

RC TRUSTEES LIMITED  
1A PARK LANE  
POYNTON  
STOCKPORT  
CHESHIRE  
SK12 1RD**Call us on:** 0800 092 3300  
Calls may be recorded or monitored**Sort code:** 16-57-10  
**Last 4 digits of account number:** 4084**Date:** 24-May-2023**Reference:** WELCOME2

Dear Sir/Madam

**Welcome to Cater Allen**

We're pleased to confirm that the above account has now been opened for BUDD FAMILY PENSION SCHEME and you should have already received a letter telling you your account number.

**Your Customer Identification Number (Customer ID)**

This is a unique number which we can use to identify the accounts you hold with us.

**Customer ID:** 700337232

Please keep this information confidential and in a safe place for future reference as you'll need these details for accessing your account(s) through the available Cater Allen channels.

**Cater Allen Internet Banking**

To set up your Internet Banking access you'll need:

- your Account number (this has been sent to you in a separate letter)
- your unique Customer ID number

As you now have everything you need to register, for security reasons, it's a good idea to do this as soon as possible. Just go to **caterallen.co.uk** and click 'Log in to Internet Banking' and follow the instructions.

Once you have entered your Account Number and your Customer ID you will be authenticated through a One Time Passcode (OTP) sent to your registered mobile number and then you will be asked to define your credentials:

- your Internet Banking password
- your 6 digit Personal Access Code (this code is also used to manage your account over the phone)
- your username

CATER ALLEN, PART OF THE SANTANDER GROUP

Tel: 0800 092 3300 International Tel: +44 (0)114 228 2407 [www.caterallen.co.uk](http://www.caterallen.co.uk)

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## Protect yourself

These new log on details will allow access to your accounts. Please don't share these new log on details with anyone, even if they say they are calling from Cater Allen or another organisation.

**Never** share a Cater Allen One Time Passcode (OTP) with another person. Not even to Cater Allen staff.  
**Never** download software or let anyone remotely log on to your computer or devices, either during or after a cold call.  
**Never** enter your Internet Banking details after clicking on a link in an email or text message.  
**Never** transfer or withdraw money out of your account if you're instructed to do so for security reasons.  
**Never** set up new or change existing payment details without first verifying the request directly with the person or company you're paying, preferably using existing contact details.

For more information about common fraud and scams, visit our Security Centre.

## Here to help

If you want to be able to manage your account(s) over the phone and don't want to manage your account through Internet Banking you can request us to send you a Personal Access Code (PAC). Please call us to request this or if you need help with anything else.

Yours sincerely  
**The Cater Allen Team**

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