

CHANGE OF ACCOUNT CONTACT DETAILS

Please complete the Change of account contact details form if you need to make a change to the individual and/or the correspondence address of your organisation’s bank account.

To enable us to process your request promptly, it is important that you complete the form fully. Please follow the guidance notes while completing the form and complete the checklist before sending in the form as incomplete application will lead to delays and the form being returned.

Administrative requirements

In order for us to fulfil our administrative requirements and to comply with UK anti-money laundering legislation, we are required to complete checks on individuals that are operating the account before the update can occur.

Wherever possible these checks are performed electronically, minimising any delay in updating your request. In certain circumstances, however, it may be necessary to request additional identification documentation which may need to be certified. Before continuing please ensure that the account contact is aware of how we will process the data. If you are aware of the individual who may already be associated with other CAF Bank accounts please notify us in a covering letter to avoid us undertaking our electronic checks again.

For more information on how we handle and look after your personal data, please visit our Privacy Notice on www.cafonline.org/privacy.

We aim to complete your request within 12 working days, providing all information has been supplied and our electronic verification has been successful.

If your organisation is registered for Online Banking, please note that the existing Account Contact and/or the new Account Contact named in this form who has secondary user access to Online Banking will have their access temporarily blocked to enable this change to be made. Please ensure your organisation has made necessary arrangements to ensure you can continue to set up and authorise Online Banking payments.

Contact information

Please refer to our Help and Support page for further assistance at <https://www.cafonline.org/charities/help-caf-bank-maintaining-account>. Should you have any further questions, please contact our Customer Service team on 03000 123 456 or email us at cafbank@cafonline.org. Please send the completed form to: CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, ME19 4JQ

Checklist and guide to help you complete the form

Section	Notes	Completed
Before you start	Please indicate in this section what you wish to change by ticking the relevant box and ensure you complete the required sections. You only need to provide us with a <i>Date effective from</i> if you would like the instruction to be processed at a future date.	<input type="checkbox"/>
Section 1	Organisation details <ul style="list-style-type: none"> ▪ Organisation name – Your account name ▪ Account number(s) – Please list all the account numbers of which are affected by this change 	<input type="checkbox"/>

Section	Notes	Completed
Section 2	<p>Account Contact</p> <p>Please complete this section if you wish to change the account contact (the individual and/or their personal contact details) of your CAF Bank account. Please ensure you provide the full, legal name of the named individual to avoid any delay in your application.</p> <p>If the account contact named in this section has lived at their current address for less than three years, please provide their address (es) for the previous three years on the attached Previous address form.</p> <p>All future day-to-day communications (including bank statements) will be sent to the home address unless a different address is provided in Section 3.</p> <p>If you wish your account contact to be an account signatory, you will need to also complete a Bank Mandate.</p>	<input type="checkbox"/>
Section 3	<p>Correspondence address</p> <p>Please complete this section if you wish to change the correspondence address of your CAF Bank account.</p>	<input type="checkbox"/>
Section 4	<p>Review your account features</p> <p>Changing your account contact details may affect your current account features. Please read the following notes carefully for more information.</p> <p>4.1 Online Banking</p> <p>Please tick the box if you do not wish to register for our Online Banking service. If you choose to register for Online Banking service, the account contact will become the Primary User and we will use their mobile number provided in Section 2 for registration.</p> <p>4.2 Online Statement</p> <p>Please tick the box if you prefer to receive your statements in paper format. If you choose to register for Online Statements, we will use the email address provided in Section 2 for registration.</p> <p>4.3 Business Card</p> <p>If you are changing your account contact and your previous contact has a business card, please inform us whether you would like us to retain their business card by answering the questions in section 4.3. If this section is not completed, we will cancel the business card for your previous contact for security reasons. If the new contact would like to register for a business card please complete a Business Card Application form.</p> <p>4.4 Telephone Password</p> <p>Telephone password is a mandatory requirement for you to hold on your account. The account contact and all signatories stated on your Bank Mandate will require access to this password. If you wish to update your telephone password for your organisation as part of this change please complete this section.</p>	<input type="checkbox"/>
Section 5	<p>Declaration</p> <p>In order for us to start your application, the declaration must be signed by authorised signatories in accordance with your existing mandate held with the Bank. If the existing signatories are not available to sign the declaration, please contact our Customer Services team for further guidance.</p>	<input type="checkbox"/>

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 (CBL) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 204451. Authorisation can be checked on the financial services register at www.fca.org.uk
CBL Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered under number 1837656. CBL is a subsidiary of Charities Aid Foundation (registered charity number 268369).



CHANGE OF ACCOUNT CONTACT DETAILS FORM

Before you start

Please select one option only:

- Change the account contact only (the individual and/or their personal contact details) Section 1, 2, 4 and 5
- Change the correspondence address only (i.e. bank statements) Section 1, 3, 4 and 5
- Change both the account contact and the correspondence address Section 1 to 5 (inclusive)

Date effective from

Section 1

Organisation detail

Organisation name

Account number(s)

Charity commission number:
(if applicable)

Companies House number:
(if applicable)

Section 2

Account contact

Title Mr Mrs Miss Ms Other

Forename

Surname

Date of birth

Nationality

Daytime contact number

Mobile number*

** This is a mandatory field if you would like to register for our Online Banking service.*

Home address

Postcode

Email address*

**This is a mandatory field if you would like to register for Online Statements]*

As well as contacting you about this product or service, we would like to send you information about other related products and services from the CAF Group that we believe will be of interest to you.

I DO NOT want to receive this information by (tick all that apply): Email Phone Post

Please note: if you tick a box, we will not be able to tell you about these products and services in this way.

For information about how CAF handles your information, see our Privacy Notice which you can find at www.cafonline.org/privacy

CAF and the companies in which it has a majority stake, or their subsidiaries (defined here as the CAF Group) will not share your information with any outside organisation except as part of providing a product/service or when legally obliged to do so.

