

# Telephone password instruction

Please complete this form each time your organisation requires a new telephone password for your account. We will return the form to you if it is incomplete, which could delay your access to telephone banking.

To find out how we handle your personal information, you can view our Privacy Notice here: [cafonline.org/privacy](http://cafonline.org/privacy)

Organisation name

A telephone password is a **mandatory** requirement. The account contact, along with any signatories detailed on your Bank mandate, will require access to this password. This will be used as part of our security procedures. We recommend the password is kept secure and updated on a regular basis. We will never ask for your full password during the identification process.

**Please confirm that you**

- Will keep the password below safe at all times, not disclose it to any third party and take reasonable steps to keep it secure
- Will advise CAF Bank immediately if the security of the password is compromised
- Authorise CAF Bank to rely upon and act in accordance with any instructions where this password is used in relation to all accounts held in your name
- Understand that CAF Bank has the right not to accept telephone passwords if an instruction is not clear or if CAF Bank has reason to believe that the telephone password is being used by an unauthorised person
- Understand that the password will be suspended if incorrect information is provided when contacting CAF Bank
- Will ensure that only account contacts and authorised signatories have access to the telephone password

I confirm all of the above

Please enter your chosen password clearly in BLOCK CAPITALS in the boxes below. The password must be between 8-16 characters (we recommend using a password that is both secure, including alpha and numerical characters, and easy to remember). This password will apply to all of your accounts.

Main account number

Password

— Minimum length —

**Declaration**  
This declaration must be signed by authorised signatories in accordance with your mandate held with CAF Bank.  
We, the undersigned, confirm that we have authority to act on behalf of our organisation to enter into this instruction for all of our accounts.

**Authorised signatory 1**

Full legal name

Position

Authorised signature  Date

**Authorised signatory 2**

Full legal name

Position

Authorised signature  Date

Telephone calls may be monitored or recorded for security/training purposes. Lines are open Monday to Friday 9am - 5pm (excluding English bank holidays).

CAF Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 204451).

CAF Bank Limited Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered in England and Wales under number 1837656.