



*Post-trade made easy*

# Euroclear UK & Ireland client service

Contact card • September 2017

## UK Client Contact Centre

Your client support help desk is available between 05:00 and 20:00 every business day.

[client\\_service\\_london@euroclear.com](mailto:client_service_london@euroclear.com)

**+44 (0)8459 645 648** and select:

Option 1 > TNT

Option 2 > SWIFT

Option 3 > BT

Option 4 > CREST System Client Service

Option 5 > EUI Client Testing Team

Option 6 > EMX Message System Client Service

## EUI Client Testing Team

The EUI Client Testing Team can advise you on all your testing requirements.

[eui-client-testing@euroclear.com](mailto:eui-client-testing@euroclear.com)

For testing related to:

- CREST system **+44 (0)8459 645 648**  
(select Option 5 > EUI Client Testing Team)
- EMX Message System **+44 (0)207 849 0116**

## Payment banks

Payment bank arrangements are bilateral contracts outside of Euroclear UK & Ireland. For more information, please contact:

### Bank of America Merrill Lynch

Holly Benz +49 (0)69 5899 1142

### Bank of Scotland

Peter Dehaan +44 (0)20 7356 2401

### Barclays Bank plc

David Gaselee +44 (0)20 7116 5524

### Citibank N.A.

Peter Stewart +44 (0)20 7500 2959

### Deutsche Bank A.G.

Neil Gemmell +44 (0)20 7541 4993

### HSBC

Andrew Gosling +44 (0)20 3359 4524

Simon Walker +44 (0)20 7992 1476

### Lloyds TSB Bank plc

Peter Dehaan +44 (0)20 7356 2401

### NatWest Bank

### Royal Bank of Scotland

Neil Sharp +44 (0)20 7085 4778

### UBS

Sara Loftus +44 (0)20 7567 3849

Marie Ellis +44 (0)20 7567 6095

## Sales & Client Relationship Management

Your dedicated account contact can help you with all your queries:

**Nigel Cornall** +44 (0)20 7849 0340  
Head of Relationship Management nigel.cornall@euroclear.com

**Matt Burt** +44 (0)20 7849 0741  
matt.burt@euroclear.com

**Matt Clayton** +44 (0)20 7 849 0210  
Matthew.clayton@euroclear.com

**Sarah Fairey** +44 (0)20 7849 0412  
Sarah.fairey@euroclear.com

**Caroline Parsons** +44 (0)20 7849 0581  
caroline.parsons@euroclear.com

**Sarah Wilson** +44 (0)20 7849 0037  
Sarah.wilson@euroclear.com

**Group address** funds-crm@euroclear.com or eui-crm@euroclear.com

## Network providers

**SWIFT** +44(0)20 7762 2000  
Tanja Haase tanja.haase@swift.com

**BT** +44(0)23 8026 7314  
Kaiyee Burnet settlenet@bt.com

## Training

We provide bespoke in-house training and a range of public courses. To discuss your training needs, please contact:

**Peter Caldwell** +44 (0)20 7849 0031  
peter.caldwell@euroclear.com

## Client Data Management

To discuss your membership application and the submission of your membership application forms, please contact:

+44 (0)20 7849 0997  
uk-membership@euroclear.com

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