UK Finance

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Bank Report Contact List

This Bank Report Contact List provides auditors with the essential contact details and submission requirements for banks when requesting audit confirmations. It helps ensure requests are sent to the correct teams, include the necessary information, and follow each bank's preferred process, reducing delays and improving the reliability of audit evidence. The list also indicates which banks prefer receiving requests through the secure Thomson Reuters Confirmation platform.

How to use this document

Each row in the table corresponds to a specific bank or banking division and outlines precisely where and how to send audit confirmation requests. Before submitting a request, auditors should:

1. Check the correct email address or mailing address for the bank.
2. Review any special notes or requirements, such as the need for separate requests or documentation.
3. Confirm whether the bank accepts or prefers digital requests via the Thomson Reuters Confirmation platform.
4. Ensure that the client's authority to disclose is correctly completed according to the bank's requirements.

This helps prevent processing delays, misrouted requests, or rejected submissions.

Explanation of table columns

- **Confirmation Platform Enabled**

Indicates whether the bank participates in the Thomson Reuters Confirmation platform. If "Enabled*," the bank processes audit confirmation requests through the secure digital platform. If the cell is blank, the bank does not currently use the platform.

- **Bank**

Identifies the bank or banking division responsible for handling audit confirmation requests.

- **Contact Email**

The correct email address for submitting audit confirmation requests. Some banks provide dedicated emails for specific business units, increasing accuracy and processing speed.

- **Main Address**

The postal address for audit confirmation requests, where applicable. Some banks only accept email submissions.

- **Additional Requirements**

Important bank-specific instructions, such as separate requests per entity, documentation needed, or processing timelines. This helps auditors avoid delays and ensures smoother request handling.

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**Allied Irish Bank - UK**		Address to relationship manager at branch.	
Yes	**Lloyds Bank & Bank of Scotland**	Emails addresses can be located within our website guidance pages.	**Commercial Banking, Lloyds Bank Corporate Markets & Business Banking Customer** Central Audit team Bank of Scotland P O Box 1000 BX2 1LB	Includes Commercial Banking, Lloyds Bank Corporate Markets & Business Banking Customers accounts. Lloyds Bank & Bank of Scotland now have dedicated guidance available, please access the below based on brand: • Lloyds Bank • Bank of Scotland
	Barclays	BarclaysAuditletterTeamBirmingham@barcla ys.com auditrequests@barclays.com Bpci.tradeandaudits@barclayswealth.com	Audit letter confirmations are only accepted by email. Postal and fax applications are no longer accepted for any Barclays branch.	All applications must be made by email and include a copy of the client's authority form to avoid delay or rejection. Barclays provides a pdf smart form which enables quicker responses and should be used in all cases. **Barclays Corporate and Business Banking** (UK and Europe) SLA for standard cases - 15 working days (after the audit date has passed) **Clients with Investment Bank Products** (all derivative products) SLA for standard cases - 10 working days (after the audit date has passed) Please submit a separate request to prevent any delays in dealing with your request **Barclays Wealth** Please submit a separate request to Barclays Wealth to prevent delays in completing your request.

