

Your key contacts

BankLine – manage your accounts online

- View Account Information
- Make payments (various options including importing)
- View & Cancel Direct Debits and Standing Orders
- Designate access and authorisation levels
















Helpdesk: 0345 300 4108
Register: 0345 900 0652
Mon-Fri: 8am-6pm
WebChat available on Bankline
FAQ: <https://help.bankline.natwest.com/>

Corporate Service Centre

Tel: 0345 308 8987
Fax: 0845 308 8993

Address:
Parklands,
De Haviland Way
Horwich
Bolton
BL6 4YU

Opening hours 8am to
6pm Monday to Friday
(excluding bank
holidays)

- Account information 
- Account closure 
- Audit letter 
- BACS recalls 
- Bankers draft request 
- Branch enquiries 
- Changes to account details 
- Charges, fees & interest 
- Cheque book / paying book requests 
- Currency orders 
- Encashment & wages breakdown 
- Exchange rate queries 
- Inter-account transfer 
- Interest & balance certificates 
- International & domestic payment queries 
- Mandates queries 
- Open credit processing query 
- Standing orders & direct debit enquiries 
- Statement enquiries and requests 
- Stopped cheques 

 requests can be sent by email: commercial.customer.service2@natwest.com

Relationship Support Team

Tel: 0121 262 7174
Fax: 0121 262 7176

Address:
4th floor
2 St Philips Place
Birmingham
B3 2RB

- Additional sterling and currency accounts
- Auto transfer
- Business quick deposit registration
- Debit cards
- Mandates (new & amend)
- Changes to account details
- Charges, fees & interest
- Open credits (new & amend)
- 3rd party indemnities
- Placing deposit
- Status Enquiries

 Email: Relationshipsupportteambirminghamteam3@rbs.co.uk

Useful Contacts

Payments

CHAPS Fax: 0845 300 3341
International: 0845 300 3339

BACS Helpdesk

For current products & queries
Tel: 0370 240 5544

Fraud Reporting

Tel: 0800 161 5150
phishing@NatWest.co.uk

Lost & Stolen Card

Tel: 0370 600 0459

Cards Services

For current products & queries
Tel: 0370 909 3701
largemarketadmin@natwest.com

Transaction Services

Ellen Matthews
Tel: 07850 349481
ellen.matthews@rbs.co.uk

SolutionsLine

For new set up of: Bankline, BACS, Trade Products, International Accounts, SWIFT reporting, Credit Cards and cash products

Tel: 0345 900 0652; Email: solutionsline@rbs.co.uk

Trade Information


For current trade, import and export queries please contact

Tel: 0345 900 0652
Email: solutionsline@rbs.co.uk

Your Relationship Banking Team



Sarah Pumffrey
Corporate Relationship Director
Mobile: 07990 798057
Email: sarah.pumffrey@rbs.co.uk



Suzanne Allard
Assistant Relationship Director
Tel: 01908 244960 Mobile: 07766 421302
Email: Suzanne.allard@natwest.com