

## Your client relations team

### London

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

#### Head of client relations



Val Rogerson  
0131 226 9799

#### Client relations team manager



Liz Marnie  
0131 226 9819

#### Client relations managers

Your contacts for specific platform issues via phone and Jira.



Katie Gray  
0131 226 9791



Chris Dolan  
0131 226 9793



Lauren Beveridge  
0131 226 9733



Rhona Geddes  
0131 226 9547



Andrew Sutherland  
0131 357 1432

#### Client relations support

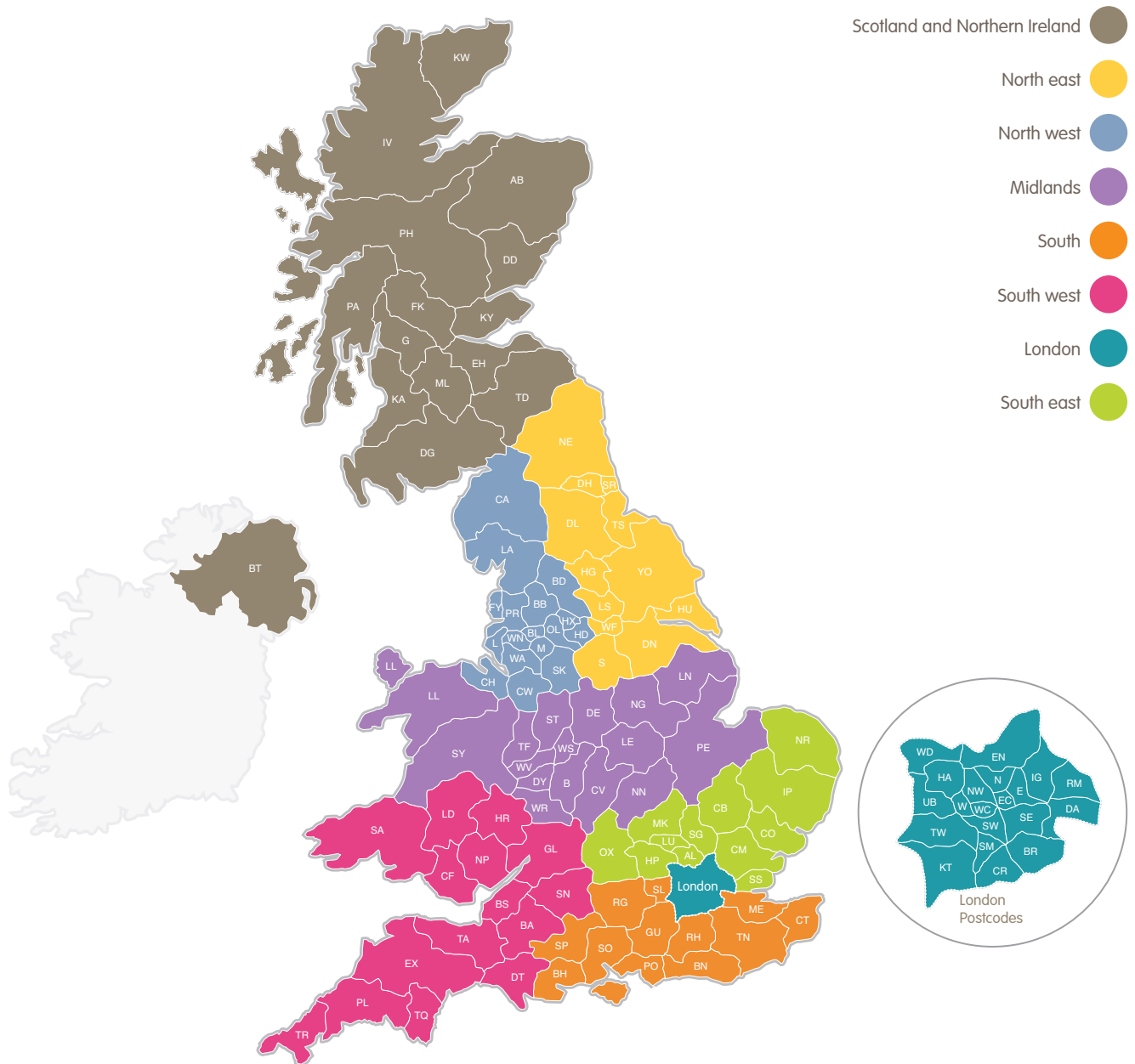
Your contact for more general platform queries and Jira support.



Kirsty Evans  
0131 226 9749

Team contact number: 0131 226 9801

# Your region



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