



Santander, Complaints Resolution Team  
PO Box 1125, Bradford BD1 9PG

Call us on: 0800 171 2171

Text Relay: 18001 0800 171 2171

Date: 26 September 2018

Alton Water Sports Centre  
Holbrook Road  
Stutton  
Ipswich  
IP9 2RY

To Whom it May Concern

### Accounts held in the name of 'Alton Water Sports Centre'

We currently hold accounts in the name of 'Alton Water Sports Centre', which have been affected by a banking error.

These accounts were intended to remain in operation but have instead been blocked. As a consequence payments have been prevented from debiting the account from 20 September 2018 until present.

We would kindly ask for your patience at this time while we work with our customer to come to a resolution. We would like also to extend our apologies to anyone affected by this error and for any inconvenience caused.

### Going Forward

Please ask our customer to call if you require any further acknowledgement of this issue. We're available Monday to Friday 8 am to 8 pm and on Saturday 9am to 2pm.

Yours sincerely

Brendan McCrory  
Complaints Investigator - Business Banking Complaints