

Your Ref:  
Our Ref: 1811348876  
Date: 4 March 2015



PARKLANDS RETIRMENT BENEFITS  
DAWS HOUSE  
33-35 DAWS LANE  
LONDON  
NW7 4SD

**Customer Tax Operations**  
225 Shenley Road  
Borehamwood  
WD6 1TE  
Telephone: 0208 242 9447  
Minicom: 0208 236 8294  
[www.rbs.co.uk](http://www.rbs.co.uk)

## Final reminder of action which is required of you

Dear customer

We previously informed you that your information may be shared with other countries for tax reasons and asked you to provide documentation to confirm if you are affected; however we do not appear to have received a reply from you.

If you have sent us the documentation within the last 10 days please ignore this letter.

### If you have not sent on your documentation – What happens next?

As previously advised we will assume that the existing information that we hold for your account is correct and that you and / or any controlling person(s) to the account (where appropriate) is a tax resident of the United States of America (USA).

You can still send us the documentation required to confirm whether you are or are not a tax resident and we will update our records.

In the future, if you provide instructions that request us to change the details on your account(s), we may be required to contact you again.

If you have not received the original letter or have any questions about what to do next, please get in touch. You can contact us on 0208 242 9447 between 08:00 and 18:00 (UK Time), Monday to Friday, excluding UK Bank Holidays or you can write to us at the above address. Customers with hearing or speech impairments can contact us on Minicom number 0208 236 8294. Calls may be recorded.

Yours sincerely

**Pritesh Gokani**  
Centre Manager, Customer Tax Operations



Call us on 0208 242 9447, 0208 236 8294 (Minicom)

Calls may be recorded for training and audit purposes. Calls from mobiles or overseas will vary and may cost more than calls from UK land lines which are charged at local rate.