



PHOENIX WEALTH
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Dear [\[Name\]](#)

UK BANK AND BUILDING SOCIETY ACCOUNT CLOSURES

We're aware of reports that state some UK banks and building societies are closing the accounts of some residents within the EEA and they're getting in touch with their account holders to explain how this will impact them. This will result in some of our customers being unable to send or receive payments to and from us until they've set up new banking arrangements.

What you need to do

If there's no change to your bank or building society account then you don't need to take any further action.

If your bank or building society has informed you that they're closing your account you should urgently review your banking arrangements so that there's no disruption to the payment services we provide. If you're unsure what your bank or building society is doing regarding your account, then you may want to check with them.

If you need to change your bank or building society account we recommend that you provide us with your new details as soon as possible so that we can make the required changes. If you feel you won't have made the changes to your banking arrangements in time for any planned payments please contact us as soon as you can to discuss the options available.

There may be financial implications associated with changing your account such as increased banking fees, and moving from a UK to an international account could also

change your tax status in the country which you're resident. For these reasons we recommend you seek appropriate guidance and advice if required.

Keeping your money safe

We're currently in an environment where financial scams can thrive, therefore as always, we want to help you keep your money safe and secure. We'll never call you and ask you to log into your account, ask for your online password (where applicable), or ask for details about your plan. You can call us on the number provided, or if you prefer you can call us using another phone number that's shown on previous correspondence or our website.

If you think you've been a victim of a scam please call us urgently. Further information on scams can be found on our website or visit fca.org.uk/scamsmart.

Keeping you up to date

We recommend that you visit our website where we'll continue to provide useful information www.phoenixwealth.co.uk.

If you have any questions or need any further help and information please contact us on **0345 125 9933** between 9.00am and 5.00pm.

Yours sincerely



Milind Dhuru
Operations Director

If you would like this information in large print, braille or audio please call 0345 125 9933.