

Customer Ref: [REDACTED]

12 June 2023

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Dear customer,

We do apologise that you have been sent a Welcome letter addressed in error. Please accept our apologies for this and any distress this may have caused.

We take your data seriously and ask that you destroy the letter and be rest assured that the matter has been addressed and steps taken to stop this from happening again.

You will have received or shortly will be receiving a second letter which confirms your new FirstPort account number, details of how to contact us and how to make payments.

Yours sincerely,

FirstPort Group Limited