

09 September 2011

. Pension Practitioner Com
Daws House
33-35 Daws Lane
London
NW7 4SD

Our Ref : 3L807562

Dear . Practitioner Com,

Client Name(s): Cloaca Maxima Retirement Schem

Your User ID: NP1409132

We confirm that we have received the completed User Access application form which grants you read-only access to the account(s) specified by our above client(s).

If you already have a User ID with us, this should match the one shown above. The account(s) on which you have been granted User Access will be automatically linked to your existing details.

If you do not have a password, please call the Client Contact number below to set one up. The password must be between 8 and 15 characters, and a mixture of letters and numbers. We will hold the password in encrypted (secure) form on our system. Thereafter, whenever you call us you will be asked to confirm your User ID and two random characters from your password.

If you have any questions or need some more information, our Client Contact Team will be glad to help you. You can call them on 0845 601 7788* from 7.30am to 8.30pm Monday to Thursday, from 7.30am to 6.00pm Friday, excluding bank holidays, from 9.00am to 2.00pm Saturday.

Yours sincerely,



Alastair Thaw
Head of Client Contact

* Calls to 0845 numbers from a BT residential line will cost no more than 4p per minute, plus 10.9p call set-up fee (correct as at October 2010). The price on non-BT phones may be different; please check with your service provider. You can only use these numbers if you are calling from the UK; if calling from outside the UK, please call +44 141 352 3909. Calls may be recorded to monitor the quality of our service, to check instructions and for security purposes.