


Customer Relations Manager  
NatWest  
PO Box 594  
Chatham  
ME4 9DP

Dated: 10 April 2015

## **Formal Complaint**

Dear Sir / Madam,

**Account name: Advantage Gold**

**Account number:** 

I have had the above account for several years dating back to the early 2000s but believe it was mis-sold to me. Firstly, I request that all monthly charges incorporated within the Advantage Gold account (currently £15 per month) cease with immediate effect and that the account is reverted to a free account without the Advantage Gold benefits included.

At the time of opening this account I was seeking to obtain an overdraft facility and was told that in order to facilitate the overdraft I would have to open a fee charging Advantage Gold account. At no point were the benefits of such an account properly explained to me other than it included free insurances for phone, travel and breakdown that could save me money. There was no detailed assessment as to the benefits offered for such an account or their suitability for my own particular circumstance. As the account benefits were totally unsuitable for my needs, the costs of the account far outweighed any benefits and useless to me.

My intention was to apply for an overdraft and was told that the only way to obtain the overdraft was if I took the Advantage Gold account otherwise I would not be eligible for the overdraft. I was not informed about any other free alternative accounts and felt pressurised into getting this packaged account, because I needed the overdraft at that time. I was told I would save on all the benefits the account offered however my need for these insurances was never questioned and in any event totally unsuitable for my needs. I was not asked any detailed questions or any conditions explained to me.

Although no proper and detailed explanation of the benefits were explained to me at the time of taking this account, my need for these insurances was never questioned and was totally unsuitable for me.

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With regards to travel insurance, I was not told about any conditions and/or whether I would be suitable. I do suffer with a medical condition and prescribed medication for this at the time so this insurance would not have been suitable for my needs and I was never asked if I needed this insurance. This insurance was totally unsuitable for me.

With regards to mobile phone insurance, this was never explained to me or that I needed to register my mobile phone and that any claim would be subject to an excess fee. In any event I was already covered for mobile phone insurance via my phone supplier therefore this insurance was no benefit and totally unsuitable to me.

With regards to breakdown cover, this was never explained to me or whether or not I even drive or own a vehicle. As it happens I already had free RAC breakdown cover through Tesco Clubcard points therefore this benefit was of no use to me.

If I had been asked the most basic of questions regarding this packaged account it would have been obvious that any benefits associated with such an account would have been no use to me whatsoever and therefore this account was mis-sold to me. Over the years of having this mis-sold Advantage Gold account there have also been increases of the fees which I was not informed about, the increased payments were just taken from my account without any notice.

I have never used or needed any of the benefits that I have been paying for over many years and I do not need this packaged account, it is totally unsuitable to my needs and it always has been. Having this account only got me into more financial difficulties as a result of the packaged fees taken from the account each month.

To redress the balance and put matters right, I request a full refund of all fees taken from inception of this mis-sold Advantage Gold account plus associated interest.

As a matter of further redress, the CHARGES that have been levied on this account over the years have been as a result of the package account fees being charged to my account and I further request a full refund for these charges levied plus associated interest.

I trust the above succinctly lays down my position in order for you to investigate my complaint and I look forward to your positive response in a timely manner, otherwise I will not hesitate taking my complaint to the regulatory authorities for investigation.

Yours faithfully,

A solid black rectangular box used to redact the signature of the sender.