

Customer Services Contacts for Public Sector & Charities team

You can contact us via:



Telephone

0345 835 1215



Email

publicsectorandcharitiesservicingteam@natwest.com



Service hours

Monday - Friday
8am - 6pm



Postal address

NatWest
Parklands, 3 De Havilland Way
Horwich, Bolton
BL6 4YU

Contact us for the following:



Account maintenance & closing	Currency orders
Additional account opening	Exchange rate enquiries
Bacs recalls	Inter account transfers
Bank references	Interest & balance certificates
Branch enquiries, encashment & open credits	Mandates
Cash and coin	Payment queries - domestic & international
Changes to account details	Standing orders & direct debits
Charges, fees & interest enquiries	Statement enquiries & requests
Chequebook & paying-in books	Stopped cheques
Client money letters	

For safety and security, our team will check your identity whenever you phone us with a request.

If you need to return documents or contact us about an existing request, please quote the unique 'service request ID' provided by our customer service team.



NatWest

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	natwest.com/bankline
Bacs	bacs.co.uk/Pages/Home.aspx
Faster Payments	fasterpayments.org.uk/
Online Audit Platform	confirmation.com
Online BIC Search	swift.com/biconline



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