

KEVIN HOLLINRAKE MP



HOUSE OF COMMONS

LONDON SW1A 0AA

David Duffy
Chief Executive Officer, CYBG
Floor 15, Leadenhall Building
122 Leadenhall Street
London EC3V 4AB

29th March 2019

Dear Mr Duffy,

Thank you for your letter dated 27th March 2019. We are grateful for your swift response to and your understanding of the seriousness of Mr Guidi's situation.

Although you state that you have taken no action against Mr Guidi in relation to his house and that other parties involved in this process are not acting on behalf of Clydesdale Bank, will you confirm that you will act to prevent Cerberus taking action against Mr Guidi on the assumption that you have a service level agreement and that you are required to handle complaints from former borrowers?

Furthermore, since my letter to you last week and my letter to Andrew Bailey on 18th March regarding a formal moratorium period on action before the establishment of the historic compensation scheme, please can you confirm that you will cease legal action against customers who are in a dispute with your bank or any other parties that are involved?

In addition to Mr Guidi's case, we are aware of the cases of Terri and Joe Jeavon, Mr Scott Simpson, Mr Gurchan Samra and Mr David Proctor who all have court cases in the very near future. Please could you confirm that you will proactively engage with these and other complainants prior to the implementation of the DRS with a view to resolving these complaints quickly and reasonably.

Yours sincerely,

A handwritten signature in black ink that reads "Kevin Hollinrake".

Kevin Hollinrake MP
Co-Chair of the All-Party Parliamentary Group on Fair Business Banking