

# Customer services contacts for Public Sector and Charities team

## You can contact us via:



**Telephone**  
(0) 3458 351 215



**Email**  
[publicsectorandcharitiesservicingteam@natwest.com](mailto:publicsectorandcharitiesservicingteam@natwest.com)



**Service hours**  
Monday to Friday,  
8:00am–5:00pm.

## Contact us for the following:

Account maintenance and closing	Currency orders
Additional account opening	Exchange rate enquiries
Bacs recalls	Inter account transfers
Bank references	Interest and balance certificates
Branch enquiries, encashment and open credits	Mandates
Cash and coin	Payment queries – Domestic and international
Changes to account details	Standing orders and Direct debits
Charges, fees and interest enquiries	Statement enquiries and requests
Chequebook and paying-in books	Stopped cheques
Client money letters	

For safety and security, our team will check your identity whenever you phone us with a request.

If you need to return documents or contact us about an existing request, please quote the unique 'service request ID' provided by our customer service team.

TOMORROW BEGINS TODAY



**NatWest**

## Useful telephone numbers:

<b>Bacs</b>	(0) 3702 405 544	
<b>Bankline</b>	(0) 3453 004 108 or +44 1268 502 126	Lines open Monday to Friday, 8:00am–5:00pm.
<b>Commercial credit cards</b>	(0) 3709 093 701	
<b>Fraud</b> (Excluding commercial credit cards)	(0) 8001 615 157	Lines open 24 hours a day
<b>Commercial credit card fraud</b>	(0) 8001 615 164	Lines open 24 hours a day.

## Useful websites:

<b>Bankline FAQs</b>	<a href="http://natwest.com/bankline">natwest.com/bankline</a>
<b>Bacs</b>	<a href="http://bacs.co.uk/Pages/Home.aspx">bacs.co.uk/Pages/Home.aspx</a>
<b>Faster Payments</b>	<a href="http://fasterpayments.org.uk">fasterpayments.org.uk</a>
<b>Online Audit Platform</b>	<a href="http://confirmation.com">confirmation.com</a>
<b>Online BIC Search</b>	<a href="http://swift.com/biconline">swift.com/biconline</a>

