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.

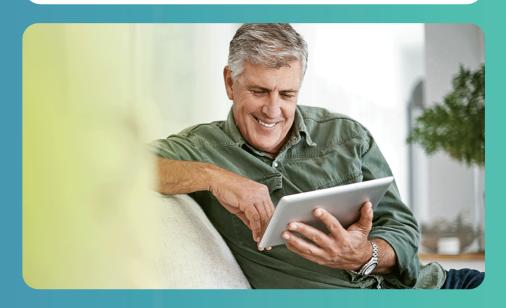
Building Societies Association York House 23 Kingsway London WC2B 6UJ www.bsa.org.uk information@bsa.org.uk

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 F14 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

UK Finance 5th Floor 1 Angel Court London EC2R 7HJ

My Lost Account contacts: www.mylostaccount.org.uk Email: mylostaccount@ukfinance.org.uk Telephone: 020 3934 0329

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Form to reclaim funds from a lost account

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

If you know the name of the bank, have the account number and sort code or have proof of the account (e.g. a bank statement or debit card), please post the completed claim form to the address beside the box below or hand it in to any branch of that bank.

If you know the name of the bank but have no proof of the account, please tick the box below and post the completed form to UK Finance. If the bank is not

listed, please write the name of the bank here		
I If you do not know the name of the bank, tick those fi banks which you have good reason to believe may hole		ompleted form to UK Finance. Please only tick
		Santander UK plc Sunderland, SR43 4EP Schroder & Co Limited 1 London Wall Place, London EC2Y SAU Scottish Widows Bank PLC First Floor, Pentland House 8 Lochside Avenue, South Gyle Edinburgh EHI2 9D) Secure Trust Bank Banking Team, One Arleston Way Shirley, Solihull B90 4LH Standard Chartered Bank 1 Basinghall Avenue, London EC2V SDD Standard Life Cash Savings Dormancy Team, Leicester LE87 2BB Tesco Bank Broadway 1, 199 Renfield Street Glasgow G2 3AX TSB Bank plc Ariel House, 2138 Coventry Road Sheldon, Birmingham B26 3JW Ulster Bank PO Box 323, Waterside Court
9 Nelson Street, Bradford BDI 5AN Cheltenham & Gloucester plc Keens House, 2nd floor, Andover, Hampshire SPI0 2NQ Citibank Europe plc Account Servicing, PO Box 4012 Swindon SN4 4JZ Clydesdale Bank PLC Symington House, 7 North Avenue, Clydebank Business Park, Clydebank G8I 2NT	Keens House, 2nd floor, Andover, Hampshire SPI0 2NQ NatWest Bank PO Box 323, Waterside Court Western Avenue, Chatham Maritime ME4 4RT The Royal Bank of Scotland PO Box 323, Waterside Court Western Avenue, Chatham Maritime ME4 4RT Sainsbury's Bank plc Caledonian House, Viking Way Rosyth KYI2 2UU	Virgin Money Jubilee House, Gosforth Newcastle Upon Tyne NE3 4PL The Woolwich Barclays Bank Dormancy Team, Leicester LE87 2BB Yorkshire Bank Symington House, 7 North Avenue, Clydebank Business Park, Clydebank G81 2NT
ormation about you (the person completing	this form)	
Your full name Mr Mrs Miss Ms		Date of birth DDMMYYYY
ast name surname)	First and middle names	
Your contact Address details Address details aptime telephone including dialing code)		Post code Post code
Your email address Is the account in your name? Yes If Yes Is to A Other names by which you have been	/ES, please fill in Sections A and C No	If NO, please fill in Sections B and C

	,,		
Names			
Address 1			Address 2
Post code			Post code Post code
Dates M M	Y Y to M	MYY	Dates MMYY to MMYY

Section 6 information about the account noticer					
What do you believe was the full name on the account?					
Last name First and Gurname middle names First and First					
Date of birth (account holder) D D M M Y Y Y Y					
What addresses has/had the account holder lived at since the account was opened? Use a separate sheet if necessary.					
Address 1 Address 2					
Post code Post code					
Dates M M Y Y to M M Y Y Dates M M Y Y to M M Y Y					
What is the connnection 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					
If YES, do you have the authority of the account holder to search for their lost account?" Yes No					
Section C Information about the lost account					
If location at what he made was the assessmit as and					
If known, at what branch was the account opened?					
Is it a joint account? Yes No Don't know					
If YES, please list any other names on the account:					
ir res, please list any other maines on the account.					
Account number Don't know					
Type of account Savings account Current account Other (please specify)					
Date account was opened DDMMMYYYYDon't know					
Date account was last used DDMMMYYYYDon'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 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					
Cheque book ATM card (cashpoint card) Other (please specify)					
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 Date D D M M Y Y Y					
You may find it helpful to keep a copy of this form for your records.					