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
				For each request received we will send an acknowledgement containing a reference number. Please quote this in all correspondence regarding that request. Please do not chase an audit letter request until the appropriate SLA has elapsed. Please note, Barclays do not provide a call back service for verification. Cases are processed Monday to Friday. Barclays do not offer a call back service for verification and escalations within the SLA will not be acknowledged. Where requestors are not enabled for secure email (TLS), responses may be returned by standard post. Responses from Barclays may be received from BarclaysAuditLetterTeamBirmingham@barclays.com. This is used for replies only and requests should not be sent to this address.
	Citi Bank - Hungary	sfsclientservice.hu@citi.com		
Yes	**The Co-operative Bank plc.**		Team 605 Olympic House Business Customer Service Centre PO Box 250 Delf House Skelmersdale WN8 6WT	Contact Telephone Number:- 08457 213 213
Yes	**Coutts & Co**		The Manager 440 Strand London WC2R 0QS	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**HSBC**	Who do I contact if I have a query? For requests raised via Confirmation.com, all queries should be directed to Telephone: +44 (0) 203 770 5450 Email: customer.support@confirmation.com	Audit letter confirmations are only accepted via confirmation.com Postal, fax, email applications are no longer accepted by HSBC UK In the Confirmation.com portal please select as follows: For Commercial Banking Customers – HSBC UK Bank PLC (Commercial Banking) For Global Banking & Market customers – HSBC Bank PLC (Global Banking & Market)	All applications for UK based accounts must be made by confirmation.com and signed digitally as per bank mandate or include a copy of the client's authority form to avoid delay or rejection. STANDARD SLA – 15 working days only if Customer Authorisation is valid and all required information is provided in the request. Please quote the main sort code and account number in allocated space along with the complete entity name to avoid rejections. Sort code and account number should only contain numeric values. If the audit is required for a single account, please select the form type 'Asset'. If the audit is required at a group level or single entity, please select the form type 'Consolidated'
Yes	**Isle of Man Bank**	bankauditrequestsiom@rbsint.com	**ISLE OF MAN BANK** **ISLE OF MAN** s/c 9545, 559100, 559110, 559104 & 559107 Confirmation.com –select Isle of Man Bank Email to bankauditrequestsiom@rbs Post to 2 Athol St, Douglas, Isle of Man IM99 1AN	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**Lloyds Bank & Bank of Scotland Offshore**	CommercialCustomerSe rvic-es@LloydsBankInte rnational.com	**OFFSHORE AUDITS (GUERNSEY)** LTSB Corporate Banking, P O Box 123, Sarnia House Le Truchot, St Peter Port Guernsey, GU1 4EF **OFFSHORE AUDITS (JERSEY)** LTSB Corporate Banking, PO Box 10, 9 Broad Street, St Helier, Jersey JE4 8NG **OFFSHORE AUDITS (ISLE OF MAN)** BOSI Corporate PO Box 19 Douglas Isle of Man IM99 1AR	We will acknowledge receipt of your request providing a unique reference number and the expected number of business days required to complete the request. Please provide a current email contact where acknowledgement by email is preferred. Requests can also be submitted for Offshore Audits through con-firmation.com
Yes	**Nationwide Building Society**	BusinessSavingsOperations@ nationwide.co.uk	Nationwide Building Society Kings Park Road Moulton Park Northampton NN3 6NW	You will need to have a valid audit authority form signed in accordance with your account mandate before we can action the request.

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
	Nationwide Building Society (trading as Virgin Money)	Please scan requests with sort codes beginning 05 or 82 in PDF format to the following email address: **audit.letter.requests@cybg.com** (this is for heritage Clydesdale and Yorkshire Bank accounts) Requests with any other heritage Virgin Money sort code (usually 08 or include account numbers with letters) should be scanned to the following email address: **VMAuditRequests@virginmoney.com**		- For each request please also provide a valid Authority to Disclose instructed to Virgin Money, this should cover all entities listed on the request, be on the customers Company letterhead and must be signed in accordance with the Society mandate. - Where possible please send all requests to arrive at least one month in advance of the audit confirmation date. – Please use the standard templates available on the BBA website. - If you require a Fast Track request, please complete the Fast Track request specifying an appropriate reason. - When requesting information on Derivatives please specify the type of facility and one of the facility account numbers. - When requesting information on Treasury accounts please give the 16-digit reference. - Service Level Agreement for Heritage Clydesdale and Yorkshire Bank – 30 business days after the audit date has passed for quarter end requests and 10 business days for all other requests. The SLA starts when the Society has received all the correct information. - Please do not chase an audit letter request until both the year end audit date and the SLA have elapsed.

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**Natwest**		**MAINLAND UK** Confirmation.com - select NatWest OR Post to NatWest Bank Pld 1 Hardman Boulevard Manchester M3 3AQ OR Email Faxination to +449999000024@ fax.rbs.com Attach the request as a PDF.	**MAINLAND UK** Before submitting a request, familiarise yourself with the banks minimum standards which are outlined in the **NatWest** dedicated website. How to send a request to the bank: Audit confirmation requests for NatWest mainland UK customers can be submitted in two ways: The banks preferred channel is online via **Confirmation.com**. • The bank accepts online requests for single legal entities and at a group level (i.e. multiple related legal entities) • Instructions on how to complete an online form is available from Confirmation.com's training guide • Service Level Agreement – 12 business days (after the audit date has passed)

