

**REQUIREMENTS IMPOSED BY THE OFFICE OF FAIR TRADING
("the OFT") PURSUANT TO SECTION 33A AND SECTION
33D(4) OF THE CONSUMER CREDIT ACT 1974 ("the Act")**

REQUIREMENTS PROPOSED BY AND RELATING TO:

Royal Bank of Scotland plc (company number SC090312) which holds licence numbered 0176720 ("RBS") and whose registered office address is at 36 St Andrew Square, Edinburgh EH2 2YB.

THE OFT REQUIRES THAT:

1. Where RBS proposes to vary, replace or cease to follow the policies, procedures, practices or processes it has disclosed in writing to the OFT which relate to the circumstances in which it will apply for charging orders and orders for sale in respect of debts owed to it by individuals under consumer credit agreements ("Customers") it will for a period of three years from the date of these requirements provide to the OFT details of such proposals at least one month prior to the variation, replacement or cessation coming into effect.
2. RBS will not take steps to obtain a charging order (interim or final) or an order for sale in relation to a sum owed to it by a Customer unless it has, from time to time, before the Court makes such an order considered whether the steps it proposes to take are appropriate and reasonable having regard to the interests of both RBS and the Customer and it will in particular (but without limitation) take account of:
 - 2.1 the extent to which such Customer has engaged with RBS or its agents to try to agree a repayment plan and the extent to which such Customer has made payments in accordance with such a plan;
 - 2.2 the personal and financial circumstances of the Customer, including the value of his or her assets, to the extent known to RBS or to the extent they would have been known to RBS had it made reasonable enquiries of the Customer or his or her appointed representative;
 - 2.3 the amount of the sum owed;
 - 2.4 the length of time that the sum has been owed by the Customer to RBS; and

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2.5 whether it is reasonable for RBS to take alternative steps to recover the sum due.

3. RBS or its agent (as the case may be) will, where a charging order (interim or final) or an order for sale is sought against a Customer, include in the relevant customer/account file a note that evidences the review undertaken by RBS or its agents in accordance with requirement 2 and the matters it has taken into account when deciding to apply for a charging order (interim or final) or an order for sale, and RBS will upon request make such note available to the OFT.

ANY FAILURE TO COMPLY WITH THE ABOVE REQUIREMENTS WILL RENDER ROYAL BANK OF SCOTLAND PLC LIABLE TO FURTHER FORMAL ACTION BY THE OFT. THIS COULD INCLUDE THE IMPOSITION OF FINANCIAL PENALTIES PURSUANT TO SECTION 39A OF THE ACT AND/OR THE REVOCATION OF ROYAL BANK OF SCOTLAND PLC'S CONSUMER CREDIT LICENCE PURSUANT TO SECTION 32 OF THE ACT.

Authorised signatory on behalf of OFT



(David Fisher – Director of Consumer Credit)

Date: 10/01/2013