

## Client Account Online services and withdrawal times will change during the festive period as detailed below:

- Withdrawal requests received on 24th December by 11.00am will be credited to your nominated UK bank account on 27th December.
- Withdrawal requests received between 11.00am on 24th December and 3.00pm on 26th December will be credited to your nominated UK bank account on 30th December.
- Withdrawal requests before 3pm on the 27th of December will be credited to your nominated UK bank account on 30th December.
- Withdrawal requests received after 3pm on the 27th of December and before 3.00pm on the 30th of December will be credited to your nominated UK bank account on 31st December.
- Withdrawal requests received on the 1st and 2nd of January will be credited to your nominated UK bank account on 3rd January 2025.

**Admin support for password resets and account unlocking will be unavailable on 25th and 26th December, and also 1st and 2nd January. Service will return to normal on 3rd January 2025.**