



USE OF UNPARLIAMENTARY LANGUAGE BY CUSTOMERS

Dear Customer,

Barclays Bank enounces to treat customers with politeness, courtesy and respect at every interaction by providing the highest level of service to our customers. Our endeavor is to address and resolve the concerns of our customers to their satisfaction and build a long term relationship.

However, customers resorting to provocative and unparliamentarily language or rude and disruptive behaviour, stretch tolerance and distort the relationship. Hence, we reserve the right to not respond to customers found to be offensive in their interaction with us and will be required to close all their relationships with Barclays Bank.

Sincerely

Barclays Bank PLC