

Dear Client

All payments will be completed by tomorrow.

If you do not have cleared funds tomorrow morning please call the team in Dubai H Hotel office. There are 4 phones manned between Thursday, Friday, Saturday and Sunday.

The process for payments is :

- 1.) Fund Transfer Request is submitted in branch.
- 2.) Bank confirms receipts of funds
- 3.) Bank Submits Funds
- 4.) Recipient Receives funds between 3-5 working days.

On Monday morning for any customer without a cleared payment in their account we now have been granted options to run investigations direct so it's quick to trace funds. Please also note that we have HSBC's internal compliance monitoring all payments due to the increased level of activity and varied locations of transfers.

Between now and tomorrow morning the customers service team will take messages and as of tomorrow we will begin calling customers directly from the office. Ian will be available to speak to you between Thursday (25th April) and Saturday (27th April) and we would request you to book a time slot at our call centre so we can manage this well. Time slots are available from 9 AM Dubai Time (6 AM in UK) through till 9 PM Dubai Time (6 PM in UK).

There is also an open day scheduled for Thursday 09<sup>th</sup> May at our head office in Dubai with visits to our recycling factories and operational centers for interested parties. Again, please schedule this with our call centre team.

Kind Regards

Ian Hamilton