



**Private and Confidential**

FAO Mrs H Roberts  
Fron Haul  
Mold Road  
Bodfari  
Denbigh  
Clwyd  
LL16 4DY



000421

**Why are we sending you this letter?**

To ask you for up-to-date information about you and your business.

**Do I need to do anything?**

Yes, please give us the information by 23 October 2019.

2 August 2019  
Reference: L1/1002488206

Dear Mrs Roberts

**We need you to update and confirm your business details by 23 October 2019**

As part of our commitment to fight fraud and financial crime, we need to make sure that we hold the right information about you and your business. Having accurate information about all our customers is a key part of our ability to detect and deter fraudulent transactions, money laundering, and tax evasion. So, from time to time, we'll have to ask you to confirm, update, or give us new information.

Please can you contact us on **08000 304 516** as soon as possible (lines are open from 9am to 5.30pm, Monday to Friday), to book a mutually convenient telephone appointment to discuss the additional information we need.

When you call to arrange your appointment, please quote reference L1 to book a convenient time with one of our specialists to go through the information we need. You'll receive written confirmation of the appointment, together with examples of the information we require from you. Please note, we'll need to ask you identification questions to ensure we take information only from appropriate parties. We'd appreciate it if you could make every effort to keep the appointment, but if you're no longer available, contact us as soon as possible on **08000 304 516** to rearrange (bearing in mind we need to complete our review by the deadline date of 23 October 2019).

The appointment will last approximately 60 minutes. Please be aware that once we've reviewed the information we've requested, it's possible that we may ask you for further details. If we do, can you ensure that you provide this as soon as possible, so that we can complete our review by 23 October 2019. We'll let you know when our review is complete.

**What happens if you don't provide the information**

If we don't receive the required information, we may have to give you notice to close your account(s). We're entitled to do this under clause 29 of our Business Banking Terms and Conditions. Please go to [www.business.hsbc.uk/legal](http://www.business.hsbc.uk/legal) for more information on our Business Banking Terms and Conditions.

**HSBC UK Bank plc.**

Registered in England and Wales (company number: 9928412). Registered Office: 1 Centenary Square, Birmingham, B1 1HQ.  
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 765112).

Given the importance of protecting our customers and preventing financial crime, we hope that you'll understand why we have to consider taking these steps. We therefore ask you to please make every effort to provide the requested information to avoid any potential account closure.

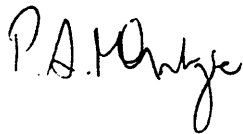
Although this is rare, we must inform you that a possible outcome of this review may result in a decision to no longer provide banking services for your business - even if you've provided us with all of the information we've asked for. This will only happen in cases where we're no longer willing to provide banking services to you in order to comply with our legal and regulatory obligations. In these circumstances, we'll send you a formal notice advising you that we'll be closing your account(s).

## Protecting against financial crime

Financial crime can affect your business, so we have information on sanctions, trading safely, cybercrime and more on our website. Please go to [www.hsbc.co.uk/safeguard](http://www.hsbc.co.uk/safeguard) for more information on how you can protect your business.

We would like to thank you for taking the time to update and confirm your details.

If you have any questions, please don't hesitate to contact us - we'd be happy to assist. You can reach us on **08000 304 516** (lines are open from 9am to 5.30pm, Monday to Friday). If you're calling from outside of the UK, please dial **+44 1226 260 878**. If you have a speech or hearing impairment, you can use our text phone service on **03457 125 563** (lines are open from 8am to 10pm every day).



Peter McIntyre  
Head of Small Business Banking

To ensure that we carry out your instructions accurately, to help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.