BARCLAYS

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Mr Michael Poole
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Our ref: CX41335

14 October 2013

Dear Mr Poole

I write further to my colleague's letter of 4 September 2013 acknowledging receipt of your complaint to the Jersey Financial Services Commission as detailed in your letters of 27 and 28 August 2013. I am sorry for the delay in responding to you.

We are only required to hold copies of statements and transaction information for a limited amount of time. Under normal circumstances, we would only be able to provide statement information for a period of twelve years and specific transaction information over the last six years.

Nevertheless, I have arranged for a full review of our microfiche and electronic records to be undertaken in order to determine whether we could evidence where the funds used to establish the Poole Settlement in 1987 originated.

I understand that you believe that funds bequeathed to you by your grandmother were credited to account number 37338117 which was held in Deutsche Marks. With regard to accounts held in currencies other than sterling, in Jersey, we do not have any records prior to 1992.

With regards to sterling accounts, we do not have any copy ledgers prior to 1985 and after completing a thorough search of our records, we have been unable to evidence which specific accounts were used to fund the Poole Settlement.

I will arrange for a copy of this letter to be provided to the Jersey Financial Services Commission.

Yours sincerely

Richard Kides
Senior Client Relations Advisor – Wealth and Investment Management
Global Client Experience

*Calls may be recorded so that we can monitor the quality of our service and for security purposes.

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