

To: Guy Simmonds
Head of Customer Management Current Accounts
Nationwide Building Society

From: Alistair Thompson
Director, Remedies of Business
and Financial Analysis

Guy.Simmonds@nationwide.co.uk

30 October 2018

Dear Mr Simmonds,

Breaches of the Northern Ireland Personal Current Account Banking Market Investigation Order 2008, as amended in 2011 (the Order)

We are writing to you as Nationwide Building Society (Nationwide) has breached the [Northern Ireland Personal Current Account Banking Market Investigation Order 2008](#) (as amended in 2011) ('the Order'). The breaches concern Nationwide's failure from January 2017 to May 2017 to supply its customers (79,396 accounts) with information on switching accounts in relation to the following:

1. Article 7(1) (a) and (b): failure to include wording reminding customers that they can close the PCA and seek to obtain PCA services from a different bank; and where the customer can find further information on the process of how to do this.
2. Article 7(2): failure to provide a copy of the Switching Leaflet to customers.

Nationwide reported to the CMA that due to a reorganisation of its branch network the area code for Northern Ireland was changed. Nationwide failed to apply the mailing prompt for the Order's requirements to the new area code. As a result, switching leaflets and a prompt that customers could switch suppliers were not included in the communication to customers who were entitled to receive this information. This affected 79,396 customer accounts.

The CMA examined these breaches in accordance with its duty to monitor and enforce the Order. This letter sets out the action that has been taken by Nationwide to date to address these two breaches.

Nationwide has told us that the process had been working before the change in the area code and there had been no such prior instances. The breach identified was fixed and tested by the end of May 2017. No issues have been identified following the fix.

In December 2017 letters were sent to those affected to provide the information required by Articles 7(1)(a) and (b) and the accompanying switching leaflet.

We expect Nationwide to continue to review and monitor its controls to ensure compliance with the Order and to inform the CMA of any future compliance issues that may arise and to do so as soon as any such issue is identified.

This letter will be published on the CMA's website.

Yours sincerely

Alistair Thompson
Director
Remedies, Business and Financial Analysis