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Mr P E Lisewski  
40 Gledstanes Road  
London  
W14 9HU



15 August 2015

Dear Mr Lisewski

Thank you for choosing to receive online statements. As you've opted for this service we need your email address so we can keep you up to date with your account.

We wanted to email you to remind you to log on to Internet Banking to keep track of your money but we do not have a valid email address on file.

Please update your email address so that we can email you to let you know your statement is ready rather than write.

#### **How to update your email address**

You can update your email address quickly and simply by logging on to Internet Banking at [www.hsbc.co.uk](http://www.hsbc.co.uk) and selecting 'My Details and Preferences' to view and update your email address under the 'Personal details' option. If you've updated your email address in the last couple of days please ignore this letter.

#### **We're here to help**

If you have any questions about Internet Banking or online statements please call us on **03457 404 404\*** and one of our team will be happy to help. Or if you'd prefer to revert back to paper statements you can change your preference at any time by logging on to Internet Banking.

Yours sincerely

Bruno Genovese  
Head of Advance and Personal Banking

If you have any queries please telephone us on 03457 404 404\* Lines are open from 8am to 10pm everyday

\*calls maybe monitored and/or recorded for security and service improvement purposes text phone  
1800 103 457 125563

**HSBC Bank plc**, Customer Information, PO Box 6201, Coventry CV3 9HW

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