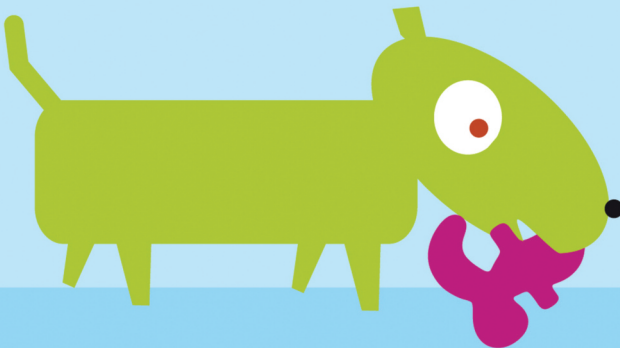


Lost track of your account?

If you have lost track of an old building society account, don't worry. mylostaccount.org.uk can help reunite you with your savings, completely FREE.





mylostaccount.org.uk is a service offered jointly by the **Building Societies Association (BSA)**, the **British Bankers' Association (BBA)** and **National Savings & Investments (NS&I)**.

It is quick and easy to submit an application online. However, if you do not have internet access you can complete the attached form.

This leaflet is for tracing lost savings accounts with current building societies. For lost savings accounts with the building societies that became banks, listed below, you will need to complete a different form, which is available from the BBA (contact details on p.3).

- | | |
|------------------------|---------------------------|
| ■ Abbey National | ■ Cheltenham & Gloucester |
| ■ Alliance & Leicester | ■ Halifax |
| ■ Bradford & Bingley | ■ National & Provincial |
| ■ Birmingham Midshires | ■ Northern Rock |
| ■ Bristol & West | ■ Woolwich |
| ■ Britannia | |

Your building society may have changed its name. To find out more visit www.bsa.org.uk and use the **Where is my old building society now?** tool. Alternatively you can call **020 7520 5900**.

Lost track of your account?

You can also use mylostaccount.org.uk to trace another person's account if you have the legal right to do so. You will be required to provide evidence to the building society that you have the legal right.

The BSA will not process postal applications with more than ten building societies selected. However, if you have forgotten which building society you had an account with, the BSA can conduct a regional search, contacting building societies that operate in the area where you live or have lived.

The BSA itself holds no personal or financial records of building society customers.

How do I use the mylostaccount.org.uk?

There are two ways you can use the service.

1. Online application

If you have access to the internet, visit www.mylostaccount.org.uk. The website is completely free, totally secure and is the quickest, easiest way to apply.

Things to remember...

- one online application can cover bank, building society and NS&I accounts
- when you have completed the application, you will receive a unique reference number
- make sure you keep this reference number somewhere safe - you might need it again.

2. Postal application

You will find an application form at the back of this leaflet. Unlike the online application, this form is for tracing building society accounts only. If you are tracing a bank or NS&I account, please contact the BBA or NS&I and they will send you a different application form.

British Bankers' Association

Pinnars Hall, 105 - 108 Broad Street
London EC2N 1EX

Tel: 020 7216 8909

www.bba.org.uk

National Savings & Investments

Tracing Service
Glasgow G58 1SB

Tel: 0500 007 007

www.nsandi.com

Things to remember...

- building societies, banks and NS&I each have different forms for postal applications
- the postal application may take longer.

How long will my application take?

If a building society agrees that you have a valid claim on an account they will contact you. It can take up to three months for your building society to look into your claim as they may have to search through archived records.

Lost track of your account?

What happens if I am not satisfied with the result?

If you are unhappy with the way the building society has dealt with your claim you have the right to appeal by making a formal complaint to the building society.

If your appeal is unsuccessful you can refer the matter to the Financial Ombudsman Service. They are an independent body who help settle disputes between customers and their financial services providers.

Financial Ombudsman Service

Exchange Tower
London E14 9SR

Tel: 0800 0234 567

www.financial-ombudsman.org.uk

Further information on tracing a lost account

If you would like more information about this service please visit www.mylostaccount.org.uk or call 020 7520 5900.

The Building Societies Association
York House
23 Kingsway
London
WC2B 6UJ

Telephone: 020 7520 5900

www.bsa.org.uk



April 2015

It may be quicker and easier to complete the online form at www.mylostaccount.org.uk

Please write in black ballpoint pen and complete both sides of this form in block capitals inside the boxes.

If you know the name of the building society, tick the box below. If the building society is not listed please use the 'Where is my building society now' tool on www.bsa.org.uk, telephone the BSA on 020 7520 5900 or write the name of the society here

If you do not know the name of the society, please tick those building societies you think may have the account or tick here for us to conduct a regional search. A maximum of 10 societies can be chosen.

