

## **Subject: Important Update: Changes to Your Monthly Statements**

Dear Valued Customer,

We are writing to inform you about some important changes to your monthly statements, effective from **May 2025**.

### **WHAT'S CHANGING?**

- **New Statement Format:** Your statements will now feature a more user-friendly layout, making it easier to understand your account activity.
- **Enhanced Details:** Additional information will be included to provide greater transparency and clarity on your transactions.
- **Statement Dates:** Simplified statement dates **and three available per month**.

### **WHAT YOU WILL NEED TO DO:**

- **Review the Changes:** Please take a moment once you receive your first updated statement to review the new format and familiarize yourself with the enhancements.
- **Digital Access:** You can continue to access your statements online through our secure portal, offering convenience and reducing paper waste.
- **Update Contact Information:** Ensure your email and contact details are up to date to continue receiving important notifications.

We are committed to providing you with the best service possible and believe these changes will enhance your experience. If you have any questions or need assistance, please do not hesitate to contact our customer service team.