



**Customer Services UK  
Allied Irish Bank(GB)**  
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**REGISTERED SCHEME  
ADMINISTRATOR LIMITED  
VENTURE WALES  
PENTREBACH  
MERTHYR TYDFIL  
CF48 4DR**

15th May 2022

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.

<b>Sort code</b>	238396
<b>Account number</b>	04919088
<b>Old beneficiary sort code</b>	560060
<b>Old beneficiary account number</b>	40594335
<b>Customer reference</b>	PENSION PAYMENT
<b>New beneficiary sort code</b>	608371
<b>New beneficiary account number</b>	04732153
<b>Amount</b>	£2,801.13
<b>Date</b>	13-05-2022

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<sup>†</sup> or call in to your local branch.

Thank you for banking with us.

Yours faithfully,

*Account Switching Team*

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