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October 2015

Dear Ms Lunnon,

Williams & Glyn moves closer to launch

I'm Jim Brown – the new Chief Executive of the part of RBS that will become Williams & Glyn in 2016.

After almost 30 years in banking, it's a huge privilege for me to serve you by heading up what will become your new bank. Over the next year, I'll be working with my team to create a bank that's easy for you to do business with and that truly puts people back at the heart of banking. I'll be out and about meeting as many customers as I can over the next few months to share my vision for Williams & Glyn and I'd love to hear what's on your mind.

I'm delighted that many of you have already taken the time to get in touch to let us know what you want from your new bank when it launches next year. Everything you tell us is important and shapes our thinking – thank you.

Focusing on what's important to you

We want to create banking experiences that are built around your needs. That's why we're working hard to simplify our processes, allowing us to focus on serving you well.

We're also investing significantly in our technology. Once fully implemented, our systems will be set up to work independently from RBS. Their effectiveness and reliability is being tested extensively. Williams & Glyn systems will be both resilient and recoverable, and will be supported by a combination of Williams & Glyn expertise, RBS support, and commitment from a range of major technology suppliers. Many new entrants to the banking sector need to build this capability as they grow, but Williams & Glyn comes to market with much of this firmly in place.

As an example, many of you have told us that Bankline, our leading online banking service, is important to you. I'm pleased to confirm that when Williams & Glyn launches in 2016 it'll offer a new version of Bankline, called Corporate Online Banking, helping to make your transition to Williams & Glyn as easy as possible. If you don't currently have an online banking service, please speak to your Relationship Team to find out which service would best meet your needs.

What you'll see next

During 2016 you'll start to see and feel the progress we're making on the journey. We'll launch our new Williams & Glyn website and the name above our branches will change, but you'll still be a Royal Bank of Scotland customer until we legally separate to become a standalone bank. At that point you'll become a Williams & Glyn customer.

As you'll appreciate, all banks also need to have a unique sort code range. Williams & Glyn is no exception and our sort codes will start with a 17 when we become a standalone bank in 2016. You'll be given your new sort code well in advance of the change. There will be very little impact for most customers as the change will be automated and your payments will be re-routed ensuring your transactions are not affected.



Moving forward, together

I'm sure you'll want to know what this means for you and so I've put together a booklet '**Our Journey to Williams & Glyn**' which also includes frequently asked questions. And you can find more information at rbs.co.uk/williamsandglyn.

We'll let you know about any changes that affect you. In addition to your Relationship Team we've invested in 60 Customer Delivery Managers who'll be on hand to support customers through the transition to Williams & Glyn. If you have any questions please speak to your Relationship Team, or email me directly at JimBrown.W&G@rbs.co.uk.

I'm looking forward to 2016 when Williams & Glyn becomes your new banking partner. I'll continue to provide you with regular updates in the coming months. Many thanks for continuing to bank with us.

Yours sincerely,



Jim Brown
Chief Executive Officer
Future Williams & Glyn Team, RBS