could save a customer around £2.00 for every call they make to the bank from a mobile, based on average call length. Customers can use 0345 and 0370 numbers as part of their mobile package minutes, meaning their calls are more likely to be free and if they need to make a complaint their call will always be free.

Les Matheson, Interim CEO for UK Retail at RBS and NatWest, said: "I'm pleased to say that from today many of our customers will find their calls to us are considerably cheaper, if not free. We're the first bank to take action on cheaper calls for customers and I hope others will follow suit"

In a phased approach, the bank will introduce basic rate numbers for mortgage, lost and stolen cards and charges enquiry lines by the end of the year and freephone numbers for fraud and financial difficulty by the end of March 2014.

The Bank currently takes around 2.5 million calls per month across all lines. Almost 2 million of these through our general enquiry lines.

- ends -

News Release

29 November 2013

For immediate release

Notes to editors:

The main new numbers for customers are:

- NatWest Actionline (Telephone Banking) on 0345 788 8444
- RBS Direct Banking (Telephone Banking) on 0345 724 2424
- NatWest Complaints on 0800 151 0404
- RBS Complaints on 0800 151 0405

All new numbers are available through our branded support centres:

NatWest - <http://www.natwest.com/global/support-centre.ashx>

RBS - <http://www.rbs.co.uk/global/h/contact-us.ashx>

For more information please contact:

Lisa Irvine

Head of Retail Press Desk

+44 (0) 131 626 6945

lisa.irvine@rbs.co.uk

About the RBS Group

The Royal Bank of Scotland (RBS) Group is an international banking and financial services company. From its headquarters in Edinburgh, the RBS Group operates in the United Kingdom, Europe, the Middle East, the Americas and Asia, serving over 30 million customers worldwide.

The RBS Group provides a wide range of products and services to personal, commercial, large corporate and institutional customers through its two principal subsidiaries, The Royal Bank of Scotland plc and National Westminster Bank Plc, as well as through a number of other well-known brands including Citizens, Charter One, Ulster Bank and Coutts.