

## Your client relations team

### Midlands

Getting hold of us at Nucleus couldn't be simpler, we're open from 8.30am - 5.30pm Monday to Friday (excluding bank holidays).

You should contact us securely through Jira to raise a platform issue, or through Live Support if it's a quick query. You can also phone your CRM directly using the number below, or use the team contact number.

#### Jira

Jira is our online servicing system and main communication method between you and your client relations team. You should use Jira to ask your CRM questions and view existing issues that you've already raised.

#### Live support

If you have a quick question, you can use Live Support – our instant messenger service. This is useful if you're in the middle of keying an application for example. Just look for the link on the top-right of the platform.

### Individual contact numbers

#### Client relations team manager



Paul O'Donnell  
0131 357 6508

#### Client relations managers

Your contacts for specific platform issues via phone and Jira.



Darran Thomson  
0131 226 8111



Sam Willoughby  
0131 226 8589



Maddie Stephen

#### Client relations support

Your contact for more general platform queries and Jira support.



Megan Walker  
0131 226 9547

Team contact number: 0131 226 9748

# Your region

