

Mr David Crawford
Head of Current Accounts,
Personal Products
Ulster Bank Limited

From: Alistair Thompson

11 June 2018

Dear Mr Crawford

The Northern Ireland Personal Current Account Banking Market Investigation Order 2008 (as amended in 2011)

We are writing to you regarding the breaches reported by Ulster Bank Limited (UBL) in relation to Article 7, Provision of switching information, of the Northern Ireland Personal Current Account Banking Market Investigation Order 2008 (as amended in 2011) ('the Order').

The two breaches by UBL relate to the following:

1. Article 7(2): In September 2016, failure to include a copy of the Switching Leaflet with the annual summary sent to customers who receive paper written communications.
2. Article 7(1) and (2): In September 2017, failure to issue the annual summary and the Switching Leaflet to customers.

The CMA examined these breaches in accordance with its duty to monitor compliance with the Order. This letter sets out the course of action that has been agreed between the CMA and UBL to address the breaches and affected customers.

Breach 1: Failure to include a copy of the Switching Leaflet with the annual summary: UBL reported that in September 2016, it provided its customers with the required annual summary by paper or electronic communication. However, instead of including a copy of the Switching Leaflet with the annual summary, a link to the online leaflet was embedded within the letter. In our view, customers who had elected to receive a paper annual summary did not receive the BBA Switching Leaflet at the same time, but instead received instructions on how they could access this leaflet electronically. Approximately 480,000 UBL customers, who received paper communication were affected.

Breach 2 - Failure to issue the annual summary and the Switching Leaflet to

customers: UBL reported that in September 2017, it did not issue any written communications to UBL customers as it was required to by Article 7. UBL explained there had been changes in responsibilities for the management of the Order following the integration of Ulster Bank's Northern Ireland operations into the Personal and Business Banking Division.

UBL's misinterpretation of Article 7 of the Order resulted in the oversight and failure to issue the annual written communication to customers. Approximately 500,000 UBL customers in Northern Ireland were affected.

UBL has agreed to send a written communication and a Switching Leaflet to all UBL customers in Northern Ireland in June 2018. It will ensure that a paper copy of the Switching Leaflet accompanies all paper written communications. The communication will be sent to all (approximately 500,000) UBL customers in Northern Ireland. This will include an apology for missing the September 2017 mailing and an explanation as to why UBL is now providing the paper copy Switching Leaflet.

UBL will also inform customers to contact UBL if they wish to discuss the matter or make a complaint.

The future annual provision of this information will then take place in June each year for as long as the requirement remains.

We expect UBL 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 has been published on the CMA's website.

Yours sincerely

Alistair Thompson
Director
Remedies, Business and Financial Analysis