



MR PAUL TURTLE
PENN LODGE
ONE HANLEY TERRACE
WR14 4PF

Current Account

Summary	
Statement Date	01 SEP 2023
Period Covered	03 AUG 2023 to 01 SEP 2023
Previous Balance	£3,664.35
Paid In	£0.00
Withdrawn	£1,339.90
New Balance	£2,324.45
BIC	NWBKGB2L
IBAN	GB18NWBK60051618705243

Welcome to your new look NatWest Statement

Why file and store your statements when we can do it for you? Manage your statements online at www.natwest.com
If you have changed your address or telephone number please let us know.

Date	Description	Paid In(£)	Withdrawn(£)	Balance(£)
03 AUG 2023	BROUGHT FORWARD			3,664.35
14 AUG	OnLine Transaction WORKMAN LLP TU009327 VIA ONLINE - PYMT FP 14/08/23 10 50134643043748000N		337.80	3,326.55
24 AUG	OnLine Transaction PA & CC TURTLE FROM PENSION VIA ONLINE - PYMT		1,000.00	2,326.55
31 AUG	Charges 04AUG A/C 18705243		2.10	2,324.45

Take control of your finances

Stay on top of your finances with our digital banking services.

To apply, visit

www.natwest.com/mobile

or to register for **Online Banking**, visit

www.natwest.com/online

App is available to personal and business customers aged 11+ using compatible iOS and Android devices and a UK or international mobile in specific countries

Switching to paperless statements

By switching to paperless statements if applicable, you could cut down on the clutter and reduce paper waste.

For more information, visit

www.natwest.com/paperless

You can change your paperless preferences in **Online Banking**, by selecting the **Paperless Settings** option

Need help with your finances

Whether you want to set up a savings goal to fund your dreams or make a financial plan for the future, we're here to help with our free financial health check.

To find out more visit:

www.natwest.com/financial-health-check.html

Statement Abbreviations

N-S TRN FEE = Non Sterling Transaction Fee

VRATE = Variable Payment Scheme Exchange Rate

OD = Overdrawn

How to contact us

Message Us via the mobile app

Ask Cora, our digital assistant at:

www.natwest.com

24hr Lost/Stolen Cards:

0370 600 0459

24hr Fraud Helpline:

0345 742 4365 (outside uk- 0044 289 8033)

If you're a Business Customer:

24/7 Business banking support - 0345 711 4477 (Outside the UK +44 870 511 4477)

Find useful contact information visit on our 'contact us' page:

<https://www.natwest.com/business/support/contact-numbers.html>

Reporting online banking transactions, payments or scams - 0345 711 4477 (Outside the UK - +44 345 711 4477)

Or, if you're a Commercial, Corporate & Institutional customer:

Please contact your local sector service team or your relationship manager.

To use Relay UK, add 18001 in front of the numbers above.

Branch Address: **Cheltenham Branch, 31 Promenade, Cheltenham, Glos, GL50 1LE.**

Important information about compensation arrangements

Your deposit is eligible for protection under the Financial Services Compensation Scheme (FSCS).

Your eligible deposits with Natwest are protected by the Financial Services Compensation Scheme. This means that all deposits with one or more of National Westminster Bank Plc, NatWest Premier, Ulster Bank and Mettle are covered under the same FSCS limit. An FSCS Information Sheet and list of exclusions will be provided to you on an annual basis. For further information about the compensation provided by the FSCS, refer to the website:

www.FSCS.org.uk

Dispute Resolution

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

If you need to contact us about a complaint, you can:

- Message Us via the mobile app
- Visit www.natwest.com/complaints
- Telephone 03457 888 444 (to use Relay UK add **18001** in front of the number)

**For a Braille, large print or audio versions of your statement
call 03457 888 444 or contact your local branch
(to use Relay UK add 18001 in front of the number).**