



UPPINGHAM TOWN COUNCIL

Town Clerk: Sharon W Coe Telephone: 01572 822681 Website: uppinghamtowncouncil.co.uk
Twitter: @uppinghamTC Address: Town Hall, High Street East Uppingham. Rutland LE15 9PY
Email: townclerk@uppinghamtowncouncil.gov.uk

Banking Ombudsman
Financial Ombudsman Service
Exchange Tower
London E14 9SR

24th August 2023

RE : Dissatisfaction with Compensation Offered by Barclays Bank

Dear Sir/Madam,

I am writing this letter to express my dissatisfaction with the compensation offered by my bank Barclays, for the series of administrative errors that occurred in the maintenance and operation of my account. These errors have caused substantial inconveniences and financial losses that the proposed resolution does not adequately address.

In more details, the series of errors transpired over the course of several months, starting from February 2023. These mistakes ranged from letters claimed sent, but never received, repeated incorrect information resulting on me having to visit the branch as I was told the account had been closed (it was in fact dormant, (at this time I had suffered a bilateral 10 rib breakage and was unable to drive and under the hospital) I was told I must visit the branch in person. I did so at much personal inconvenience and pain only to be told by the cashier that the account was closed. I called for the manager, and they confirmed it was in fact dormant, the branch assistants filled the form gave me a dormancy number and told me I had to wait 12 weeks. Breaches of Confidentiality (see attached letter) Despite multiple complaints and notices sent to their customer service department, the issues persisted. I have since visited Barclays twice for a total of 3 hrs to try and sort out their total incompetence. I filled out another dormancy form and was told another 12 week wait would have to be observed.

After many calls, eventually, the bank acknowledged these errors, they have now closed the account and transferred it as I directed, this took 5 months!!!! they offered me a compensation which I believe is derisory considering the gravity and incompetence of their mistakes and the financial as well as emotional distress they have caused.

Through this letter, I would like to underline that my trust in Barclays has been severely affected by this experience. In my view, it is of utmost importance in a banking relationship to adhere to accurate and ethical practices, as any discrepancies can lead to significant adverse impacts on the customer, and also shake their confidence in the institution. (I say this as a previous Building Society Manager)

I kindly request your intervention, as I believe the compensation offered by Barclays is not reflective of the amount of inconvenience, distress, and financial harm that this Town Council has suffered. I wish for a thorough review of my case and an adjustment in the compensation to a level proportionate to