



* 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 Royal Bank of Scotland account, or bearing the Royal Bank of Scotland dual crossing stamp or collected by a Royal Bank of Scotland sort code **with the exception of RBS Gibraltar**, should be sent to the Royal Bank of Scotland Centralised Unpaids In Unit at the following address:

**The Royal Bank of Scotland Plc
Centralised Unpaids In Unit
P.O. Box 7536
Loughborough
LE12 9WX**

Claims for all unpaid cheques to the Royal Bank of Scotland Centralised Unpaids In Unit should be sent to **16-45-46**.

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

The Customer Service Telephone helpdesk number for all queries relating to unpaids inward for Royal Bank of Scotland customers is 0845 302 1743 and the operating hours are between 09.00hrs and 16.30hrs (Monday to Friday).

All unpaid cheques paid into a Royal Bank of Scotland Head Office Collection Account sort code as the beneficiary, in the range quoted below, should be sent to the Centralised Unpaids 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 Unpaids 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

Royal Bank of Scotland collection accounts are contained within the following ranges:
16-90-00 to 16-99-99
84-00-00 to 84-99-99

ACCOUNT NUMBERS

All Royal Bank of Scotland account numbers comprise eight digits.