

Do you use any of the accounts to settle fees or charges? *

Yes

No

If yes please give details:

Account name

Sort code

Account number

All outstanding fees and charges are payable on closure of the account. You'll receive a final invoice with your closing charges. You can find out more about your fees and charges at <https://business.bankofscotland.co.uk/commercial-terms.html>

Are you closing any accounts associated with a Treasury product, for example a Fixed Term Deposit or Notice Account? *

Yes

No

If yes what is your new settlement account.

You may experience delays if you don't give us details:

Account name

Sort code

Account number

If you need to speak with the Treasury Direct team, please call **0345 604 5539** or email fm-treasurydirectglasgow@lloydsbanking.com

Tell us how to contact you with updates about your request.

Title Mr Mrs Miss Ms Other (please specify)

First name

Last name

How should we contact you?

email

SMS/text

Please give your contact details below:

UK mobile number

Business email address

(we won't use any information you tell us here for marketing purposes)

Please tell us where to send your accounts closing balance. We recommend using existing online channels (please select **one option only**).**Electronic Payment**

to a Lloyds Bank or Bank of Scotland account

Account name

Sort code

Account number

Electronic Payment

to another bank or building society

Account name

Sort code

Account number

Name of Bank/Building Society

Reference number (if applicable)

Send your balance to Charity**We'll send your residual balance to the Lloyds Banking Group Charity of the year****International payment**

- If you select this option, our closures team will be in touch to process the payment
- International Money Transfer (IMT) Charges:** We recommend using 'split charges' so you pay for any charges from us, and your beneficiary pays any charges from the other bank.

IBAN number

Name of Bank

Swift/BIC code

Beneficiary account name

By cheque

Please only use this payment method if you can't use any of the other options.

Name of payee

Address to send cheque

As cheques are sent by post, it will result in a delay in receiving your remaining balance.

Post code

Please ensure that this form is signed by the correct number of signatories, in accordance with the signing instructions set out in your mandate. If you are unsure of your current signatories please contact your service team. **By signing, you confirm that the information on this form is accurate.**

Please note, signatures **must** match the signatures held on your mandate.

5.1 Approvers signatures

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).

First authoriser's name *

First authoriser's signature *

Second authoriser's name (if required)

Second authoriser's signature (if required)

Third authoriser's name (if required)

Third authoriser's signature (if required)

Fourth authoriser's name (if required)

Fourth authoriser's signature (if required)

Fifth authoriser's name (if required)

Fifth authoriser's signature (if required)

Sixth authoriser's name (if required)

Sixth authoriser's signature (if required)

Once completed and signed:

- Email the form to: CommercialClientServicingSME@lloydsbanking.com
- OR
- Post the form to: **Commercial Servicing, Edinburgh, BX2 1LB**

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

Bank of Scotland plc Registered Office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland no. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 169628.

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS).

We are covered by the Financial Ombudsman Service (FOS).

The Lloyds Banking Group includes companies using brands including Lloyds Bank, Halifax and Bank of Scotland and their associated companies.

More information on the Lloyds Banking Group can be found at lloydsbankinggroup.com.

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.

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.

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.