

## Your client relations team

### South west

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



Scott Nisbet  
0131 226 9797

#### Client relations managers

Your contacts for specific platform issues via phone and Jira.



David Peterson  
0131 226 8584



Chad Nisbet  
0131 385 0311



Robin Leith  
0131 226 8585



Jonathan Inverarity  
01312974327

#### Client relations support

Your contact for more general platform queries and Jira support.



Callum Paterson  
01312268598



Fiona Mather  
0131 226 8597

Team contact number: 0131 357 6503

# Your region

