

Change of Address
Personal Customers

Guidance Notes



Change of Address Personal Customers

Please complete this form in BLOCK CAPITALS and in black ink

1. Account details

Account name **MR B & MRS A SMITH** Account number **1 2 3 4 5 6 7 8**
 Account holding branch **ANYTOWN** Sort code **6 0 5 0 4 0**

2. New address details

This amendment is to take effect immediately **OR** With effect from (DDMMYY)
 Please amend the address for: All my accounts All our accounts **OR** The following additional accounts

Sterling Accounts
 Account number Sort code Account number Sort code Account number Sort code

Currency Accounts
 Account number Sort code Account number Sort code Account number Sort code

Credit/currency charge card number(s) **5 4 5 4 5 0 0 0 5 0 0 0 5 0 0 0**

Do you have a mortgage with us? If so, Mortgage numbers

Mailing name

House or flat number **2 2** Street name **ANY STREET**

Address line 2 **ANY TOWN**

Address line 3

Address line 4 OR overseas country

Post code **AN 1 2 3 A B** Is the property a flat? Yes No

Please confirm if this change is for your: Permanent residential address **OR** Correspondence address

Please confirm if you are: A homeowner Renting Living with parents Other

3. Contact details

Home telephone number **0 1 2 3 4 5 6 7 8 9 0**

Work telephone number **0 1 2 3 7 8 9 1 2 3 4**

Mobile telephone number **0 7 7 0 1 2 3 4 5 6 7**

4. Confirmation

Customer signature(s)

Date

Select this if you have already moved

Select this to change the address on all accounts in your name only

Please provide the card number for any RBS Credit Card(s) you would like this change of address to apply to

Only complete if you wish to change who your mail is addressed to

Select this to change the address on all accounts held by you and the other parties on the main account

If you haven't moved yet, tell us your moving date

Please provide the details of your main account

Select this to change the address on just the accounts listed below, in addition to the main account

Select this if you are moving house. Most people will only have a permanent residential address NB Students this is your home address

Select this if you want your mail sent somewhere other than your home address NB Students this is your term time address

For Joint Account Customers

Most joint account customers have told us to accept instructions signed by any one party, in which case only 1 signature is needed here.

If this instruction also covers sole accounts then each customer must sign the form.

In this example, Mr & Mrs Smith have a joint account & each party also has a sole account, so both signatures are needed.

However, if Mr & Mrs Smith have a joint account & Mr Smith only has a sole account, then Mr Smith should sign the form.

Once you have completed the form

- Please post it to your local branch
- If you would prefer to take this form into the branch, please take photo identification in the form of one of the following:
 - a current Passport
 - Current UK photocard Driving Licence
 - OAP Travel Pass
- If you do not have any of the above mentioned photo identification, please telephone or call into your local branch, to discuss which other forms of photo identification are acceptable

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Please amend the address for: All my accounts All our accounts **OR** The following additional accounts

Sterling Accounts

Account number	Sort code	Account number	Sort code	Account number	Sort code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Currency Accounts

Account number	Sort code	Account number	Sort code	Account number	Sort code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Credit/currency charge card number(s)

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3. Contact details

Home telephone number

Work telephone number

Mobile telephone number

4. Confirmation

Customer signature(s)

Date _____

For Branch or Relationship Manager use only

In all circumstances please complete the form in full and send on to your CSC.

**Where the customer has RBS credit cards, a photocopy of this form must be sent to:
Customer Contact Centre, 2nd Floor, Credit Card Centre, Southend-on-Sea, Depot code 028.**

**Where the customer has a Mortgage, a photocopy of this form must be sent to:
Mortgage Processing Unit, PO box 13, Douglas, Isle of Man IM99 1AN, Depot code 5.**

Is the customer relationship managed?

Yes

No

I CONFIRM THE CUSTOMER HAS BEEN IDENTIFIED

Staff signature

Staff name & ISV printed _____

Location _____

Contact number

Branch Stamp

FAILURE TO PROVIDE ALL INFORMATION WILL RESULT IN DELAYS/REQUEST NOT BEING ACTIONED AND RETURNED TO STAFF MEMBER WHO HAS SENT INSTRUCTION