

Which? Response To RBS CEO's Memo To Staff Pledging Better Customer Service

Tuesday 1 October, 2013

In response to Ross McEwan's memo to staff pledging better customer service, Which? executive director, Richard Lloyd, said:

"It's good to hear this customer-friendly commitment from the new RBS Chief Executive and we'll be supporting his drive to turn these words into action. RBS and Natwest know they have a lot to change to ensure customers get the better service and products they deserve. We want to see all banks work hard for their customers, not bankers."

- Ends -

Background:

1. In our latest bank customer satisfaction survey, RBS scored just 53% - below the average of 62%. [Which? surveyed 1,631 members of the general public online in May 2013 about which banks and building societies they had current accounts with.]

For more information please contact:

Robyn Margetts
Press Officer, Which?
T: 020 7770 7697
M: 07738 737 290
E: robyn.margetts@which.co.uk

Related Sectors:

[Personal Finance](#) ::

Related Keywords:

[Which?](#) ::

Scan Me:



Company Contact:

[Bubble Fish PR](#)

[View Online](#)

Newsroom: Visit our Newsroom for all the latest stories:

<https://www.bubble-fish-pr.pressat.co.uk>