Yes	**NATWEST INTERNATIONAL GIBRALTOR** s/c 606060 & (60)9544 Confirmation.com - select NatWest International Email to **bankauditrequestsgib@rbsint.com** Post to PO Box 11 16 Library Place St Helier JERSEY JE4 8NH	**bankauditrequestsgib@rbsint.com**	The SLA starts when the bank has received all the correct information Alternatively, paper requests can be faxed or posted to the bank. • Use the standard **templates** set out by the industry • The bank will acknowledge receipt of your request providing a unique reference number and the expected number of business days required to complete the request • Service Level Agreement – 25 business days (after the audit date has passed). This excludes postage time. The SLA starts when the bank has received all the correct information Send your audit confirmation to the bank at least one month in advance of the audit date.
Yes	**NATWEST INTERNATIONAL JERSEY** s/c 601203 & (60)9541 Confirmation.com –select Natwest International Email to **bankauditrequestsjsy@rbsint.com** Post to PO Box 11 16 Library Place St Helier JERSEY JE4 8NH	**bankauditrequestsjsy@rbsint.com**	Urgent or Fast Track requests must be sent to the bank via Confirmation.com. Any requests which are posted, faxed or emailed to the bank will be subject to a 25 business day SLA. Provide the full name (as per bank statement), main account number and sort code for every related legal entity required. Not only does a sort code speed up the process but it can also help to identify which brands within the NatWest Group Plc the accounts are held at as well as highlighting any specialised products or services the customer may have with us.
Yes	**NATWEST INTERNATIONAL GUERNSEY** s/c (60)9542 & 600920 Confirmation.com – select Natwest International Email to **bankauditrequestsgsy@rbsint.com** Post to PO Box 11 16 Library Place St Helier JERSEY JE4 8NH	**bankauditrequestsgsy@rbsint.com**	Separate requests must be submitted for each brand within the NatWest Group Plc (i.e. RBS, NW, RBSI, NWI, Isle of Man Bank, RBS Invoice Finance and Lombard), even where the customer is multi branded. Requests for copy cheques should be sent under separate cover and addressed to the customers sector team.

Banks Using the Confirmation Platform	Bank	Contact Email	Additional Requirements
Yes	**NATWEST INTERNATIONAL ISLE OF MAN** s/c 600703 & (60)9543 & 609545 Confirmation.com – select Natwest International Email to **bankauditrequestsiom@rbsint.com** Post to PO Box 11 16 Library Place St Helier JERSEY JE4 8NH	bankauditrequestsiom@rbsint.com	**Who do I contact if I have a query?** For requests raised via Confirmation.com, all queries should be directed to: Telephone: +44 203 770 5450 or Email: **customer.support@confirmation.com** For requests sent via paper, all queries should be directed to: **RBSGAuditQueries@rbs.co.uk** Do not chase an audit letter request until both the year end audit date and the SLA have elapsed.
Yes	**RBS INVOICE FINANCE** s/c 600846 (Discounted, Factored or Facflow accounts) Email to **InvFin.AuditReq@rbsif.co.uk**	InvFin.AuditReq@rbsif.co.uk	
Yes	**NatWest Markets Plc** For customers who only hold 'Derivative' facilities with the bank. Email to **ClientValuationsTeam@natwes tmarkets.com**	ClientValuationsTeam@natwestmarkets.com	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**Royal Bank of Scotland**		**MAINLAND UK** Confirmation.com – Select Royal Bank of Scotland OR Post to Royal Bank of Scotland Plc 1 Hardman Boulevard Manchester M3 3AQ OR Fax to +449999000024 Send a separate fax per request. OR Email Faxination to +449999000024@fax.rbs.com Attach the request as a PDF document.	**MAINLAND UK** Before submitting a request, familiarise yourself with the banks minimum standards which are outlined in the **RBS** dedicated website. How to send a request to the bank: Audit confirmation requests for RBS mainland UK customers can be submitted in two ways: The banks preferred channel is online via **Confirmation.com**. • The bank accepts online requests for single legal entities and at a group level (i.e. multiple related legal entities) • Instructions on how to complete an online form is available from Confirmation.com's **training guide** • Service Level Agreement – 12 business days (after the audit date has passed). The SLA starts when the bank has received all the correct information Alternatively, paper requests can be faxed or posted to the bank. • Use the standard **templates** set out by the industry • The bank will acknowledge receipt of your request providing a unique reference number and the expected number of business days required to complete the request • Service Level Agreement – 25 business days (after the audit date has passed). This excludes postage time. The SLA starts when the bank has received all the correct information Send your audit confirmation to the bank at least one month in advance of the audit date.
Yes	**RBS INTERNATIONAL JERSEY**	**bankauditrequestsjsy@rbsint.com**	**RBS INTERNATIONAL JERSEY** s/c 161028, 165893, (60)1028 & (60)5893 Confirmation.com – select RBS International Email to Post to Royal Bank House 71 Bath Street St Helier Jersey JE4 8PJ Channel Islands	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**RBS INTERNATIONAL GUERNSEY**	**bankauditrequest.gsy@rbsint.com**	**RBS INTERNATIONAL GUERNSEY** s/c 162029, 165886 & (60)2029 Confirmation.com – select RBS International Email to **bankauditrequestsgsy@rbsint.com** Post to Royal Bank House 71 Bath Street St Helier Jersey JE4 8PJ Channel Islands	Urgent or Fast Track requests must be sent to the bank via Confirmation.com. Any requests which are posted, faxed or emailed to the bank will be subject to a 25 business day SLA. Provide the full name (as per bank statement), main account number and sort code for every related legal entity required. Not only does a sort code speed up the process but it can also help to identify which brands within the NatWest Group Plc the accounts are held at as well as highlighting any specialised products or services the customer may have with us. Separate requests must be submitted for each brand within the NatWest Group Plc (i.e. RBS, NW, RBSI, NWI, Isle of Man Bank, RBS Invoice Finance and Lombard), even where the customer is multi branded. Requests for copy cheques should be sent under separate cover and addressed to the customers sector team. **Who do I contact if I have a query?** For requests raised via Confirmation.com, all queries should be directed to: Telephone: +44 203 770 5450 or Email: **customer.support@confirmation.com** For requests sent via paper, all queries should be directed to: **RBSGAuditQueries@rbs.co.uk** Do not chase an audit letter request until both the year end audit date and the SLA have elapsed.
Yes	**RBS INTERNATIONAL ISLE OF MAN**	**bankauditrequestsiom@rbsint.com**	**RBS INTERNATIONAL ISLE OF MAN** s/c 166017, 165880, (60)6017 & (60)5880 Confirmation.com – select RBS International Email to **bankauditrequestsiom@rbsint.com** Post to Royal Bank House 71 Bath Street St Helier Jersey JE4 8PJ Channel Islands	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	RBS INTERNATIONAL LUXEMBOURG	RBS INTERNATIONAL LUXEMBOURG s/c 161030 & (60)1030 Confirmation.com – select RBS International Email to bankauditrequestslux@rbsint.com Post to Royal Bank House 71 Bath Street St Helier Jersey JE4 8PJ Channel Islands	bankauditrequestslux@rbsint.com	
Yes	RBS INTERNATIONAL LONDON INT	RBS INTERNATIONAL LONDON INT s/c 165915, 165914, (60)5915 & (60)5914 Confirmation.com – select RBS International Email to bankauditrequestsLDN@rbsint.com Post to Royal Bank House 71 Bath Street St Helier Jersey JE4 8PJ Channel Islands	bankauditrequestsLDN@rbsint.com	
Yes	RBS INVOICE FINANCE	RBS INVOICE FINANCE s/c 600846 (Discounted, Factored or Facflow accounts) Email to InvFin.AuditReq@rbsif.co.uk	InvFin.AuditReq@rbsif.co.uk	

