

MY LOST ACCOUNT

Lost track of your account?

If you have lost track of an old bank, building society or NS&I account, don't worry. mylostaccount.org.uk can help reunite you with your money, completely FREE.

If you think you have lost touch with your account or savings mylostaccount.org.uk is here to help reunite you with your money.

It is a FREE service brought to you by UK Finance, the Building Societies Association (BSA) and National Savings & Investments (NS&I).

It is quick and easy to start your search online, even if you are not sure which bank or building society holds the account. Simply visit mylostaccount.org.uk and complete the application form. We will then do the rest.



About the service

If you do not have internet access you can complete the form attached to this leaflet. However this will mean it will take longer to process your application.

This form is for tracing lost accounts at banks and building societies that have become banks. For tracing accounts at building societies you will need to complete a different form, which is available from [the Building Societies Association](#) (contact details on p.4.)

Your bank may have changed its name or have converted from a building society.

The search facility on mylostaccount.org.uk draws on a long list of banks and building societies that have closed, merged or changed name. The search results will tell you who the successor bank or building society is.

How do I use 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
- You will receive email alerts to tell you that the results of your search are available
- You can log in to your profile at any time to check the status of your application

2. Postal application

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

Building Societies Association

York House
23 Kingsway
London
WC2B 6UJ
www.bsa.org.uk
information@bsa.org.uk

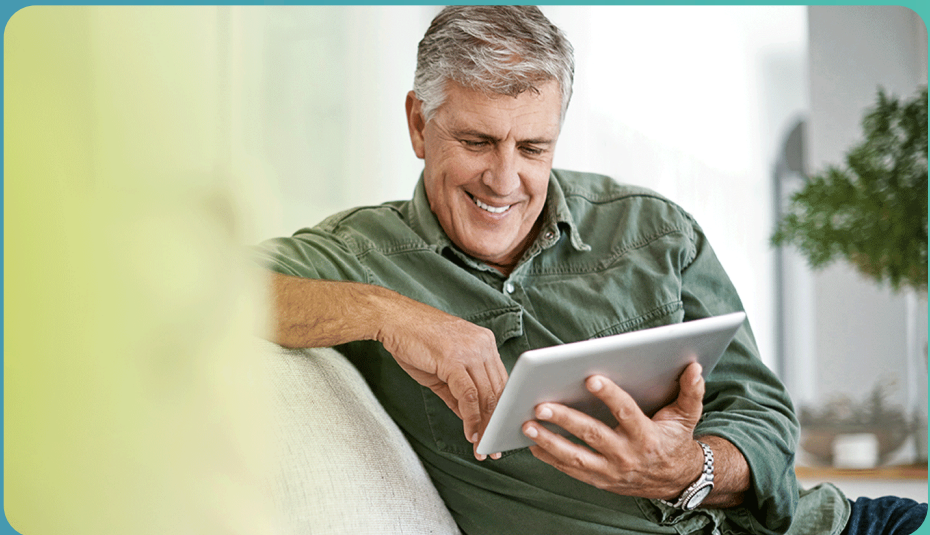
National Savings & Investments Tracing Service

Sunderland
SR43 2SB
Tel: 0808 500 7007
www.nsandi.com

Things to remember...

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

Please answer as many questions as you can. The more questions you can answer the more likely it is that the bank or building society will be able to trace your account. An approximate answer is better than no answer; if you are giving an approximate answer please make this clear.



How long will my application take?

You will receive a reply by letter once all the banks that you have selected have completed their searches for your account.

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

What else do I need to know?

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 bank that you have the legal right.

UK Finance itself holds no personal or financial records of bank customers.

What happens if I am not satisfied with the result?

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

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

If you would like more information about this service please visit www.mylostaccount.org.uk email mylostaccount@ukfinance.org.uk or call 020 3934 0329

Names			
Address 1		Address 2	
Post code		Post code	
Dates	MMYY to MMYY	Dates	MMYY to MMYY

What do you believe was the full name on the account?

[illegible]

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

[illegible][illegible]

Dates to

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)

If no, indicate whether you have:	Death certificate	Probate ('confirmation' in Scotland)	Copy of will
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If YES, do you have the authority of the account holder to search for their lost account?" Yes ☐ No ☐

If known, at what branch was the account opened?

Is it a joint account?	Yes	No	Don't know
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If YES, please list any other names on the account:

[illegible][illegible]

Type of account	Savings account	Current account	Other (please specify)

Date account was opened

Date account was last used

Approximate balance	£	Don't know
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If there is anything else you would like to add in support of your claim, please state here. Use a separate sheet if necessary.

[illegible]

You may be required to prove your identity at a later stage to the bank. **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 the bank relating to the account	Cheque or debit card
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Cheque book		ATM card (cashpoint card)		Other (please specify)					
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UK Finance will input the information provided on this application form onto the online version of the form at www.mylostaccount.org.uk/search on your behalf. In order to process your application, and to deal with any subsequent queries you may have, UK Finance and relevant banks may retain your personal data for 12 months. Your personal data will not be used for any other purposes. By signing below, you agree UK Finance can share information specifically relating to this claim with participating banks, the Building Societies Association and NS&I for the purpose of tracing your account and in order to identify any fraudulent claims. Our full privacy policy is available at www.mylostaccount.org.uk/privacy or by calling 020 3934 0329.

Signature						
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Date

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Y

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