

11 August 2015

Tay House
300 Bath Street
Glasgow
G2 4LH

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

Our Ref : 3L946313

Dear . Practitioner Com,

Client Name(s): Nephesh Ssas

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 clients(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 0800 279 6551 or local dial number 0141 352 3909* from 7.30am to 7pm Monday to Thursday, from 7.30am to 6.00pm Friday, excluding bank holidays, from 9.30am to 12.30pm Saturday.

Yours sincerely,

Client Contact Team

*Calls to 0800 numbers are free if made from a UK landline and calls to 0141 numbers are charged at local rate, mobile costs may vary - please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes. Our opening hours are 7.30am to 7pm Monday to Thursday, 7.30am to 6pm on Friday (excluding bank holidays) and 9.30am to 12.30pm on Saturday.