



HM Treasury, 1 Horse Guards Road, London, SW1A 2HQ

Kevin Hollinrake MP
House of Commons
London
SW1A 0AA

17th July 2019

Dear Kevin,

Thank you for your letter of 3 May regarding the All Party Parliamentary Group (APPG) on Fair Business Banking's concerns regarding the new Dispute Resolution Service (DRS) for business banking complaints. Given other discussions that have taken place regarding the Implementation Steering Group (ISG) for the DRS, I have waited until now to respond.

Your letter outlined a number of concerns regarding the scheme. On the matter of representation on the working groups, this is ultimately a matter for the Chair of the ISG. As my letter of 6 March to you noted, all parties have agreed on the importance of ensuring that the voices of all businesses are represented, and the involvement of both the APPG and the SME Alliance in both the ISG and the DRS working groups is to be welcomed.

Eligibility, binding award limits and moratoria on legal action currently underway are not matters for the ISG but for the participating banks, as the ISG must operate within the scope of the Terms of Reference set out in the industry's response to the Walker Review. I understand that you received a response from UK Finance addressing these points. On eligibility and award limits, the Government's position remains as set out in the Chancellor's letter of 19 January to the Chief Executive of UK Finance.

I am sure that the APPG will continue to work constructively with all parties as a member of the ISG, to ensure that this important service is delivered by the end of the year.

With very best regards

JOHN GLEN

