



# NatWest

\* Denotes Contact Information With A Future Effective Date

## Bacs Recalls

## Centralised Unpaid Cheques In / Out

### Inwards

All unpaid cheques collected by a third party for the credit of a NatWest account, or bearing the NatWest dual crossing stamp or collected by a NatWest sort code **with the exception of NatWest Gibraltar**, should be sent to the NatWest Centralised Unpays In Unit at the following address:

**NatWest Plc  
Centralised Unpays In Unit  
P.O. Box 6351  
Loughborough  
LE12 9XX**

Claims for all unpaid cheques to the NatWest Centralised Unpays In Unit should be sent to **51-50-49**.

Unpaid Direct Debits should be returned to the branch from where they originated.

The Customer Service Telephone helpdesk number for all queries relating to unpays inward for NatWest customers is 0845 702 3072 and the operating hours are between 09.00 hrs and 16.30 hrs (Monday to Friday).

All unpaid cheques paid into a NatWest Head Office Collection Account sort code as the beneficiary, in the range quoted below, should be sent to the Centralised Unpays In Unit at the above address.

### OUTWARD UNPAIDS

All unpaid out queries with the exception of unpaid Direct Debits, should be directed to the Centralised Unpays In Unit on the telephone number quoted above.

## Special Presentations

## Account Switching

## Post Settlement Differences / Research & Adjustment

**General Payment / Account Information**

**HEAD OFFICE COLLECTION ACCOUNTS**

NatWest collection accounts are contained within the following ranges:

57-00-00 to 57-99-99

62-00-00 to 62-99-99

**ACCOUNT NUMBERS**

All NatWest account numbers comprise eight digits.