

Customer Relations  
Barclays  
Leicester  
LE87 2BB

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Mrs Sharon Coe  
Uppingham Town Council  
Town Hall  
49 High Street East  
Uppingham  
Oakham  
LE15 9PY

Tel: 0345 3000467\*

Our reference: CRHXQ9RK7R

21 July 2023

Dear Mrs Coe

Thank you for getting in touch and asking us to take another look at your complaint. I've now fully reviewed all the information again as I understand you're not happy with our original decision.

As no new information has come to light that would change our original response, the details of our final decision are outlined in the letter we sent you on 3 June.

After review, I feel that the £100.00 offered for the distress and inconvenience caused is sufficient for the issues you've experienced and this offer won't be increased. If after review you decide to accept. You can contact us on the number at the top of this letter, if after review you decide to accept.

Our Dormancy Team are unable to confirm receipt of any forms received .However, once the forms are received the team will process the claim. The time-scale for this to be completed is up to 12 weeks.

This does now mean that we're unable to look at your complaint any further, but you do have the right to refer your complaint to the Financial Ombudsman Service (FOS). The FOS are able to look at your complaint for up to six months from the date of our original decision.

I am sorry we're unable to take this any further but if new information does come to light please do let us know.