

Catherine McKinnell MP
Interim - Chair to the Treasury Select Committee
House of Commons
Committee Office
London
SW1A 0AA

11th October 2019

Dear Ms. McKinnell

TSB's Slaughter and May Report

We are the largest independent trade union representing staff in TSB.

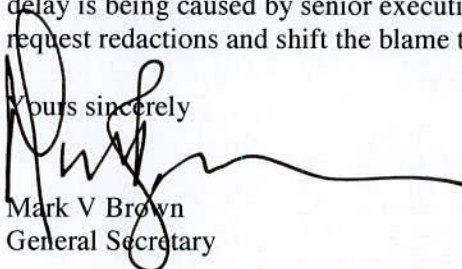
On 19th July I wrote to the Rt. Hon Nicky Morgan MP regarding your investigation into TSB's IT service disruption.

In April 2018 TSB agreed to appoint Slaughter and May to report on what went wrong with the migration of customers to its new IT platform. That report was supposed to have been published at the end of 2018 but we are fast approaching the end of 2019 and no report has been published to date. Slaughter and May has had 18 months' to interview all the key actors, review the evidence and produce its findings. There is no excuse for this delay.

We have recently written to Sabadell asking for the report to be published immediately. A copy of our correspondence is attached.

TSB customers, who are still suffering the after effects of the IT disaster, have waited long enough for answers about what went wrong. I should be grateful if you would write to Debbie Crosbie, TSB's Chief Executive, asking her to confirm when the Slaughter and May findings will be published. Furthermore, can I suggest that you use your formal powers to request that all iterations of the Slaughter and May report are sent to the Committee so that you can determine what redactions have been made, if any, to the original report and who requested those redactions. Our concern is that the delay is being caused by senior executives in TSB and Sabadell using the Maxwellisation process to request redactions and shift the blame to those parties who have already left the organization.

Yours sincerely



Mark V Brown
General Secretary

CC Members of the Treasury Select Committee.