Providing your maturity instructions using our SecureMail portal.

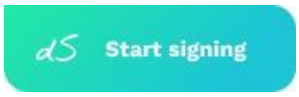
Step 1. You will receive an email from our SecureMail portal (securemail@penrithbs.co.uk)

There is a link in the email to your maturity instruction form which looks like this.

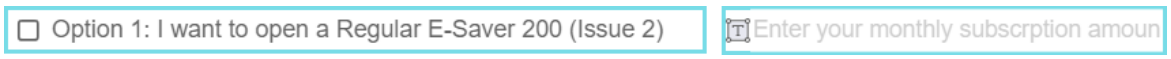


Step 2. Click on this link which will take you to your maturity instruction form.

Step 3. Click on the green button in the bottom right-hand corner to start signing.



Step 4. The information with the green outline is available for you to complete according to your maturity preferences.



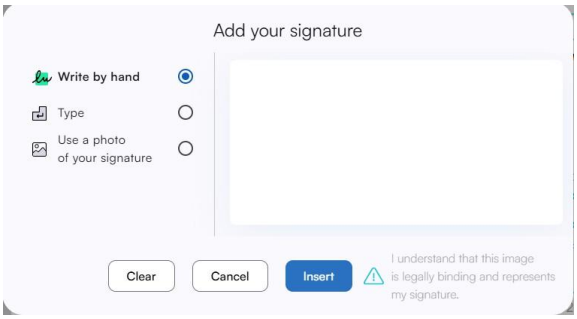
Step 5. Make your maturity choice.

Option 1 which is to open a new Regular Saver 200 (Issue 2) with up to £200 of your maturing balance and then either transfer the rest to your existing PBS account, open a new PBS account with the remainder or withdraw the remainder to your Nominated Bank Account

OR

Option 2 which is to withdraw all your maturing balance to your Nominated Bank Account

Step 6. You must then sign the document (the date will be entered automatically).



You can write by hand by using your mouse.

Or

Type in your name.

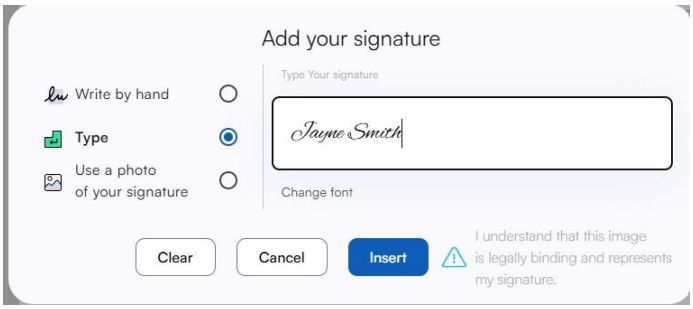
Or

Upload a photo of your signature.

Write by hand.

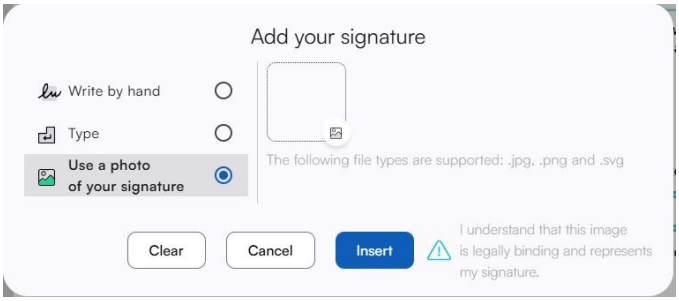


Type



Use a photo.

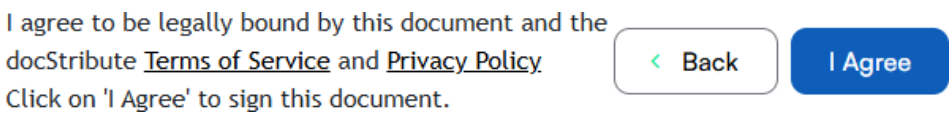
Click on the picture icon in the bottom right of the signature square and upload a photo or picture of your signature. The system supports .jpg, .png and .svg file types only.



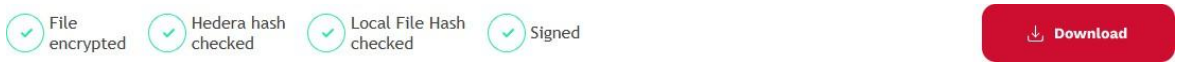
Step 7. Provide us with some feedback on your maturity choice

This is entirely optional and you do not have to complete this section. However, your feedback is important and will help us to improve our products and services for the future.

Step 8. Agree to the signing terms.



Step 9. You will receive an email from our SecureMail portal with your signed document attached for your records. You can also download a copy by clicking the download button which is displayed once you have completed and signed your form.



Need more help?

Of course, if you have any problems or are not sure how to proceed, please contact us via your Penrith Online secure portal, email us on support@penrithbs.co.uk or call us on 01768 863675 (option 3, then option 2) during office hours.