**Private & Confidential**  
Mr Neville Rogers

288b Wallisdown Road

Bournemouth

Dorset

BH11 8PN

28th November 2014

Dear Mr Rogers

**Wallisdown Arkansas Ltd Retirement Benefits Scheme**

You’ll be aware that we have been looking at transferring our banking business across from Santander to Nationwide and have recently issued documentation to facilitate this. I imagine that you will be as shocked as we were to hear that Nationwide have (without any prior warning) decided to reject all new account requests as they are pulling out of the pensions market. Whilst they have not confirmed their reasoning, we think that this may be as a result of new legislation coming into play which prevents banks being able to use pension funds on deposit for trading. It would seem that as they are unable to make a decent profit on your pension money that they no longer want the business. We have been endeavouring to find a new bank provider to take on the pension scheme accounts and whilst it looks like a number of other banks are also pulling out of the market, we have been able to strike up a relationship with Barclays who are happy for us to use them.

In order to open up the Barclays account for your scheme, please would you be able to arrange for the enclosed Customer Agreement to be completed and returned to us?

This just needs to be signed in the following places:

**Page 2 - List A as a Trustee**

**Page 4 – Titled “Signature of all Trustees”**

I understand that the increased amount of correspondence you have been receiving from us recently will have been most frustrating and I’d like to take this opportunity to apologise for any inconvenience that these issues with the banks have caused you. I can assure you that our approach has been taken with your best interest in mind with the aim of providing the greatest service possible going forwards at the lowest cost to your scheme.

I trust this is in order however if you require any further information then please do not hesitate to contact me.

If you have any queries please do not hesitate to contact me. I have enclosed a pre-paid envelope for your convenience.

Yours sincerely,

**Andy Johnson**