



**Helen.lamb** Admin 10:55 AM

can you email them and tell them\_ Our bank have said your bank have converted the amount in to GB Pound when sending this payment and this has resulted in us loosing £132.63. As when it arrived in to our US Dollar account it has had to be convert back to US Dollars.

Our bank have said your bank need to set the payments to us an "Do Not Convert" to ensure this does not happen in the future.

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177.06 kB

send them the attachment as well and you can copy and paste what i typed.



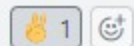
**Aqib.Majeed** 10:57 AM

Thats fine, so they need to pay us £132.63 before we can convert to



**Helen.lamb** Admin 10:57 AM

from the payment notification we received you can see the exchange rate that was used to convert to GB Pounds .



send that as well and yes