

Rt Hon Nicky Morgan MP
House of Commons
London
SW1A 0AA

6th June 2018

Dear Ms Morgan

TSB Integration Shambles

TBU is the largest independent trade union in TSB representing over 4,000 members of staff.

On the 15th February 2018, we wrote to Dame Sandra Dawson, Chair of the TSB Remuneration Committee regarding the decision to postpone the IT migration in November 2017. In that letter we said:

"The migration plan was cancelled at the last minute because work on large parts of the new platform had not been completed on time, testing was still to be done and the testing that had been completed showed the system was not stable enough for customer role out. If you had taken due notice of our concerns regarding the migration of customers onto Proteo4UK, which were coming directly from members working on the project and involved in the testing, TSB's IT fiasco could have been avoided".

We can't understand why Dame Sandra and the rest of the TSB Board did not take our concerns seriously: had they done so TSB might not be in the mess it is today. Even after almost 4 weeks, many customers still can't access their bank accounts. Parts of the branch network and contact centres are teetering on the brink of collapse with staff working 12-hour shifts and dealing with levels of customer abuse never seen before. The TSB brand, which our members have helped build over the last 4 years, is in tatters and customers are threatening to leave in their droves. It is quite simply the biggest IT disaster in British banking history and it could get worse over the next few days if IBM can't identify the problems and fix them.

At the recent Treasury Select Committee hearing Mr. Paul Pester, TSB's Managing Director, said he would not take any of the £2 million bonus for completing the migration of customers. That is not good enough. Given the current shambles, neither Mr. Pester nor any member of the Bank's Executive Committee (BEC), should get any performance bonuses whatsoever for 2018. Migration bonuses granted in previous years to Mr. Pester and other members of the BEC should also be recovered.

In response to this meltdown, the TSB Board has appointed the law firm, Slaughter and May to review what went wrong with the IT migration and why it went wrong? When TSB was established it said that it would be a different kind of bank and transparency would be one of its core objectives. The need for transparency dictates that a full copy of the Slaughter and May report should be sent to members of the Treasury Select Committee and made available to all members of the House of Commons so that MPs can discuss and debate what went on in the lead up to the IT migration; what went wrong with the new system after the migration; the actions of key players like Mr. Pester and the conclusions drawn by Slaughter and May.

I am sure you would agree with me that it is completely unacceptable for the TSB Board to try to sweep its IT meltdown

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under the carpet by publishing only the key findings of the report. Many of your constituents are TSB account holders and they have a right to know what happened and who is responsible.

I would be grateful if you could write to Richard Meddings, Chairman of TSB, asking for the full report by Slaughter and May to be made available to Parliament.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark V Brown', with a stylized, cursive script.

Mark V Brown
General Secretary