

Customer services contacts for Public Sector and Charities team

You can contact us via:



Telephone
0345 835 1215



Email
publicsectorandcharitiesservicingteam@natwest.com



Service hours
Monday to Friday,
8am–6pm.

Contact us for the following:

Account maintenance and closing	Currency orders
Additional account opening	Exchange rate enquiries
Bacs recalls	Inter account transfers
Bank references	Interest and balance certificates
Branch enquiries, encashment and open credits	Mandates
Cash and coin	Payment queries – domestic and international
Changes to account details	Standing orders and Direct debits
Charges, fees and interest enquiries	Statement enquiries and requests
Chequebook and paying-in books	Stopped cheques
Client money letters	

For safety and security, our team will check your identity whenever you phone us with a request.

If you need to return documents or contact us about an existing request, please quote the unique 'service request ID' provided by our customer service team.

TOMORROW
BEGINS TODAY



NatWest

Useful telephone numbers:

Bacs	0370 240 5544	
Bankline	0345 300 4108 or +44 1268 502126	Lines open Monday to Friday, 8am–6pm.
Commercial credit cards	0370 909 3701	
Fraud (excluding commercial credit cards)	0800 161 5157	Lines open 24 hours a day.
Commercial credit card fraud	0800 161 5164	Lines open 24 hours a day.

Useful websites:

Bankline FAQs	natwest.com/bankline
Bacs	bacs.co.uk/Pages/Home.aspx
Faster Payments	fasterpayments.org.uk
Online Audit Platform	confirmation.com
Online BIC Search	swift.com/biconline

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