

Contacts and more information

We want to make it as easy as possible for you to contact us at any time in a way that is convenient to you.

Telephone

- For general enquiries, call us on **0845 964 5000***
- To buy our products, call us free on **0500 500 000****

Internet

Visit our website at **www.nsandi.com**

Textphone

Use our free textphone service on **0800 056 0585** if you have Minicom equipment.

Post

Write to us at National Savings and Investments, Blackpool FY3 9YP

Banking Code

As a voluntary code, the Banking Code allows competition and market forces to work to encourage higher standards for the benefit of customers. Key commitments of the Banking Code are to:

- act fairly and reasonably in all our dealings with you
- help you to understand how our financial products and services work
- deal with things that go wrong quickly and sympathetically
- publicise the code, have copies available and make sure that our staff are trained to put it into practice.

If you would like a copy of the Banking Code brochure please see our website at **www.nsandi.com** or call us on **0845 964 5000**.

Head Office

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London W14 8SD
Tel: **020 7348 9200**

Thank you

NS&I would like to thank all staff for their contribution to the 2008–09 Annual Report.

*Our customer service team is available every day from 7am until midnight. We don't use premium rate numbers – the maximum call charge is 4p per minute from a BT landline as at May 2009; charges from other providers may vary. For your security, and to maintain the highest levels of service, calls may be recorded.

**Calls from mobiles may be chargeable.



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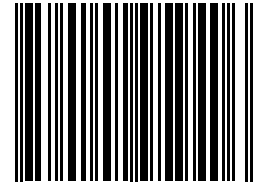
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