



27th March 2020

Dear Customer,

We know that this is a worrying time for everyone. As such we continue to make further adjustments to our operations so that we can support our customers at this time for essential break-fix, infrastructure and maintenance in hospitals, nursing homes, supermarkets, schools, homes and utilities, all critical to the operational stability and wellbeing of the UK.

Our priority is to operate our branch and distribution network, and support services, in a way that ensures colleague and customers' safety first and foremost. Thank you in advance to all of our customers for your support and patience whilst we work to help you provide those essential services to the UK.

The health and safety of our colleagues is one of our top priorities and following current Government guidelines, Wolseley UK's Support Center staff have now been instructed to work from home until further notice.

While we make every effort to continue a business as usual service, please bear with us should you experience any short-term service disruption or delays.

Given the current situation, we would request your assistance to support our temporary process changes to enable transactions to continue to be processed as efficiently as possible and to help prevent you reaching your limit.

If you currently pay your account by cheque, to ensure we are able to process your payment promptly whilst our processes are disrupted by social distancing, please can you with immediate effect move to making electronic payments to the following details:

**Bank sort code - 30-00-02**

**Bank account number - 00340737**

**Bank account name - Wolseley UK Ltd**

**IMPORTANT:** remember to enter the Wolseley account number into the reference field when making the payment.

Alternatively, card payments can be made over the phone by calling: **0344 833 0433**.

Additionally, until our support centres are fully operational, we would also ask you to email our regularly monitored mailbox. Contact email addresses are:

Query	Email address
General queries (inc. copy invoices, PODs and refunds)	<a href="mailto:accounts.receivable@wolseley.co.uk">accounts.receivable@wolseley.co.uk</a>
Remittance advices	<a href="mailto:credit.bacs@wolseley.co.uk">credit.bacs@wolseley.co.uk</a>
Credit limit queries	<a href="mailto:credit.limits@wolseley.co.uk">credit.limits@wolseley.co.uk</a>
Account applications and application queries	<a href="mailto:customer.data@wolseley.co.uk">customer.data@wolseley.co.uk</a>
Make changes to orders and password information	<a href="mailto:account.settings@wolseley.co.uk">account.settings@wolseley.co.uk</a>

Thank you all for your continued support and assistance and please continue to visit [www.wolseley.co.uk](http://www.wolseley.co.uk) for the latest information.

**Wolseley UK**