

**Pwyllgor Diwylliant, Cyfathrebu, y Gymraeg,
Chwaraeon, a Chysylltiadau Rhyngwladol**

**Culture, Communications, Welsh Language,
Sport, and International Relations
Committee**

Senedd Cymru

Bae Caerdydd, Caerdydd, CF99 1SN

SeneddDiwylliant@senedd.cymru

senedd.cymru/SeneddDiwylliant

0300 200 6565

Welsh Parliament

Cardiff Bay, Cardiff, CF99 1SN

SeneddCulture@senedd.wales

senedd.wales/SeneddCulture

0300 200 6565

Jeremy Miles MS

Minister for Education and Welsh Language

11 December 2023

Welsh Government actions related to Welsh language requirements for banking

Dear Jeremy

You'll be aware that the Committee spoke to José Carvalho, Head of Wealth and Personal Banking at HSBC UK at its meeting on 29 November 2023 about HSBC's decision to close its Welsh speaking customer service phone line. We are aware of your concerns about the decision taken by the bank.

As you will see from the letter which we've sent to HSBC, we have told them that:

"...a failure to [change their position] will mean HSBC's commitments to Wales and the Welsh language are in effect redundant."

Further to our evidence session with HSBC, we would like to ask you to outline what actions the Welsh Government will consider taking to encourage and increase the use of Welsh language in the banking sector. We would be grateful if you could outline these actions, as well as how the Welsh Government and partner bodies will seek to encourage and increase Welsh language use in other sectors that fall outside the scope of the 2011 Measure. We will look to consider these points early in the new year.

I look forward to receiving your response in due course.

Yours sincerely



**Senedd Cymru
Welsh Parliament**

Delyth Jewell MS
Committee Chair

Croesewir gohebiaeth yn Gymraeg neu Saesneg.

We welcome correspondence in Welsh or English.