BARCLAYS

Vim Maru
Barclays UK Chief Executive

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9th April 2025

Dame Meg Hillier MP
Chair of the Treasury Committee
House of Commons
Palace of Westminster
SW1A 0AA

Dear Chair,

In our response to the Committee dated 26th February regarding the IT incident which some Barclays customers experienced on Friday 31st January and which lasted into the weekend of 1st – 2nd February 2025, we stated in answer to question 4 that our work to identify all customers affected was ongoing and that we would revert when the work was complete.

Following further investigations, we can confirm that 12% of Retail and Business customers were impacted and an additional 1% with a vulnerability indicator, 0.5% of UK Private Banking and Wealth clients and 45% of corporate clients within our UK & International Corporate Business.

We would also like to share that in answer to question 9 on the number of instances and amount of hours where our services had been unavailable to customers due to IT failure over the last two years, I stated those that were reportable to the FCA pursuant to the Payment Services Regulations as 33 in total (excluding the 31st January incident) of which 15 incidents caused a total of 93 hours impact across channels. In keeping with responses from other banks, I would highlight that 9 of those channel- impacting incidents (excluding the 31st of January incident) lasting a total of 59 hours are classed as Major severity which is determined primarily by volume of customers impacted, timing and value of payments impacted.

In addition, in answer to Question 11 where we were asked to share the amount of compensation paid due to IT failures over the last two years, I answered that the estimate was up to £5million as we were busy supporting customers and were unable to do the analysis at that time. On review of our records the amounts of compensation directly attributable to a technology incident in the two-year period is c£102k. As we don't capture technology incident complaints uniquely, this is an approximation, but given the limited duration of the incidents, they have not generated many customer complaints.

Yours sincerely,

**Vim Maru**
CEO, Barclays UK