



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

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Matt Hammerstein
Chief Executive Barclays
Via Email

7 May 2020

Dear Matt,

Thank you for giving evidence to the Committee on Monday. During the session the Committee questioned you on reports that the Barclays website was experiencing technical problems.¹ There have been continued reports in the media² that customers are experiencing problems applying for loans.

Yesterday a Barclays spokesperson also said that “There are some exceptions where customers will need to confirm additional details and we're reaching out to them shortly to confirm next steps.” Can you confirm what proportion of applications are requiring additional details, the nature of those details and whether they relate to anti-money laundering requirements, including Know Your Customer and the average time taken from application to draw down of loan in such circumstances?

We will be placing this letter, and your reply, in the public domain.

Thank you for your assistance.

Yours sincerely,

Rt. Hon Mel Stride MP
Chair
Treasury Select Committee

¹

<https://committees.parliament.uk/download/file/?url=%2Fforevidence%2F330%2Fdocuments%2F7027%3Fconvertiblefileformat%3Dpdf&slug=oe00000330pdf> [Q454]

² [BBC: Coronavirus: Barclays customers struggle to get 'vital' loans, 5 May 2020](#)