

Rt Hon. Nicky Morgan
Chair of the Treasury Select Committee
House of Commons
Committee Office
London
SW1A 0AA

19th July 2019

Dear Mrs. Morgan

Slaughter and May Report

I refer to my letter dated 25th September 2018, a copy of which is attached.

In April 2018 TSB agreed to appoint Slaughter and May to report on what went wrong with the migration of customers on to its new IT platform. Following your intervention, TSB agreed that the first part of that report would be published at the end of 2018. No report has been published. In fact, we are now in July and the report has still not been published. Slaughter and May has had more than enough time to interview key actors, review evidence and produce its findings. There is no excuse for this delay in publication.

I am sure you will agree with me that TSB customers have waited long enough for this report. I should be grateful if you would write to the new Chief Executive of TSB asking her to confirm when the Slaughter and May findings will be published. If you don't receive a satisfactory response, can I suggest that you reopen the Committee's hearing and invite both Slaughter and May and TSB to testify about the reasons for the delay?

I should also like to draw your attention to the fact that the TSB IT platform is still not functioning properly and there are outages affecting the service given to customers on a weekly basis. According to TSB there are still 400 fixes that will need to be made to the system before it's fully stable. In a recent note to staff, Mrs. Debbie Crosbie, Chief Executive of TSB, said: "So, between now and the end of 2019, we've got 400 fixes going in, so it's really important that we get them behind us so that all of the technology that's important to our customers works really brilliantly again". So, by implication, the technology hasn't been working brilliantly and customers are still suffering some 15 months' after the new system was rolled out.

Yours sincerely



Mark V Brown
General Secretary