Frequently asked questions

Q. "I would like to know more – what do I do now?"
A. You should complete an application form, which can be downloaded on our website www.nwgpensbenfund.org.uk. Or you can give us a ring and ask us to send one to you – the contact details are overleaf. The form is simple and we will process your application as quickly as possible.

Q. "Will this cost me anything?"
A. No, the service is completely free. Grants are not repayable although underspends and failure to produce receipts may lead to us requiring you to return any unspent/unaccounted funds.

Q. "I feel embarrassed and I am hesitant to apply."
A. The Fund has helped many people in similar circumstances and exists to help you. You will be dealing with friendly and sympathetic people.

Q. "Are my details safe?"
A. Yes, all information and conversations are kept in the strictest confidence, and we comply with the provisions of the UK Data Protection Act 2018, as well as the duty of care we have to apply under the Charity Commission regulations.

Q. "Who else can help?"
A. Current and former bank employees may get help from the Bank Workers Charity. You can find them on www.bwcharity.org.uk and you can speak to them in confidence on 0800 0234 834. Citizens Advice (online or your local branch) may also be able to help you.

How to get in touch with us

You can contact us in confidence.

Email:
contact@nwgpensbenfund.org.uk

Telephone:
0300 772 7166

Registered address:
Flat 20
Refinery House
12 Gallions Road
London E16 2DL

www.nwgpensbenfund.org.uk
www.facebook.com/NWBPensBenFund
www.instagram.com/nwgpensbenfund

The NatWest Group Pensioners Benevolent Fund

The NatWest Group Pensioners Benevolent Fund is a charity, registration number: 277974

June 2026

The NatWest Group Pensioners Benevolent Fund

Making your life easier

We help retired NatWest (including RBS) Group employees and their financial dependents in times of financial need

Please keep this in a safe place - one day you may need it

“Please convey my gratitude to all concerned for their generosity towards me … over this difficult period.”

Ida

“Thank you once again for the financial help with my dental and optician expenses.”

Ian

We can help in times of need

Almost everyone at some time in their lives experiences financial hardship. For retirees especially, with limited income, some unforeseen event or other life circumstance can cause difficulties and unwelcome complications.

Do you need some help financially to make life a little easier?

We can help. The NatWest Group Pensioners Benevolent Fund is a registered charity for retired employees and their dependants and is totally independent of the Bank. It is managed by a board of Trustees, all volunteers, who are retired, serving or former employees.

If you’re a pensioner of any current or former company within the NatWest Group you, or someone who is financially dependent on you, qualify to be considered for a financial grant.

Also eligible to apply are women who worked for the Group’s constituent banks prior to 1976 and were excluded from joining the various non-contributory final salary pension schemes.

The Fund was set up in 1979 with a donation of £1000 from the NatWest Group Pensioners’ Association. Since then, income has been received from legacies, bequests and donations from retirees, and deposit interest and dividends from investments.

Over the last twenty years, the Benevolent Fund has granted over £600,000 to pensioners needing a helping hand. Perhaps we can help you towards the cost of a needed item. You have to be in need and be able to meet the qualifying criteria based on income and savings.

How we can help you

Our financial grants cover a wide spectrum of needs.

- From replacing a broken set of glasses
- To providing showering facilities when using a bath becomes too difficult.
- From providing a mobility device.
- To replacement or repairs to central heating boilers.
- From providing a new set of dentures.
- To providing a chair lift.

We promise that we will consider all applications. If we are unable to cover the whole of the amount you’re applying for, we may still be able to cover a proportion of the cost.

“My grateful thanks for the cheque for the mattress. I am delighted to tell you that after only three nights the pain in my back and limbs has abated.”

Patricia