

The Manager
Parklands Retirement Benefits Scheme
Daws House
33-35 Daws Lane
London
NW7 4SD

Great Tower Street
Corporate Service Centre
5-10 Great Tower Street
London
EC3R 5DJ
Telephone: 0345 366 2988
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Our Reference: 3-450531154 ST

29 October 2014

Your Reference:

Dear Sir or Madam

Thank you for opening the Loan accounts detailed below with The Royal Bank of Scotland.

We are your dedicated Customer Service Team and we will be looking after your day-to-day service needs as well as dealing with any account enquiries that you might have. We work very closely with your Relationship Manager Veronica Marnell, who will continue to be your contact for all borrowing and credit-related needs.

Below are the details of your accounts:

Account name	Account number	Sort Code
Parklands Retirement Benefits	11239210	152025
Scheme Loan Account		
Parklands Retirement Benefits	11239229	152025
Scheme Vat Loan Account		

Please find enclosed copies of the British Bankers' Association "A Guide to the Lending Code for Micro Enterprises" and "Lending Principals for Larger Businesses". Should you have any questions about these guides please contact your Relationship Manager.

Should you have any questions please call us on 0345 366 2988 and we will be happy to help.

Yours faithfully



Great Tower Street Corporate Service Centre

Lines open 8am to 5.30pm Monday to Friday. Calls may be recorded.

Max call charge from a BT landline is 15p plus up to 9p per minute. Business rates and calls from other networks may vary.

