



Treasury Committee

Vim Maru
Chief Executive
Barclays UK
By email

Monday 10 February 2025

Subject: Recent IT failures at Barclays Bank UK

Dear Vim Maru

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for your customers including payment failures and balances being incorrect. Barclays on Sunday 2 February 2025 stated that your systems were back up and running, and that balances would be updated by the end of Sunday 2 February 2025.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you outline the failure that occurred, what caused it and how it affected Barclays' customers? In your description, please can you provide a timeline of events, and a description of the failure by channel (i.e. app, web, branch, ATM, cards, etc). Please can you also note when all system failures were rectified?
2. Please can you provide an outline of how you intend to prevent such a failure happening again?
3. Please can you provide an overview of how your Board responded to the outage?
4. Please can you provide an estimate of the number of customers affected by your most recent outage (including as a proportion of your total customers), including an estimate of the number of vulnerable customers affected?
5. Can you explain how Barclays will manage customer complaints following this incident, including whether you will be proactive in contacting customers who may have suffered, or whether you will entirely rely on complaints being reported to you?
6. Please can you provide your initial estimate of the amount of compensation Barclays expects to pay out, given the potential costs your customers faced, and your expected timeline on the provision of that compensation?
7. Please can you provide the Committee with how your customer services response times changed over the period of the failure and in the period directly after, and the



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resources you have put in place to meet customer queries over the period and in the period directly after?

8. Please can you provide the Committee with an overview of your expected increase in fraudulent transactions over this period, how you have mitigated the risk of such transactions, and how you are helping customers who may have suffered due to fraud over the period?

We will also be writing to other banks for the following information about the state of IT systems supporting banking services in the UK, and would welcome Barclays responses:

9. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Barclays UK services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?

10. The number of customers that have been affected by each of those failures;

11. The amount of compensation that Barclays UK has paid to its customers due to IT failures over the last two years;

12. A description of the reason for those failures.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Paul Thwaite
Group Chief Executive Officer
NatWest
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Paul Thwaite

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) NatWest services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that NatWest have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Mike Regnier
Chief Executive Officer
Santander UK
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Mike Regnier

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Santander UK services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that Santander UK have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Vicky Davies
Chief Executive Officer
Danske Bank UK
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Vicky Davies

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Danske Bank UK services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that Danske Bank UK have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Debbie Crosbie
Chief Executive Officer
Nationwide
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Debbie Crosbie

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Nationwide services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that Nationwide have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Colin Hunt
Chief Executive Officer
Allied Irish Bank
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Colin Hunt

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Allied Irish Bank's services have been unavailable to your UK customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of UK customers that have been affected by each of those outages;
3. The amount of compensation that Allied Irish Bank have paid to your UK customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Ian Stuart
Chief Executive Officer
HSBC (UK)
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Ian Stuart

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) HSBC services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that HSBC have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Charlie Nunn
Chief Executive
Lloyds Banking Group
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Charlie Nunn

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Lloyds Banking Group services have been unavailable to customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of customers that have been affected by each of those outages;
3. The amount of compensation that Lloyds Banking Group have paid to your customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee



Treasury Committee

Gail Goldie
Chief Executive Officer
Bank of Ireland (UK)
By Email

Monday 10 February 2025

Subject: The impact of IT failures

Dear Gail Goldie

On Friday 31 January 2025, it was reported that Barclays suffered a failure of its IT systems, leading to problems for its customers including payment failures and balances being incorrect.

Given the importance of payment systems to the UK economy, and the potential for considerable consumer detriment from such failures as seen at Barclays, I would welcome your answers to the following questions:

1. Please can you provide the Committee with an overview of the number of instances and amount of time in total (in hours) Bank of Ireland's services have been unavailable to your UK customers due to IT failure over the last two years, by Channel (i.e. app, web, branch, ATM, cards, etc)?
2. The number of UK customers that have been affected by each of those outages;
3. The amount of compensation that Bank of Ireland have paid to your UK customers due to IT failures over the last two years;
4. A description of the reason for those failures.

We are writing in similar terms to all the CMA9 banks.

I would welcome your response to these questions, by midday Wednesday 26 February 2025. The Committee will publish this letter, and in due course, your reply.

Yours sincerely

Dame Meg Hillier MP
Chair of the Treasury Committee