

Chris Hodgkins

From: Chris Hodgkins
Sent: 18 February 2012 12:37
To: 'burnst@parliament.uk'; [REDACTED]
Cc: 'anthony.frost@santander.co.uk'; 'andy.g.smith@santander.co.uk';
'Jonathan.akerman@santander.co.uk'; 'ana.botin@santander.co.uk';
'Jonathan.akerman@santander.co.uk'; 'Nicola.Hussey@santander.co.uk'; 'sarah.davies2@santander.co.uk'; 'Jemma.abela@santander.co.uk';
'siobhan.O'Shea@santander.co.uk'; [REDACTED]
[REDACTED]
[REDACTED] 'stevve.patman@santander.co.uk'
Subject: [REDACTED]
Attachments: 20120217132436911.pdf; Santander170212.doc

From: Chris Hodgkins
To: Lord Burns, Chairman, Santander UK plc.
Subject: [REDACTED]

Dear Lord Burns

In the attached and in two emails below is a woebegone tale of the utter inadequacy of the bank of which you are the chairman. If the amount of time I have had to spend on this was calculated into a bankers bonus, it would bring tears of envy to the eye of Bob Diamond. In a 50 year career in music and business I do not think I have ever encountered such bungling incompetence. To add insult to injury nowhere on any Santander website can I find a corporate address for your company. A great friend of mine said to me years ago always talk to the butcher never the block hence my email to you at the House of Lords. I shall also copy this to Lord [REDACTED] in case for some reason the carelessness of Santander has, like some virus, infected all means of communication and you do not receive this.

I trust you will be able to expedite matters and also a root and branch review of Santander is undertaken. However every cloud has a silver lining and Santander can take credit for effortlessly turning customer service into an oxymoron.

Many thanks for your time in this matter

Yours sincerely
Chris Hodgkins
[REDACTED]
[REDACTED]

To: Complaints at Santander

The attached should explain every thing. It would appear that we need two signatories to conduct any business on this account even to transfer money from our savings account to our current account. I would have thought your staff would have resolved this matter and ensured the signatories [REDACTED] and [REDACTED] would have been able to go online and transact business as they are the existing signatories. I emailed a [REDACTED] at 14.30 on Friday the 17th February but regrettably I have yet to receive the courtesy of an acknowledgement or indeed a reply So as we already have two existing signatories I cannot see the problem. Can you please resolve this matter with out further delay. I require action!

Yours sincerely

Chris Hodgkins
[REDACTED]

-----Original Message-----

From: Chris Hodgkins
Sent: 17 February 2012 14:30

[REDACTED]
[REDACTED]
Subject: FW:

Dear [REDACTED]

I am the [REDACTED] I am not blaming you as my view on the front line staff at all the banks I have dealings with, is that of "Lions led by donkeys". Many thanks for trying to resolve this matter however you may well want to kick the complaint below as far up the hierarchy of Santander as it can go.

I am attaching all the correspondence in this matter. I supplied all the details and so did the [REDACTED] weeks ago and I now have to rerun this exercise on a Friday. I do not keep my passport in the office and I do not drive so I do not have a driving licence. What is the problem? [REDACTED] and I sent copies of passports bills etc. to you some weeks ago and first class at that. We already have two signatories [REDACTED] and [REDACTED] I also have staff to pay and if they are not paid then I am open to legal action.

[REDACTED] will be arriving at Santander with the Project Manager on Monday morning and they will not leave until this matter is expedited to our satisfaction. I have written to the Chief Executive of Santander and a copy is attached. Another letter will be going on Monday with copies to the Treasury Select Committee and a number of Members of Parliament who take a very dim view on this sort of egregious and insouciant service. What do you think Santander will look like on the Today Programme? My best guess would be Don Quixote on mescaline at a bull fight.

As you will see from the correspondence [REDACTED] has been extraordinary patient with Santander after one foul up after another.

I now fervently trust that as you know have a measure of my opprobrium I will get action this day and this matter is completely resolved to our satisfaction when the banks open on Monday morning

Yours sincerely

Chris Hodgkins
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Chris Hodgkins

From: Chris Hodgkins
Sent: 19 February 2012 13:07
To: burnst@parliament.uk; [REDACTED]
Cc: 'anthony.frost@santander.co.uk'; 'andy.g.smith@santander.co.uk';
'Jonathan.akerman@santander.co.uk'; 'ana.botin@santander.co.uk';
'Jonathan.akerman@santander.co.uk'; 'Nicola.Hussey@santander.co.uk'; 'sarah.davies2@santander.co.uk'; 'Jemma.abela@santander.co.uk';
'siobhan.O'Shea@santander.co.uk'; [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: FW: [REDACTED]
Attachments: 20120217132436911.pdf; Correspondence with Ana Botin.Santander 190212.pdf

From: Chris Hodgkins
To: Lord Burns, Chairman, Santander UK plc.
Subject: [REDACTED]

Dear Lord Burns

Forgive me for writing to you again. I arrived home last night at 9pm from my office and found a letter from Santander purportedly answering my letter of the 23rd January 2012 to the CEO Ana Botin. My correspondence concerned a request for an overdraft facility and the shambles of debit card transactions at Santander. It appears from the correspondence that Santander do not offer overdraft facilities to longstanding customers if they are a charity. This is extraordinary, the charity sector in England and Wales has 160,000 charities with a total income of £57 billion and Santander does not want to offer overdraft facilities to a sector of this size. Have you informed your shareholders? I think they should be told.

Clearly neither the person who had been delegated by Ms Botin to write this letter nor Ms Botin had bothered to read my letter and enclosures. These are attached. I am of the opinion that with such a slipshod response - none of my points have been answered - Ms Botin must be on either treble valium and relaxation therapy or copious extracts of Koala Bear. As you will see the letter contains typographical errors such as, in the first paragraph, "and respond to on her behalf." The letter is one of the sloppiest I have had the misfortune to read and it is painfully apparent that your training programme - if you have one - does not deliver. Then I am offered a cheque for £30 "in full and final settlement of my complaint". It is worth noting that the cheque was made payable to me personally and not the [REDACTED] is this in the argot of the football business a bung? If an offer is being made to settle this complaint then we are in the business of negotiation; I reject the offer but I am prepared to accept something that might be a little more realistic, say £30,000. The cheque should be made payable to the [REDACTED] and then the [REDACTED] would not need an overdraft facility.

On reading this "offer" of £30 I cannot tell you how Judas Iscariot must have felt but I can certainly tell you that my reaction to this insult and egregious impertinence was that of incandescent outrage. I am returning the cheque to Ms Botin by first class post tomorrow.

I fervently trust that you will sort this matter out with out delay, prevarication and any more obfuscation. The project director and the [REDACTED] research manager are going to the [REDACTED] Branch of Santander tomorrow and I expect your staff in that branch to resolve all the problems relating to this account.

The only grain of comfort I can draw from this appalling affair is that Mickey Mouse wears a Santander watch.

Yours sincerely
Chris Hodgkins
[REDACTED]