



Barclays Bank Plc
Leicester
LE87 2BB

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Tel: 0333 202 3104*

Mrs Jocelyn Graham
2 The Hoots
Wimbish Manor Estate
Fowlmere Road
Shepreth Nr Royston
sg8 6qp



Our reference: CRKJFHJL68

28 July 2022

Dear Mrs Graham

We've received your complaint and we're looking into it for you

Thank you for taking the time to contact us. We're sorry you've had cause to complain. We're looking into your complaint and we'll come back to you as quickly as we can – no later than 07 August 2022.

You can find more information on how we handle complaints at barclays.co.uk/complaints.

In the meantime, if you need to ask or tell us anything else, please call us on the number above. We'll do all we can to help.

Yours sincerely

Your Barclays Team

To receive a copy of this letter in Braille, large print or audio, please call 0800 400 100* (via Text Relay or Next Generation Text Relay if required). Visit barclays.co.uk/accessibility for more ways to contact us including SignVideo calls for BSL users. If you're calling from abroad, please use +44 (0)247 684 2099*.

*Calls to 0800 numbers are free from UK land lines and personal mobiles. Otherwise call charges may apply. Please check with your service provider. To maintain a quality service, we may monitor or record phone calls.