

Here is the text of a letter sent by Patrick Boyle, Chair of the Wiveliscombe and 10 Parishes Business Group to Sir Philip Hampton, Chairman of RBS at RBS,36 St Andrews Square, Edinburgh EH2 2YB on 20 October 2014

**Dear Sir Philip,**

**Proposed closure of Nat West Branch,Wiveliscombe.**

**I am writing to you as the Chair of the local Business Group (10pbg) about the above.**

**To summarise;**

- **We consider the proposed closure flawed and unjustified.**
- **The manner in which the Executive Response (ER) team has dealt with our concerns is lamentable.**

**Specifically our own analysis suggests that the Nat West public claim's about usage are inaccurate, and when we have asked to see the Reports/statistics/feasibility studies relating to this proposal we have been refused.**

**My own view is that this information denied to ourselves will not bear any form of thorough assessment, invalidating the proposed closure.**

**We have asked for a dialogue with decision makers within Nat West, to be told by ER team that we can only meet a local employee who has no decision making powers.**

**I have made the point to the ER team that we should not be treated as 'Country Bumpkins' something I hope you yourself will recognise shouldn't happen.**

**May I ask that you take up this matter and issue instructions to 'freeze' the proposed closure as well as supply Reports/statistics as a prelude for a proper dialogue with Nat West decision makers?**

**We are currently making a film about this matter, to go onto Youtube as well as other media, and have 578 signatures opposing the proposed closure (instructively many of these petitioners use this Branch-many more than you press statements claim to be the usage)**

**I know that the local MP has taken up this issue, and also note that publically Nat West are claiming to be standing by the pledge to not close last branches, of which we are one.**

**As a last point can I draw your attention to the recent national figures showing Nat West losing almost 3 times as many customers as it is gaining-a sharp contrast with other banks/building societies-is there a lesson for Nat West there?**

**Yours sincerely**