

# Customer care line: Over 70s & extended isolation

**0800 051 4176**

(Relay UK: 18001 0800 051 4176)

**Open 8am – 8pm, 7 days a week**

We've created a dedicated support line for customers who are over 70 and those who are in a period of extended isolation.

Our team of experts are ready to help with emergency banking support

- Lost or stolen cards
- Lending assistance
- Online banking setup (criteria apply)

This dedicated line has been set up so we can help those most in need.

Please only call this number if you're over 70 or you have been directly advised that you need to be in extended isolation.

Wait times on the phone, web chat and social media messaging may be longer than usual. Please bear with us, we're doing our very best to get to you as soon as we can. Visit [natwest.com/helpmetobank](https://natwest.com/helpmetobank) for more information on how we're supporting you and for help with other ways to bank.



**NatWest**