

Guide to general account maintenance – Keeping your account up to date

Summary guide

You must ensure that you provide us with any changes to your personal details so we can keep in contact with you. This includes your postal address, email address and telephone numbers. If you do not keep us informed of any changes and we are unable to contact you, we may not be able to carry out your instructions or manage your account. This could mean that you ultimately lose contact with your money.

Please see below the different ways you can update your account to ensure the information we hold is the most up-to-date. Once we have made a change to your account, we will send a confirmation letter to you.

Change of Address

If you need to change your address, you can do this by phone, post, fax or by using our online facility. Please send us a signed instruction quoting your account number, name, old address and new address.

Change of Name

If you have to change the name on your account, you will need to send us a signed instruction detailing your new name and old name along with your address and account number. We will also require evidence of your new name, for example –

- Marriage Certificate
- Civil Partnership Certificate
- Decree Absolute
- Final Dissolution Order
- Extract Decree of Divorce
- Birth Certificate (To revert your name back to Maiden after a Divorce)

- Statutory declaration of change of name
- Change of name deed (Deed Poll)

This list is not exhaustive therefore please contact us if you do not have one of the above.

Please note, we will require the original version of these documents which we will return to you within 24 hours by Royal Mail Signed for delivery.

Change of Email Address or Telephone Number

If you need to change your email address or telephone number, you can do this by phone, post, fax or by using our online facility. Please ensure you quote your account number, name, and address and sign the instruction.

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