- | | | |
|--|--|--|
| <input type="checkbox"/> Barnsley Building Society | <input type="checkbox"/> Hinckley and Rugby Building Society | <input type="checkbox"/> Newcastle Building Society |
| <input type="checkbox"/> Bath Building Society | <input type="checkbox"/> Holmesdale Building Society | <input type="checkbox"/> Norwich and Peterborough Building Society |
| <input type="checkbox"/> Beverley Building Society | <input type="checkbox"/> Ipswich Building Society | <input type="checkbox"/> Nottingham Building Society |
| <input type="checkbox"/> Buckinghamshire Building Society | <input type="checkbox"/> Kent Reliance | <input type="checkbox"/> Penrith Building Society |
| <input type="checkbox"/> Cambridge Building Society | <input type="checkbox"/> Leeds Building Society* | <input type="checkbox"/> Principality Building Society |
| <input type="checkbox"/> Chelsea Building Society | <input type="checkbox"/> Leek United Building Society | <input type="checkbox"/> Progressive Building Society |
| <input type="checkbox"/> Chorley & District Building Society | <input type="checkbox"/> Loughborough Building Society | <input type="checkbox"/> Saffron Building Society |
| <input type="checkbox"/> Coventry Building Society | <input type="checkbox"/> Manchester Building Society | <input type="checkbox"/> Scottish Building Society |
| <input type="checkbox"/> Cumberland Building Society | <input type="checkbox"/> Mansfield Building Society | <input type="checkbox"/> Skipton Building Society |
| <input type="checkbox"/> Darlington Building Society | <input type="checkbox"/> Market Harborough Building Society | <input type="checkbox"/> Stafford Railway Building Society |
| <input type="checkbox"/> Dudley Building Society | <input type="checkbox"/> Marsden Building Society | <input type="checkbox"/> Swansea Building Society |
| <input type="checkbox"/> Earl Shilton Building Society | <input type="checkbox"/> Melton Mowbray Building Society | <input type="checkbox"/> Teachers Building Society |
| <input type="checkbox"/> Ecology Building Society | <input type="checkbox"/> Monmouthshire Building Society | <input type="checkbox"/> Tipton & Coseley Building Society |
| <input type="checkbox"/> Furness Building Society | <input type="checkbox"/> National Counties Building Society | <input type="checkbox"/> Vernon Building Society |
| <input type="checkbox"/> Hanley Economic Building Society | <input type="checkbox"/> Nationwide Building Society | <input type="checkbox"/> West Bromwich Building Society |
| <input type="checkbox"/> Harpenden Building Society | <input type="checkbox"/> Newbury Building Society | <input type="checkbox"/> Yorkshire Building Society |

* This society is unconnected to the Leeds Permanent, which merged with Halifax and is now part of Lloyds Banking Group. You will need to contact the BBA for their separate application form.

Your full name	Title (Mr/Mrs/Ms/Miss etc)	<input type="text"/>	Date of birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Last name (surname)	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	First and middle names	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Your contact details	Address	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Daytime telephone (include dialing code)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are you happy to receive correspondence by email?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If YES, please give your email address	<input type="text"/>	

Is the account in your name?	Yes <input type="checkbox"/>	If YES, please fill in Sections A and C
	No <input type="checkbox"/>	If No, please fill in Sections B and C

SECTION A Other names by which you have been known (e.g. before marriage) and previous address(es) Use a separate sheet if necessary	Name(s)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Address 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Address 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Dates	<input type="text"/>	to	<input type="text"/>	<input type="text"/>	Dates	<input type="text"/>	to	<input type="text"/>

SECTION B

B

Information about the account holder

What do you believe was the full name on the account? Last name (surname) _____
 First and middle names _____

Date of birth (account holder) _____

What addresses has/had the account holder lived at since the account was opened?
 Use a separate sheet if necessary

Address 1 _____

Address 2 _____

Postcode _____

Postcode _____

Dates _____

M M Y Y to M M Y Y

to

M M Y Y

Dates _____

M M Y Y to M M Y Y

M M Y Y

What is the connection between you and the account holder and on what basis are you making the claim?

Are you: (at least one must be selected)

Partner /spouse

Next of kin

Beneficiary of will

Executor of will

Other (please specify) _____

Is the account holder still alive?

Yes

No

If No, date of death

D D M M Y Y Y Y

If No, indicate whether you have

Death certificate

Probate ('confirmation' in Scotland)

Copy of will

Do you have authority by the account holder to search for their lost account?

Yes

No

SECTION C

C

If known, at what branch was the account opened?

Is the account a joint one?

Yes

No

Don't know

If YES, please list any other names on the account:

Account number

Don't know

Type of account

Savings account

Current account

Other (please specify) _____

Date account was opened

D D M M Y Y Y Y

Don't know

Date account was last used

D D M M Y Y Y Y

Don't know

Approximate balance

£

Don't know

If there is anything else you would like to add in support of your claim, please state here (use a separate sheet if necessary)

You may be required to prove your identity at a later stage to the building society.

Do not send any documents or photocopies at this stage.

Please indicate which of the following documents you have showing evidence of the account, by ticking the appropriate box(es):

Passbook

Statement

Letter from Building Society relating to account

Cheque or debit card

Cheque book

ATM card (cashpoint card)

Other

(please specify) _____

Once you have answered as many questions as you can and listed any relevant documentation, please sign and date the form below.

In order to deal with claims received, building societies may retain claimants' details. Such information will not be used for any other purposes. By signing here you agree that The Building Societies Association can share information specifically relating to this claim with participating building societies for the purpose of investigation, and in order to identify any fraudulent claims.

Signature _____

Date

D D M M Y Y Y Y

You may find it helpful to keep a copy of this form for your records