From:	Allan Graham
To:	Support - Aiker Legal
Subject:	Re: Aiker Legal - Redress Scotland application
Sent:	11/09/2025 23:03:02

On W

22:56 5G 100

Mr A Graham
342 ARDGAY STREET
GLASGOW
G32 9BE

Glasgow
987 Shettleston Road
G32 7LN

Call us on: 03459 758758 (from UK)
www.tsb.co.uk

Your branch: GLASGOW, SHETTLESTON
Sort Code: 87-37-28
Account Number: 86880868
BIC: TSBSGB2AXXX
IBAN: GB19TSBS87372886880868

20/08/2025

DV015004A-250820-E-TSBS-000001-354453-IA0DV003-D-9126-873728-TSB-DS2

Spend & Save Account

Statement number: 131
Effective from: 14 August 2025 to 20 August 2025

Your Account

Date of previous statement	**13 August 2025**
Balance on 14 August 2025	**£516.38**
Money in	**£400.00**
Money out	**£61.00**
Balance on 20 August 2025	**£855.38**

Your Interest Rates

Balances of	AER%	Gross p.a.%	Net p.a.%
£1.00+	0.00	0.00	0.00

Amount of Unarranged Overdraft and Interest Payable	
£0.00+	2.84% per month (39.90% EAR* variable)

* EAR is the Equivalent Annual Rate. This is the actual annual interest rate of an Overdraft. It does not take into account other fees and charges.
AER is the Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. Gross is the contractual rate of interest payable before the deduction of income tax at the rate specified by law. Net is the rate of interest which would be payable after allowing for deduction of income tax at the specified rate.
We will give you at least 14 days notice before we take any Overdraft fees or interest out of your account. Interest rates and fees are detailed as at the date of this statement.

Fees Explained

Other services - These are fees for other services you have asked for. You can find more details in our Banking Charges guide or at **www.tsb.co.uk**
The monthly cap on unarranged overdraft charges for the Spend & Save Account account is £30. Further details can be found online at **tsb.co.uk/overdrafts**
Fees and interest rates may have changed during the period covered by this summary. For details please see your regular statements.

TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Registration No 191240).
TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all TSB business customers will be covered by these schemes).

Useful information

Useful information

Please keep your contact information up to date
To update your contact information please write to us at: **TSB, PO Box 453, Mitcheldean, GL14 9LR** or visit any TSB branch. Some of the information below may not apply to you depending on your account type.

Contact us immediately if you think your Cards, PINS or Cheque books have been lost or stolen

- **Cards or PINS:** please call us on **0800 015 0030** or **+44 (0) 2074 812567** if you're outside the UK
- **Cheque book:** please call us on the telephone number on the front of your statement.

We have a range of tools and features to help you manage your money and stay in control

- **Internet Banking: go to tsb.co.uk/registerquick**
- **Mobile App:** download the app on the App store or Google Play and sign up once you've registered for Internet Banking
- **Telephone Banking:** call the number at the top of the statement (available 24/7). For your everyday banking needs you can use our fast automated service any time and when you need to speak to us we have a dedicated team of advisors available between 7am and 11pm. Between 11pm and 7am our advisors are dedicated to helping customers who need to report lost or stolen cards.
- **Text Alerts:** If we have your mobile number, we'll

Is your current account (and any overdraft) still right for you?

- There may be other options that are more suitable for your needs
- To find out more about other TSB products visit tsb.co.uk or pop in to one of our branches.
- Remember you can find out how much your current account costs you each year by looking at the Statement of Fees which we send you annually

If you're thinking about switching your TSB account to another provider, the Current Account Switch Service is free-to-use and makes it easy to switch your account in just 7 working days. Your switch is also backed by the Current Account Switch Guarantee.

26-873728-TSB-DS2

ed, 10 Sept 2025, 13:26 Support - Aiker Legal, <support@aikerlegal.org> wrote:

Dear Allan,

Thank you for taking my call today. I am writing to confirm the details discussed and outline the next steps in support of your Redress Scotland application.

We understand that you were placed in care at the age of 13 until 16. This was through Glasgow Social Services. You recall Fairfield Children's home where you were for approx. 3 years, and that you are seeking to have your experience formally acknowledged through the redress process. We are here to support and assist you in preparing your application with care and dignity.

We can confirm we are in receipt of copies:

- Client details and signed documents authorising us to act on your behalf
- A copy of your photographic ID (e.g., passport or driver's licence)
- A statement documents or records relating to your time in care
- Your preferred method of communication (e.g., phone, email, post) and any accessibility needs
- Confirmation of whether you would like support in drafting your survivor statement, or prefer to prepare it independently

To move forward, we kindly ask you to provide the following:

- Known address/what type of Care Facility – Fairfield

I can now begin the process to reach out with SARs (subject access records – Data Protection)to the relevant authorities, agencies, care institution/charities, NHS and police records or court to gather information to support the completion and submission to Redress Scotland.

As explained your bank details are needed for initial application submission to redress Scotland and will only be accepted in a specific format.

For your convenience, please provide the following in a pdf format or hard copy Bank statement showing the following:

- **Account holder name (your name)**
- **Address**
- **Bank name**
- **Sort code**
- **Account number**

You can also scan this using your phone. We do not need to see anything apart from the details highlighted above showing that you are the account holder.

All information will be handled securely and in line with our data protection policies, including GDPR compliance.

If you have any questions or would prefer to share these details via a secure method, please don't hesitate to let me know. I'm happy to accommodate whatever works best for you

Once we receive this information, we will begin assembling your application, including your care history timeline, supporting documentation, and survivor statement. We will ensure that all materials are reviewed with you before submission, and that you remain in control of the pace and content throughout.

If you have any questions or would like to speak further, please don't hesitate to contact us. We are here to support you every step of the way.

Arnella Williams-Baker

Aiker Support

Aiker LEGAL

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Wrexham,

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SRA number: 8004747

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