

We are doing all we can to make sure customers can still contact us but we do ask people to be patient as we put necessary arrangements in place.

Since Monday we have been actively working with the National Cyber Security Centre and the National Crime Agency to understand more about the nature of this incident and minimise the impact of it.

As we learn more we will issue updates on our website and social media channels.

Our main focus for the coming days is to manage urgent customer issues and continue to work with the national agencies to bring our systems back on line as quickly as possible but only once we are confident it is safe to do so. As the situation is still being investigated it is not possible to give a timeframe for this at the moment.

As this is an active investigation, we are not currently able to provide any further information on the details of this incident.

Although we can still receive emails and phone calls it will take longer than normal for us to respond. You can still access advice and information, including numbers to call if you have an emergency, via our website.

We are taking the situation extremely seriously and thank you for your co-operation and understanding.