



16 November 2021

Important notice regarding Metrobank: Confirmation of Payee

As of March 2020, a new initiative was introduced by UK Finance called **Confirmation of Payee (COP)**. COP is a regulatory requirement for the six largest banks in the UK (Barclays, HSBC, Lloyds Banking Group, Nationwide Building Society, Royal Bank of Scotland Group and Santander UK); Metro Bank was not required to join. It is in Metro Bank's plans to join the scheme however as of today, the bank has not yet signed up.

As a result, when making online payments from the banks listed above to Metro Bank, you may receive warning messages that they are unable to confirm the payee's bank account details which means they will not be able to verify LCIAD's account details via the new COP software within their online banking platform; LCIAD's account details cannot be checked by their system and matched to our name.

The "unable to verify account details" warning is designed to allow you the opportunity to pause and check the account details you have entered when you are making first time payments to unknown beneficiaries (i.e. accounts at Metro Bank). As and when this occurs you will be given an option to confirm the account details are correct and that you are happy to proceed. Please take this opportunity to double check the account details within the invoice we have provided for you and confirmed below. Once you are comfortable, please do accept this option and proceed to payment.

You can read more about the Confirmation of Payee scheme here: <https://www.ukfinance.org.uk/confirmation-of-payee>

Verification of LCIAD's company status can be found here on the Companies House government website:

<https://find-and-update.company-information.service.gov.uk/company/06639132>

I have included our account details within this document for you as another opportunity for you to double check these against the invoice we have sent you.

Dr Koray Feran BDS MSc FDSRCS

LCIAD Ltd | 28 Wimpole Street, London, W1G 8GW

T: 020 7323 3041 | E: info@lciad.co.uk | W: www.lciad.co.uk



Account name	Account Number	Sort Code	IBAN
LCIAD Ltd	13707847	23-05-80	GB61MYMB23058013707847
LCIAD Associates	13708053	23-05-80	GB28MYMB23058013708053

If you have any questions, please get in touch with our patient co-ordinator **Maria Basca**:

Call: 020 7323 3041
Email: maria.basca@lciad.co.uk

The message given to us by Metro Bank on this matter is as follows:

"We take our customers' security extremely seriously and have a range of safeguards in place to help defend against fraud, which we constantly review and update in light of increasingly sophisticated tactics from fraudsters. We continue to keep Confirmation of Payee under review for the future. Metro Bank is a voluntary signatory of the Contingent Reimbursement Model Code, giving customers significantly increased protection against push payment scams".

We greatly value your trust in LCIAD and apologise in advance for any inconvenience or doubt this situation might cause. Unfortunately, it is something that is beyond our control at the moment, and we have actively petitioned Metrobank to resolve this issue as soon as possible.

Dr Koray Feran BDS MSc FDSRCS
Implant and Restorative Dental Surgeon
Clinical Director LCIAD