

478FI

Upper Flat
22 Caledonian Place
Aberdeen
AB11 6TT

11:02 Wednesday 1st October 2025

Cooperative Bank
PO Box 101
1 Balloon St
Manchester
M60 4EP

Current Bank account : 05033328
Sort Code : 08-90-66

Dear Madam/Sir,

I recently bought a data-only SIM card plan from Smarty ('3' Hutchinson). Unfortunately I have been forced *once again* to withdraw completely from the internet, much to my exasperation. Because of this I can not safely access any online services so please can you do the following:

- Return my account to paper-only and suspend all online banking capabilities
- Stop all future payments to Smarty ('3' Hutchinson) forthwith
- Ensure that there are no existing or new payment schemes added to my account for online services of any kind
- Ensure that any use of my debit card or credit card number online is **only ever** accepted after a verification code has been issued and responded to on my phone, 07999 761411
- Communicate with me only by paper post, unless I phone you from my only phone number, 07999 761411

Thank you for your prompt attention to this letter.

Yours

Steve Krupa