



£259m

The total cost to date of TSB's IT meltdown.

158,000

Complaints following the IT meltdown.

£1.7m

paid to Paul Pester when he left TSB.

TSB's botched IT migration has cost £259 million so far but that figure is likely to rise significantly over the next few months. We expect the final bill for this sorry mess to be at least £400 million, when you include fines from the FCA.

As the Union with the largest number of members in TSB, our main concern now is that the Bank may accelerate its branch closure programme in order to reduce costs and recover some of the money it's wasted.

That the Chief Executive running the Bank should walk away with a £1.7 million severance payment whilst the staff that saved it could end up losing their jobs is simply unacceptable.

In the current mixed up world the right of Chief Executives to

collect bonuses and severance payments when they have almost destroyed the businesses they run has been elevated to the status of a human right.

We want a commitment from the TSB that it will not close any branches or make any redundancies following the IT migration.

TSB has said its new IT system will not be fully stable until the end of the year but that needs to be taken with a pinch of salt. During this crisis TSB has repeatedly over promised and under delivered.

The Bank's newly appointed Executive Chairman, Richard Meddings, keeps saying that for the majority of customers things are getting better. But staff know that's not the reality of everyday life in TSB.

We have set out overleaf some of the problems that are still plaguing branches and customers.

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CONTINUING IT PROBLEMS

It seems to be that TSB's senior management team can't quite grasp the fact that the IT system is still not working properly. Members have told us that:

- The vouchers readers are still hit and miss and it takes a lifetime for customers to pay in simple cheques.
- The new system makes them "look like idiots" in front of customers. Moreover, many customers have lost trust in the Bank's systems.
- In the past customers could be directed to cash points or IDMs but those are not trusted anymore and customers are actively choosing to queue far more than they did in the past.
- Customers are still coming into branches because they can't log onto internet banking. A number of branches have reported that some customers can't log on because their date of birth has either disappeared altogether or been changed.
- The chip and pin system which was supposed to have been fixed still freezes regularly or stops working all together.
- Ordering new/lost/stolen cards is "a joke" according to members. One member said the system "was so complicated you don't know if you are ordering the right card for the right customer".
- In a number of cases customers reporting stolen cards have been sent new cards which have exactly the same numbers as the old cards including the same PIN numbers.
- On some of the cards issued by TSB the expiry date is so far in the future it renders them useless.
- It's taking so long for customers to get their new cards that they are cancelling them thinking they're lost, only for them to turn up a few days later. However, because the cards have been cancelled, they are useless. The process then starts all over again.
- Booking appointments for customers is also a nightmare. Customers are turning up for appointments that have been booked on the new system only to be told that the members of staff, who weren't aware of the appointments, have gone home.

2019

The date when TSB expects to have dealt with all complaints. Some 9 months after the disaster began.

1.9M

Customers locked out of their accounts.

£8M

Amount paid to Paul Pester over the last few years.

20,000

Snags and defects found following the botched IT migration.

27%

Number of staff off sick with stress in one Region following migration

5,000+

Mortgage customers who have not been able to transfer products since April.