


Bridle Road  
Bootle  
L30 4GB

Tel No:   
Fax No:  
DX:

Mon. Fri: 8.00am to 7.00pm  
Sat: 8.00am to 2.00pm

Our ref: Return/Banking, Loans and Post Management/  
Date:  
Subject: Returned Correspondence

Dear Sir or madam

Thank you for your letter, which is enclosed, Unfortunately, we are unable to deal with your enquiry/request as we have been unable to locate the mortgage account number. In order that we can assist you, it is important that you return your letter to us together with the following information:-

- The mortgage account number appears to be incorrect - please verify and confirm (to include sortcode).
- The Customer's full name (and any other names they are/were known by) and date of birth.
- The full postal address (including postcode) of the property mortgaged to us, as we are unable to trace from the provided.
- A copy of the Official Copy of Register Entries showing the charge in our favour.
- A copy of the Notice of Deposit/Deed of Assignment.

If the account was repaid more than 6 years ago, we will no longer hold any information relating to this account.

You may need to contact your customer for this further information and obtain their authority to provide it to us.

Thank you for your assistance. We look forward to hearing from you shortly.

Yours faithfully



Customer Service