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Malcolm Buchanan
Chair, Scotland Board
Royal Bank of Scotland
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Dear Malcolm,

I have been alerted to the concerns of residents of the Carrick, Cumnock and Doon Valley constituency over the accessibility of the mobile banking service provided by Royal Bank of Scotland.

The mobile branch service provides an essential service to many communities in Scotland where physical branch facilities are no longer available and I appreciate the efforts you have made to extend this service to more communities in recent years. However, it is unacceptable that this service is unavailable to some of the most vulnerable members of those communities, who are unable to physically access that facility.

Alternative provision, such as online or telephone banking is not suitable for all customers and physical access to banking services remains essential for many.

What action is the Royal Bank of Scotland taking to fulfil its statutory duty to ensure that disabled customers can access the same services and premises, as far as possible, as someone who is not disabled and to ensure that all customers are able to access essential banking services in the way that best serves their needs?

Keith Brown

Malcolm,
any assistance you could offer would be
greatly appreciated. Thank you so much
Keith

