

(Customer Name & Address\*)

Union Bank UK plc  
14-18 Copthall Avenue  
London  
EC2R 7BN

Dear Sirs,

**RE: TELEPHONE, FACSIMILE AND EMAIL INSTRUCTIONS**

In consideration of the Bank's accepting or acting upon my/our telephone and/or any letter received by email or facsimile transmission (fax) from me/us, addressed to or otherwise communicated to any of the Bank's employees for the time being, I/we hereby confirm to you that:

1. You have made clear to me/us and I/we am/are fully aware of the risks of omissions, errors, mis-statements, non receipts of facsimile transmissions, fraud and/or authorised interventions by third parties which are inherent in the above procedure. For the avoidance of doubt I/we acknowledge and accept that there are particular risks inherent with email, telephone and facsimile communications in comparison with other forms of communication and I/we are fully aware of any such risks
2. I/We have no objection to your recording my/our telephone instructions and agree that the same may be used in evidence where relevant.
3. Further, I/We hereby undertake and warrant to you as follows:
  - i) I/We shall immediately send written confirmation (clearly marked as such) which may from time to time be or purport to be given by telephone, fax and email providing that any failure to confirm in writing shall not affect my/our liability in the mean time;
  - ii) I/We acknowledge that the Bank will only accept email instructions where such instructions are attached, scanned and signed documents. We acknowledge that the Bank will not accept instructions contained in the body of an email. Accordingly all references to emailed instructions in this document shall mean instructions duly signed and contained within an email attachment.
  - iii) I/We agree that the Bank may seek confirmation of any such telephoned, emailed and/or faxed instructions prior to acting upon them. Such confirmation may be obtained by telephoning any of the authorised signatories to the account at the following number(s):

<b>Names of Authorised Signatory(ies)</b>	<b>Telephone Number(s)</b>
*	*

