

**Change of Address**  
**Personal Customers**

# Guidance Notes

Select this if you have already moved



## Change of Address Personal Customers

Please complete this form in BLOCK CAPITALS and in black ink

### 1. Account details

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

Please provide the details of your main account

### 2. New address details

This amendment is to take effect immediately  OR With effect from (DDMMYY)

Please amend the address for: All my/our accounts  OR Just the following accounts (listed below)

#### 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)

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

Are there any Credit/Currency Charge card or Mortgage accounts that require amending?

#### Correspondence Address (This is where your mail will be sent)

Mailing name	<input type="text"/>
Address line 1	<input type="text"/>
Address line 2	<input type="text"/>
Address line 3	<input type="text"/>
Address line 4 OR overseas country	<input type="text"/>
Post code	<input type="text"/>
Is the property a flat?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please confirm if you are:	A homeowner <input checked="" type="checkbox"/> Renting <input type="checkbox"/> Living with parents <input type="checkbox"/> Other <input type="checkbox"/>
Country of Residence	<input type="text"/>

Please complete in ALL circumstances

Residential Address – is the above address also where you live? Yes  No

If 'No', please insert your residential address below

Address line 1	<input type="text"/>
Address line 2	<input type="text"/>
Address line 3	<input type="text"/>
Address line 4 OR overseas country	<input type="text"/>
Post code	<input type="text"/>

Only complete this section if your residential address (where you live) differs from where your mail is posted (see above)

## Guidance Notes – continued

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### 3. Contact details

Home telephone number

Work telephone number

Mobile telephone number

Email address

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### 4. Confirmation

Customer signature(s)

Name (in full)

Name (in full)

Date (DDMMYY)

Date (DDMMYY)

### 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.

### 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 appropriate identification.

Please complete this form in BLOCK CAPITALS and in black ink

## 1. Account details

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

## 2. New address details

This amendment is to take effect immediately  **OR** With effect from (DDMMYY)

Please amend the address for: All my/our accounts  **OR** Just the following accounts (listed below)

### 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)

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

### Correspondence Address (This is where your mail will be sent)

Mailing name

Address line 1

Address line 2

Address line 3

Address line 4 OR overseas country

Post code   Is the property a flat? Yes  No

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

Country of Residence

Residential Address – is the above address also where you live? Yes  No

If 'No', please insert your residential address below

Address line 1

Address line 2

Address line 3

Address line 4 OR overseas country

Post code

### 3. Contact details

Home telephone number

Work telephone number

Mobile telephone number

Email address

### 4. Confirmation

Customer signature(s)

Name (in full)

Name (in full)

Date (DDMMYY)

Date (DDMMYY)

#### For Branch or Relationship Manager use only

In all circumstances please complete the form in full and send on to Account Amendments - fax number 01534 751839.

**Where the customer has RBS credit cards, a photocopy of this form will 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 will 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 and the signature matches ISV.

OR

I confirm the customer has been identified. ISV is incomplete. Form RBSI50077, Request to apply Customer Signature(s) to Bank Records, has been completed and is attached.

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 THE STAFF MEMBER WHO HAS SENT THE INSTRUCTION.**

**In accordance with our published SLA your instruction will be processed within two working days of receipt by the Account Amendments team.**