

3

Your new personal details

What details would you like to change? (Only complete the details that are changing)

Name (Section 3.1)

Address (Section 3.2)

Contact details (Section 3.3)

Nationality (Section 3.4)

Date these changes are effective from

D	D	M	M	Y	Y	Y	Y
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3.1

Your new name

Please note: For changes in title only, you do not need to provide any verification.

Your new title

Other (please specify)

Your new first name

Your new last name

Please confirm which cards you would like replaced:

Business Debit Card

Yes

N/A

Authentication Card (this is for Business Internet Banking users)

Corporate Multipay Card

Charge/Credit Card

Is your signature changing? *

Yes

No

If yes please provide your **new** and **old** signatures below:

There are **two** ways to add signatures to the form:

- 1 Upload an image of your signature
- 2 Print and sign with a pen.

To upload an image:

- Save the form to your device
- Open the form in **Adobe Acrobat Reader**
- Select the signature field to upload your image.

Your new signature

Your previous signature

3.2

Your new address

Your new home address

Country

Postcode

What is your new residential status?

Owner -
no mortgageOwner -
with mortgageLocal authority
tenantPrivate
tenantLiving with
parents

Other (please specify)

3.3

Your new contact details

New personal home telephone number and area dialling code

New personal mobile telephone number

New work telephone number (this will be used for online banking so please provide a mobile number to be used for this purpose)

New email address

3.4

Your new nationality

Country of nationality

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Supporting documents for name change

Please note:

For security reasons we can only accept certified copies of documents. If you want us to arrange certification, please bring the original into your nearest branch.

We can only accept translated documents if accompanied with the original or certified foreign document.

You must attach certain legal documents with your request as evidence of your name change. You'll see what these are when you select the reason for the change.

What is the reason for name change? (please select **one** option only)

Divorce
(Section 4.1)



Marriage
(Section 4.2)



Civil Partnership
(Section 4.3)



Hereditary title
(Section 4.4)



Gender
transitioning
(Section 4.5)



Other name
change
(Section 4.6)



4.1

Divorce

I confirm the documents selected in Section 4.1 are included with my request.

Divorce Papers or
Decree Absolute



And **one** of
the following:

Marriage
Certificate



Birth
Certificate



Deed Poll/copy of entry
in Register of Corrections



Please note: Deed Polls **must** be signed, dated and witnessed and cannot be accepted if any of these fields are not completed.

4.2

Marriage

I confirm the documents selected in Section 4.2 are included with my request.



Marriage Certificate

4.3

Civil Partnership

I confirm the documents selected in Section 4.3 are included with my request.



Civil Partnership Documents

4.4

Hereditary title

I confirm the documents selected in Section 4.4 are included with my request.



Evidence of bestowed title

Please note: If you purchased your title, you can't use this form to change your name on the accounts, as these cannot be recorded on our systems.

4.5

Gender transitioning

I confirm the documents selected in Section 4.5 are included with my request.



Deed Poll or Statutory Declaration

Please note: Deed Polls **must** be signed, dated and witnessed and cannot be accepted if any of these fields are not completed.

4.6

Other name change

I confirm the documents selected in Section 4.6 are included with my request.

Please select **one** of the following:

Deed Poll (must be signed, dated and witnessed and cannot be accepted if any of these fields are not completed)



Statutory Declaration which has been sworn or notarised by somebody

Amended Birth Certificate



Empowered to take oaths, usually a solicitor

Equity Card



Copy of Entry in register of corrections (**Scotland only**)

Dissolved Civil Partnership documents



Evidence of award (e.g. MBE, or qualification e.g. PHD)

Adoption Certificate

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Keeping you informed/request for additional information

How would you like to be contacted in case we need to contact you for further information?

SMS/
text

Letter

We will also keep you updated about your request.



Please give your contact details:

Your mobile phone number (UK only)

Your contact address *

Postcode

This information does not form part of your product conditions.

6.1 Use of Business Information

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at www.bankofscotland.co.uk/businessprivacy.

6.2 Privacy Notice

Who looks after your personal information

Your personal information will be held by Bank of Scotland plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies).
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.

- the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

How we share personal information about insurance products

If you apply to us for insurance, we may pass your details to the relevant insurer and their agents. If a claim is made, any personal information given to us, or to the insurer, may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at <https://www.bankofscotland.co.uk/securityandprivacy/privacy/> or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact in the first instance.

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on **0345 721 3141 (+44 131 337 4218)** from outside the UK and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in May 2022.

There are **two** ways to add signatures to the form:

- 1 Upload an image of your signature
- 2 Print and sign with a pen.

To upload an image:

- Save the form to your device
- Open the form in **Adobe Acrobat Reader**
- Select the signature field to upload your image.

We strongly recommend you send the form to any other approvers and/or people who've been added to sign first.

Once you're satisfied, please sign and return the form to us (see details below).

I confirm that I've provided full and correct information and understand that Bank of Scotland may check this with third parties. I've also read and understood the Privacy Notice.

Please note: If you are changing your name and signature, this must be signed using your **old** signature.

Your signature *

Once completed and signed:

- Post the form and any supporting certified documents to: **Bank of Scotland, PO Box 23581, EH1 1WH**

For bank use only

Staff member's name (in capitals)

Is the customer present?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Has the customer's signature been confirmed?

<input type="checkbox"/>	<input type="checkbox"/>
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Has the customer's identity been confirmed?

<input type="checkbox"/>	<input type="checkbox"/>
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When completed, please stamp below and send to the processing site on the day of receipt – always use the signpost tool.

Branch stamp (with today's date)