

From: The Circuit- NDN Support
Sent: 03 July 2026 14:47
To:
Subject: Fwd: Contact us

Dear Christopher,

I hope you are well.

Thank you for contacting the British Heart Foundation and please accept my sincere apologies for the delayed response, we have received a higher number of queries than usual recently.

Thank you for letting us know. Please note that the ambulance service looks at both the map pin (within "Add map location" section on the first page) and the information in the additional information box.

If you do not have a postcode, please enter a nearby postcode which is recognised. Scroll down the page until you reach the map and move the map pin as near as you possibly can to the exact location.

If the address is still not accurate, even with the pin drop you can drag the pin on the map to the exact location of your defibrillator (you can select satellite view on the map so that you can see where to drop the pin) you will then have the option to either select the new address or keep the original address you entered.

Once you have done this, please enter the exact details of the location in the information box. The ambulance service will use both the location on the map and the information box to direct the public to a device.

In some locations (e.g., on a golf course, new build addresses) you may be best dragging the pin and keeping the original address so that your data is as accurate as possible for the ambulance service. You can also add a written description to detail exactly where the defibrillator is located.

In the defibrillator location free text box you can also enter the 'what3words' for more accuracy.

Thank you for your support. If there is anything else we can help you with please do not hesitate to contact us.

Kind regards,
Dan Payne
Customer Care Advisor
British Heart Foundation
Compton House | 2300 The Crescent | Birmingham Business Park
Birmingham | B37 7YE
DD: 0300 330 3322 (Option 6)

Keep us beating

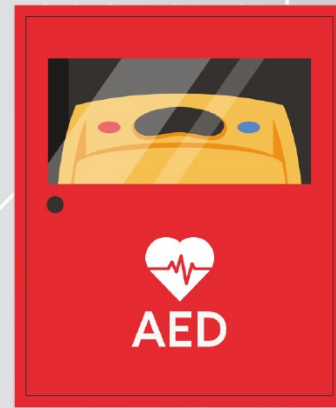
Every 3 minutes, someone in the UK dies from cardiovascular disease. But with your donations, research funded by British Heart Foundation can help more people survive.

Donate now at: bhf.org.uk/keepusbeating

On Fri, 26 Jun at 10:36 PM , ndnsupport <noreply@thecircuit.uk> wrote:

EXTERNAL EMAIL: This message is from an external sender. Exercise caution and verify the source.

Help your defib carry out its lifesaving work



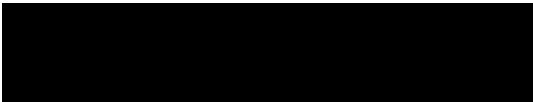
Hello,

The user with [REDACTED] has the following question:

We do not have a postcode at our site. We are a beach bar in Worthing and our what3words.com address is bubble.tell.muddy

User Details

User Name: Christopher Dixon



Date: 26 Jun 2026

Thank you.



In partnership with



**Resuscitation
Council UK**



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AMBULANCE
CHIEF EXECUTIVES**

**St John
Ambulance**



You are receiving this email because ndnsupport@bhf.org.uk signed up to receive emails from BHF. Please do not respond to this email, as we are unable to respond from this email address. If you would like to contact us, please email us.

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