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**CUSTOMER AMENDMENT FORM**

TO BE COMPLETED WHEN CHANGING YOUR NAME AND/OR ADDRESS.

Please see overleaf for identification requirements.

**PERSONAL DETAILS** – PLEASE COMPLETE USING BLOCK CAPITALS AND BLACK INK.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Current details** |  |  | **New details** |  |
|  |  |  |  |  |
| Title |  |  |  | Title |  |  |
|  |  |  |  |  |
| Surname |  |  | Surname |  |
|  |  |  |  |  |
| Forename |  |  | Forename |  |
|  |  |  |  |  |
| Other forenames |  |  | Other forenames |  |
|  |  |  |  |  |
| Date of birth |  |  |  | Date of birth |  |  |
|  |  |  |  |  |
| Address |  |  | Address |  |
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|  |  |  |  |  |
| Postcode |  |  |  | Postcode |  |  |
|  |  |  |  |  |
| Nationality |  |  | Nationality |  |
|  |  |  |  |  |
| Occupation |  |  | Occupation |  |
|  |  |  |  |  |
| Daytime number |  |  | Daytime number |  |
|  |  |  |  |  |
| Evening number |  |  | Evening number |  |
|  |  |  |  |  |
| Mobile number |  |  | Mobile number |  |
|  |  |  |  |  |
| Email address |  |  | Email address |  |
|  |  |  |  |  |
| National Insurance number |  |  | National Insurance number |  |
|  |  |  |  |  |
| Preferred contact method |  |  | Preferred contact method |  |

|  |  |  |
| --- | --- | --- |
| **Tax residency status** |  | **Tax residency status** |
|  |  |  |  |  |
| Country of birth |  |  | Country of birth |  |
|  |  |  |  |  |
| Are you a citizen of any country other than the UK? | Yes |  | No |  |  | Are you a citizen of any country other than the UK? | Yes |  | No |  |
|  |  |  |  |  |
| Are you resident, for tax purposes, in any country other than the UK? | Yes |  | No |  |  | Are you resident, for tax purposes, in any country other than the UK? | Yes |  | No |  |
|  |  |  |  |  |  |  |  |

**YOUR ACCOUNTS** – PLEASE LIST ALL ACCOUNT NUMBERS THAT YOU ARE LINKED TO.

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**YOUR DECLARATION**

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| --- |
| **In signing this amendment form, you confirm the following declaration:*** I have read the information on the reverse of this form and agree to the Society using my information in the manner specified.
* I consent to my information being passed to other organisations selected by the Society for the purpose of receiving details of other products and services that the Society thinks may be of interest to me.
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|  |
| Please tick the box to the right if you **do not** wish to receive information about the Society's products and services and do not wish the Society to share my information with other organisations for their marketing purposes. |  |
|  |
| **For changes by marriage, divorce, civil partnership or deed poll, please fill out both signature boxes below.** |
|  |
| Current signature |  | New signature(Change of name only) |  | Dated |  |
|  |  |  |  |  |  |  |  |  |  |
| OFFICE USE ONLY | V4 31 July 2017 |
|  |
| Date of amendment |  | Customer number |  | ACHM |  | CUM |  | Initial |  |
| Identity (PIDE List 1) |  | Identity (PIDE List 2) |  | Checked |  |

**IMPORTANT - USE OF YOUR INFORMATION**

**Data Protection Act 1998**

Any information you provide, including information you give us in the future, may be held on record by the Society. The record may be held as a computer record. The Society may use this information for purposes of customer administration, research and statistical analysis, and for fraud prevention for the benefit of the Society and its customers. This information will be held during the life of the account and may be kept for six years after the account is closed.

Under current Data Protection legislation, you have the right to ask us to send you a copy of your records (on payment of an administration fee) and the right to change any of your information that is incorrect. You also have the right of access to your personal records held by credit and fraud agencies. We will supply their names and addresses upon request.

**Marketing of other Products and Services**

We would like to tell you about our financial products, services, promotions, offers, events and competitions such as mortgages, savings, personal loans and insurances which may be of interest to you, and to introduce you to or pass your contact details and details of the types of products we have provided you with to our associated companies in the Tipton & Coseley Group ("the Group") and to other organisations for them to use in the same way.

