

«Title» «FirstName» «LastName»
«JobTitle»
«Company»
«Address1»
«Address2» «Address3»
«PostCode»

Customer ID: xx

Ref CNL/BRCHCL

March 2024

Dear [insert name of customer],

From the 1st April 2024 face-to-face appointments will only be available at our London Main Office and Southall branch

We wrote to you on 10th January 2024 to notify you that as you had not previously given us an instruction to close your accounts with us, your accounts would be automatically closed from the 12th January. In order to reclaim your funds, we provided several options including the ability to attend one of our branches to complete a Funds Reclaim form if required. Following this notice we are writing to remind you that **face-to-face appointments will only be possible for assistance with the completion of Funds Reclaim forms at our London Main Office and Southall branches from 1st April 2024**. If you have already submitted your reclaim form and do not require assistance please disregard this letter.

Where available, we have also emailed you with the information set out in this letter from the following email address: noreply@dmsbankofbaroda.com

How does this impact you?

From the 1st April 2024 you will only be able to book a face to face appointment at our branches in Southall or our London Main Office for assistance with completing your Funds Reclaim form (please be sure to bring photo ID and proof of address for all named account holders). Appointments can be made by calling our Customer Service team as detailed below. Should you not require assistance you will still be able to submit your form (if not already done so) via the following methods:

- o **By post:** to Bank of Baroda (UK) Limited using the enclosed Funds Reclaim Form (including funds transfer instructions) and prepaid envelope addressed to **Bank of Baroda (UK) Ltd, Operations and Services, First Floor 21-23, South Road, Southall, UB1 1SU. Please ensure to enclose a self-certified copy of all named account holders photo ID (passport or driving license), proof of address for all account holders (see our FAQs for instructions on how to self-certify)**
- o **By email:** to **customercare.uksub@bankofbaroda.com** from your registered email address. Please attach a scanned copy of your completed Funds Reclaim Form (including funds transfer instructions), **Please ensure to enclose a self-certified copy of all named account holders photo ID (passport or driving license), proof of address for all account holders (see our FAQs for instructions on how to self-certify)**

Please note that funds remain protected by the FSCS as previously advised

If you have any questions about this notice or to book an appointment, please contact the Customer Service team as per the following details:

- **Tel:** 0333 155 3333 (8am – 8pm Monday - Saturday)
- **Email:** customercare.uksub@bankofbaroda.com

Yours sincerely,

Bank of Baroda (UK) Limited