

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

2<sup>nd</sup> April 2019

Dear Mr Duffy,

Further to recent correspondence, I understand from Ian Lightbody of CYBG Remediation Group that you have agreed a series of meetings with its members with a view to working toward a positive and constructive solution over these coming months. We fully support this approach and hope that other banks follow your lead. We will, of course, be following events with a keen interest.

As you will be aware, we engage regularly on behalf of constituents and with all financial institutions. The attitude to, and engagement with, victims is remarkably varied. In some cases, we find that constituents are met with a phalanx of lawyers seeking to avoid responsibility; others, demonstrate a genuine desire to come to a solution with which both parties are content, and which allows people to move on with their lives. I sincerely hope that Clydesdale will adopt the latter approach.

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