

Mr C R Russell  
6 Dura Way  
Folkstone  
Kent  
CT20 3SF

11 December 2023

Dear Mr C R Russell,

We're delighted to welcome you as a customer of Metro Bank.

You can view your new account at any time on our Internet Banking service. In order to activate this, please follow the instructions below:

1. Go to the self-service portal by following the below link:  
<https://selfservice.metrobankonline.co.uk/enrol-view-name>
2. Enter your 12-digit Customer number, Magic Word & Last 4 digits of your Mobile Phone number
  - a. 12-digit Customer number: 123345286233
  - b. Magic Word: This will be sent to you via letter which you will receive in the next few days.  
**Please note it is only valid for 30 days from the date of this letter so please ensure you activate it within this time or you will be required to call our Contact Centre to reset it**
  - c. Last 4 digits of your Mobile Phone number
3. Click continue and a one-time passcode will be sent to your mobile phone in a text message
4. Please enter the eight digit activation code sent to you in a text message and click continue
5. Enter a new password and take care to set the correct string as detailed on screen
6. Set an 8 digit security number and scroll down to complete the 3 sets of security questions
7. Click on the Complete Registration button

You have view only access to the requested account(s) and you will be able to view account balance and transactions online at any time at [metrobankonline.co.uk](http://metrobankonline.co.uk). You can do this by selecting the red "log in" button in the top right-hand corner of the home screen and then clicking on the "Personal Banking" option from the drop down menu.

We love to hear from you - if you have any questions please get in touch on the details below or call us 24/7 on 0345 08 08 508.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'G Elsworth'.

Greg Elsworth  
Partnership Banking Director