We would like to be able to contact you by telephone (including mobile), fax, post, or email using the contact details which you provide in this form, or which you provide or we obtain in our dealings with you. Some of these contact methods may involve you being automatically selected to receive a pre-recorded message, or may involve a SMS/text on your mobile phone.

You can choose whether to be contacted for marketing purposes, so if you **do not** wish this, please indicate your preferences by ticking the relevant boxes in the declaration section of this form. If you decide not to tick the box now, but later decide that you wish us to stop this use, you can at any time ask us to do so by writing to us at Tipton & Coseley Building Society, 70 Owen Street, Tipton, West Midlands, DY4 8HG. You can also contact us here if you would like a list of companies within the Tipton & Coseley Group.

**Credit Reference Agencies for verification of identity**

We may make searches about you at credit reference agencies who will supply us with information, including information from the Electoral Register, for the purpose of verifying your identity. The agencies will record details of the search, whether or not this application proceeds. The searches will not be seen or used by lenders to assess your ability to obtain credit. Credit searches and other information which is provided to us and/or the credit reference agencies about you and those with whom you are linked financially may be used by the Society and other companies if you, or other members of your household, apply for other facilities including insurance applications and claims. This information may also be used for debt tracing and the prevention of money laundering as well as the management of your account. Alternatively, we may also ask you to provide physical forms of identification.

**Fraud Prevention Agencies**

To prevent or detect fraud, or to assist in verifying your identity, we may make searches of records held by other companies within our Group and at fraud prevention agencies who will supply us with information. We also pass information to government departments and to financial and other organisations involved in fraud prevention to protect ourselves and our customers from theft or fraud. If you give us false or inaccurate information and we suspect fraud, we will record this. We, and other companies, may use this information if decisions are made about you or others at your address on credit or credit related services or motor, household, credit, life or any other insurance facilities. It may also be used for tracing and claims assessment.

**Joint Applications**

An "association" between any joint applicants and/or any individual identified as a financial partner, will be created at credit reference agencies, which will link your financial records. You and anyone else with whom you have a financial link understand that each other's information will be taken into account in all future applications by either or both of you. This linking will continue until one of you successfully files a "disassociation" at the credit reference agencies.

**Proving your identity**

We must comply with money laundering regulations and to protect our customers from fraud, we must confirm the identity and address of every applicant. We are able to access credit reference agency databases which, in most cases will allow us to open your account without any paper-based identification. This will show as a search of the database only and **not a credit score, so will not affect your credit rating.** If we do need further proof of identification, we will let you know. These requirements will depend on how and where you are opening your account.

**Opening in person at one of our branches:** one item from each of the two lists below
**Opening by post:** two items from each of the lists below

We can accept photocopies of passports and driving licenses if they are certified by a professional and you must provide their contact details. Any documents that are certified must be dated and signed ‘original seen’ and photographic evidence should be certified as providing a good likeliness.

To open an ISA we will need your National Insurance Number.

We will not carry out credit reference agency searches against customers under 18.

**Items used as proof of identity cannot be used as proof of address.**

**Evidence of identity when changing your name**

* Marriage - Marriage certificate
* Divorce - Deed poll
* Civil Partnership - Deed poll
* Change of name - Deed poll

**Evidence of identity when changing your address**

* A current photocard driving licence (full or provisional)
* A firearms certificate or shotgun licence
* Valid old style UK driving licence
* Recent evidence of entitlement to a state or local authority funded benefit (including housing benefit and council tax benefit), tax credit, pension, educational or other grant
* Instrument of a court appointment (such as liquidator, or grant of probate)
* Current council tax demand letter, or statement (no older than 12 months)
* Current bank or building society statement or passbook issued by a regulated financial sector firm in the UK, EU or comparable jurisdiction (but NOT ones printed from the internet and must be no older than 3 months)
* Utility bill (recording the company that issued the bill and date of issue) (but NOT ones printed from the internet and must be no older than 3 months)
* Inland Revenue PAYE coding notice (P2) – current year or Inland Revenue Statement of Account – current tax year
* Solicitors completion letter/statement
* Council tenancy agreement
* Private tenancy agreement

**Alternative evidence of address for under 20s:**

* Adoption Certificate
* A NHS medical card
* Child benefit documentation
* Child Tax Credit documentation
* Written confirmation from HMRC containing National Insurance Number (for those aged 16 and over)