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**REGISTERED SCHEME
ADMINISTRATOR LIMITED
VENTURE WALES
PENTREBACH
MERTHYR TYDFIL
CF48 4DR**

17th October 2021

Dear Customer

Beneficiary details to be updated - action required

The following payment made by you has been redirected to the beneficiary's new bank account because they recently switched their account to a different provider using the Current Account Switch Service or their Bank Account details have been amended by their current provider.

Sort code	238396
Account number	04919088
Old beneficiary sort code	560060
Old beneficiary account number	40594335
Customer reference	PENSION
New beneficiary sort code	608371
New beneficiary account number	04732153
Amount	£2,405.74
Date	14-10-2021

To ensure that we can continue to process these payments, please update the beneficiary's new bank account details as soon as possible.

If you are a current iBB customer, you can locate this payment in one of the following ways:

- If you use our iBP (Bulk Payments) module you will be able to use the 'find' or 'search' function within your chosen file creation system (Sage/Pegasus/Excel etc.) to locate the old beneficiary account number in question. From there you will be able to change the details as quoted on this letter.
- If you do not use our iBP module, or do not believe this payment was part of a bulk file, you will need to search through your payments log on the date quoted above to locate the payment.

If you have any questions about this, please phone us on 0345 6005 204[†] or call in to your local branch.

Thank you for banking with us.

Yours faithfully,

Account Switching Team

[†] Lines open: 9am to 5pm Monday - Friday (except on bank holidays). Calls may be recorded. Call charges may vary - refer to your service provider.

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