

Banking Contact Details

Please note that some NatWest Services are undertaken by RBS

It is very important that you contact the

Diocesan Finance Team via secretary@rcaos.org.uk

for the following:

- Account maintenance (especially change of address)
- Account closing
- Additional account opening
- Bacs recalls
- Changes to account details
- Mandate Changes

You may contact NatWest for the following:

- Bacs recalls Inter account transfers
- Bank references
- Branch enquiries, encashment & open credits
- Cash and coin
- Charges fees & interest enquiries
- Chequebook & paying-in books
- Client money letters
- Currency Orders
- Exchange rate enquiries
- Interest & balance certificates
- Payment queries - domestic & international
- Standing orders & direct debits
- Statement enquiries & requests (NB you can use Bankline for reference)
- Stopped cheques

Customer Services Contacts for Public Sector & Charities Team

Telephone

0345 835 1215

For your and our safety, customer services follow a policy of client authentication for requests that are being initiated via telephone. As all the necessary checks are included, **telephone enquiries are the fastest and preferred method of communication.**

Service hours

Monday – Friday 8am - 6pm

Email

Please ensure that the Service Request ID unique reference number is included in any documentation and or communications sent.

publicsectorandcharitiesservicingteam@natwest.com

Postal address

Bolton Parklands, Parklands,
3 Dehavilland Way, Horwich
Bolton BL6 4YU

Useful telephone numbers:

Bacs	0370 240 5544
Bankline	0345 300 4108 International +44 1268 502126 Lines are open 8am to 6pm Monday to Friday
Cards	0370 909 3701
Fraud	0800 161 5157 Lines are open 7am - 8pm Monday to Friday

Useful websites:**Bankline FAQs**

<https://www.business.natwest.com/business/ways-to-bank/bankline.html>

Bacs

<https://www.bacs.co.uk/Pages/Home.aspx>

Faster Payments

<https://www.fasterpayments.org.uk/>

Online BIC Search

<https://www2.swift.com/bsl/>