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Please install your new i-sure business software

Dear Gavin McClosky

We wrote to you a few weeks ago to tell you about the new version of i-sure business, powered by MozyPro, and the need to update your Iron Mountain software to the new version.

After 15th November 2010, your Iron Mountain i-sure business software will accept no further files for back up.

Files already backed up on 15th November 2010, will be held for a further 45 days. It is therefore extremely important that you install the new i-sure business software onto your PC as soon as possible by following the instructions below. Please accept our apologies and disregard this letter if you have done so already.

What do I need to do now?

- 1) **Read the Terms and Conditions for your new i-sure business software**
Read the new terms and conditions in full at www.i-sure.com/legal. When you install the new i-sure business software onto your PC, you will be required to indicate that you accept these new terms and conditions.
- 2) **Retrieve any files backed up using your existing account, if required**
You'll find instructions on how to do this on the 'frequently asked questions' page at www.clearlybusiness.co.uk/help/i-sure (please click "i-sure powered by Iron Mountain"). Please note that after 15th November 2010 you will need to contact the business support team on the details below to access your saved data.
- 3) **Install your new i-sure business (powered by MozyPro) onto your PC**
Visit www.i-sure.com/download and follow the on-screen instructions.

Your username/email address is: gavinm@pensionpractitioner.com

Your licence key is 2T2B2WVCFDST7B45S758

Your password is hvweegnjn

Please change your password immediately by visiting <https://www.i-sure.com/userlogin> and selecting "Change Password" from the top-right of the screen.

- 4) **Select the files you want to backup using your new account**
This allows you to customise your back up so that you can choose the files that you want backed up. Please select 'Continue configuring your backup in expert mode' on the last page of the installer.
- 5) **Uninstall your existing version of i-sure**
Only do this when you are happy that your new software is backing up all your selected business files. You'll find instructions on how to do this at www.clearlybusiness.co.uk/uninstall-2e2

Speak to us

If you want to discuss these changes with our i-sure business support team, please call us on **0845 246 0722**.^{*} Alternatively, go to www.clearlybusiness.co.uk/contact and fill in the contact form.

Yours sincerely,

i-sure business support

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^{*}Calls to 0845 numbers for BT business customers will cost no more than 4p per minute, minimum call charge 5.9p (correct at time of print – September 2010). The price for non-BT phone lines may be different. Mobile rates may vary. Calls may be monitored or recorded for staff training or audit purposes.