



HOUSE OF COMMONS

LONDON SW1A 0AA

Lewis Shand Smith
Chair
Independent Dispute Resolution Service
Implementation Steering Group

18th June 2019

Dear Lewis,

The APPG joined the ISG as we are committed to work on a solution that will help to bring restitution to business owners and closure to what has proven to be the most scandalous and shameful episode in the history of financial services in the UK. Part of this process is that we are all able to sit around the table and constructively work toward a solution with all stakeholders and very much appreciate the constructive approach taken by the members of the ISG towards our goal.

It was therefore disappointing last week to be told, from several sources, that it appears that at least two financial institutions engaged in the DRS have been attempting to undermine my credibility (and that of the APPG) by means of a personal attack. Apparently 'banks' have contacted a major UK news network to call into question my integrity with regard to a potential conflict of interest. The informant had also told the journalist that I was about to resign from my role on the ISG. This is of particular concern as it appears that the confidentiality provisions of the ISG have been breached.

In addition, I would make the following points:

1. I declared my interest to the ISG on 27th March 2019 both in writing and verbally.
2. The vast majority of the DRS cases would not have any connection to this interest.
3. I have recused myself from any parliamentary, APPG or DRS work that relates to this conflict of interest.
4. I wrote to CYBG and told them that I would donate any relevant proportion of any compensation to the running of the APPG. I am happy to donate this to an entirely separate charity if this is not a sufficient demonstration of my impartiality.
5. I have never placed my personal interests ahead of my parliamentary activities. Indeed, I recently argued in favour of the Tenant Fee Ban, which, on the face of it, will cost my business around £600k per annum in lost revenue.

I feel that this may well be a desperate attempt to silence me and prevent me from fighting for justice for SMEs and for individuals within the banking sector to be held to account. Those responsible are using their press contacts to avoid parliamentary scrutiny. This is yet another attempt, following that of Lawrence Tomlinson and Paul and Nikki Turner, to muddy the waters and deflect from the core issue; the shameful treatment of thousands of businesses who were

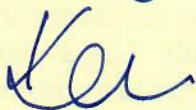
stripped of their assets as certain banks and bankers sought to shore up their own balance sheets and make personal gain in the wake of the financial crisis. In turn, this is an attempt to undermine the work of the APPG and, potentially, threatens the wider work of the DRS.

We all understand that we have differences of opinion and the stakes here are high for everyone involved. From the perspective of the APPG, if we have an issue or a concern we will raise it head on. However, it is clear that some stakeholders are treating this non-issue as an opportunity to attempt undermine the good work that the APPG has done over the past seven years under the stewardship of six separate chairs. It is underhand, dishonest and disingenuous and demonstrates that, despite all the promises, in some banks little appears to have changed.

I have spoken with the journalist in question, who is considering whether to run the story. As far as we are concerned, we will take the opportunity to highlight the past conduct of some banks and bankers. Any attempts to cloud the real issues will not make them go away, and they do not change the facts and circumstances that have brought us to this place.

I would very much appreciate your consideration and perspective.

Kind regards



Kevin Hollinrake

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

Cc

Teresa Graham, SME Advisory Group

George Mackintosh, Chair, CBI Enterprise Forum

Seamus Nevin, Chief Economist, Make UK (formerly EEF)

Martin McTague, Policy and Advocacy Chairman, FSB

Lucy Armstrong, IFABL Professional Standards Council

Paul Uppal, Small Business Commissioner

Nikki Turner, Director, SME Alliance

Teresa Casey, Head of Client Experience and Business Management, Barclays Bank UK

Simon Wright, Operations and Enablement Director - Business Banking, CYBG

Tim Turner, Head of Business Development, Danske Bank

Ian Henley, UK Senior Manager, HSBC

Jo Harris, Group Customer Services Director, Lloyds Banking Group

James Holian, COO Commercial and Private Banking, NatWest

John MacLeod, Head of SME Market Development, Santander UK