

MISS S ANDREWS
6 DEVERON CRESCENT
DUNDEE
DD2 4AL



000665 31600 A

Date: 5th March 2026

Branch: DUNDEE CHIEF OFFICE(E)
Account number: 292750
Arranged overdraft limit: £0.00



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Dear MISS ANDREWS

Were you aware that we couldn't make some of your payments because there were not enough available funds in your account?

What items have not been paid?

These may include any Direct Debits (D/D), cheques (CHQ) and standing orders (S/O)

Item	Payee	Amount
D/D	SKY DIGITAL	£70.00

For current accounts we may charge a fee of £2.15 for returning a payment unpaid. For charging periods starting on or after the 18th October 2023, we reduced this unpaid transaction fee to £1.55 for personal current accounts. We will not charge this more than once in a monthly charging period. **Please note**, this fee does not apply to:

- youth accounts;
- basic accounts (for example, Foundation);
- accounts with Overdraft Control; and
- savings accounts.

It is important for you to check your balance regularly, especially when you know payments are due to be made.

We may cancel any standing order or Direct Debit on your account if it is returned unpaid more than once. If you think this may happen on any regular payments please contact us.

What should you do next?

- Check your balance and pay money in to your account if you can to cover any future payments
- Contact the payee(s) to let them know that the above item(s) have not been paid and reset the standing order or Direct Debit if needed

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