



**We're going to be offline
for several hours on **16th July****

Hi Anita,

We're getting in touch to let you know about some essential work we're going to be carrying out that will affect some of your residential mortgage customers.

What's happening

On **16th July at 3AM** our app, services and support will be going offline for several hours so we can make a key update to our system.

As a result, customers won't be able to view or manage their mortgage account through their app. Their account will remain safe and secure throughout the process.

We will still be able to offer support for mortgage customers. They will be able to call us on 0333 399 0050 (8am–8pm, 7 days a week).

What does this mean for you?

During the time we're offline, you will still be able to submit applications with us as usual but your customers will not be able to access their mortgage accounts through the app.

You may hear from some of your customers who can't access our app. We'd appreciate it if you could reassure them, explain what is going on and direct them to our [Twitter account](#), where we will be making live updates on our progress.

We're sorry for any inconvenience that this event may cause and thank you for your assistance.

Thanks,

Atom