

Our ref: BINT104

Date: 3 October 2025

Bank of Scotland
Internet Banking Helpdesk
CSU Charlton Place
Charlton Road
Andover
Hants
SP10 1RE

000118 PDOEAD2-20251003-08345-000546

Mr Alexander McGarry
34 WHISTLEBERRY DRIVE
HAMILTON
LANARKSHIRE
ML3 0PS

***** A

Bank of Scotland:
0345 602 0000

Let's get you logged in

Dear Mr McGarry

Here's the One Time Password you requested to reset your Internet Banking login details. It will expire in 30 days for security reasons. If you didn't make this request or weren't expecting this letter, please call us at any time on **0800 567 4971**.

What you need to do now

- ① Head to www.bankofscotland.co.uk. Go to login and select 'Forgotten your login details'.
- ② Follow the instructions to help us identify you.
- ③ Enter your One Time Password when asked.

Protect yourself from scams. Never share this code.

We will never contact you to ask for this code. If you ever get a call like this, hang up, it's a scam.

To report a scam, call our fraud team right away on **0800 567 4971**.



Have you tried our Mobile Banking app?

The app is fast, easy to use, and safe, with all our most popular features.

- ✓ Check your balance and payments.
- ✓ Use your fingerprint or Face ID to log in.
- ✓ Change your contactless payment limit.



Scan to get the app

Open the camera on your device and point it at the QR code. Then follow the instructions.

We're here to help

For more information about Internet Banking, you'll find helpful answers and contact details at www.bankofscotland.co.uk.