Banks Using the Confirmation Platform	Bank	Contact Email	Main Address	Additional Requirements
Yes	**Santander UK plc**		Business and Corporate Banking Operations Bridle road Bootle Merseyside L30 4GB	Santander does not acknowledge requests. Contact Telephone Number:- Business Banking - 0845 6070 666 Commercial Banking – 0800 085 2090 Please ensure for each request that a valid, current Authority to Disclose is in place authorising and instructing Santander UK plc, covering all entities listed on the request and signed in accordance with the bank - Mandate for the relevant customer.
	Ulster Bank		Exceptions Payments Team Ulster Bank Ltd Danesfort Belfast BT9 5UB	-Please ensure for each request that a valid, current Authority to Disclose is in place authorising and instructing The Ulster Bank Group, covering all entities listed on the request and signed in accordance with the bank mandate for the relevant customer. - For customers holding international accounts please include the account type and/or an account number and send request to: International Audits Ulster Bank Group Centre Georges Quay Dublin 2

- For customers holding branch accounts and international accounts, two separate requests must be sent.
- International accounts refer to Hold accounts, Trade Finance accounts, ACBS/Loan I.Q. loans, Foreign Exchange contracts (FX deals) and Deposit accounts.
- Please send all requests to arrive at least one month in advance of the audit confirmation date.
- Please use the standard templates available on the BBA website.
- Separate requests must be submitted for both Ulster Bank Ltd (NI) and Ulster Bank Ireland Ltd (RoI) even where the customer is dual branded.
- Please give the branch sort-code and account number for the main account of each and every legal entity listed in the request. The names on the request need to match the customer name of the bank accounts for which the main sort code and account number are given.
- If details on Global Treasury Fund accounts or Structured Deposits (including Bonds) are required, please specify the 6 digit account number and mark the request as applicable for these types of accounts.
- When requesting information on Derivatives please specify the type of facility and one of the facility account numbers.
- If you require a Fast Track request, please complete the Fast Track request specifying an appropriate reason.
- Please do not chase an audit letter request until both the year end audit date and the timescale advised in the acknowledgement letter for reply have elapsed.
- Contact details for the Ulster Bank Concerns and Queries team are 0845 301 4109 (NI) and 1850 211595 (ROI).
- Cheque Requests: Requests for copies of cheques are not part of the audit process and should be requested separately.
- Certificates of Interest/Balance: Certificate requests are not part of the audit process and should be requested separately to the Exceptions Maintenance team.