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V1.0 – July 2023

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The contents of this website, including these terms and conditions of use, are subject to change by us without notification. Additionally NatWest Boxed shall not be obliged to remove any outdated information from the website or to expressly mark it as being outdated.

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Calls may be recorded.

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Monitoring includes (without limitation) checks for viruses and other malignant code, criminal activity, and use or content that is unauthorised or unlawful or material that may cause offence in any way.

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In addition, it should be noted that the annual report and accounts of the NatWest Group which are published on this website or made available through this website, may be subject to adoption by the Annual General Meeting of Shareholders of the NatWest Group for the year to which the report and accounts relate.

Regulatory information

NatWest Boxed has its registered office at 250 Bishopsgate, London, England, EC2M 4AA.

NatWest adheres to the Standards of Lending Practice which are monitored and enforced by the LSB. Find out more at www.lendingstandardsboard.org.uk.

Complaints Procedure

If you are not satisfied with any of our group's product or service, we have a complaint handling procedure that you can use to resolve such matters. NatWest is covered by the Financial Ombudsman Service ("the **FOS**").

If we fail to resolve your complaint to your satisfaction you may refer your complaint to the Financial Ombudsman Service (Exchange Tower, London E14 9SR, phone 0800 023 4567). Details of the service offered by the Financial Ombudsman Service are available at www.financial-ombudsman.org.uk.

General information

Enforceability

In the event that any provision of these terms and conditions of use of this website is held unenforceable, it will not affect the validity and enforceability of the remaining provisions.

Governing Law

The terms and conditions of use of this website are governed by the laws of England and any dispute regarding this website shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

