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

<table>
<thead>
<tr>
<th>Section</th>
<th>Notes</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before you start</td>
<td>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 Date effective from if you would like the instruction to be processed at a future date.</td>
<td>☐</td>
</tr>
<tr>
<td>Section 1</td>
<td>Organisation details</td>
<td>☐</td>
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<tr>
<td></td>
<td>▪ Organisation name – Your account name</td>
<td></td>
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<td></td>
<td>▪ Account number(s) – Please list all the account numbers of which are affected by this change</td>
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</tr>
<tr>
<td>Section</td>
<td>Notes</td>
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| Section 2 | Account Contact  
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.  
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.  
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.  
If you wish your account contact to be an account signatory, you will need to also complete a Bank Mandate. | ☐ |
| Section 3 | Correspondence address  
Please complete this section if you wish to change the correspondence address of your CAF Bank account. | ☐ |
| Section 4 | Review your account features  
Changing your account contact details may affect your current account features. Please read the following notes carefully for more information.  
4.1 Online Banking  
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.  
4.2 Online Statement  
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.  
4.3 Business Card  
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.  
4.4 Telephone Password  
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. | ☐ |
| Section 5 | Declaration  
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. | ☐ |
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: d, d, m, m, y, y, y, y

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: d, d, m, m, y, y, y
- 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.
Section 3
Correspondence address

Correspondence address

Section 4
Review your account features

4.1 Online Banking
☐ Tick this box if you do not wish to register for our Online Banking service.

4.2 Online Statement
☐ Tick this box if you do not wish to register for Online Statements.

4.3 Business Card
Does your previous contact have a business card? ☐ Yes ☐ No
If yes, would you like us to cancel the card? ☐ Yes ☐ No

4.4 Telephone password
Complete this section only if you wish to update the telephone password on your account(s).
Please read the following statement and confirm you have understood them by ticking the boxes. All boxes must be ticked for us to be able to accept your instruction.

☐ We undertake to keep the password(s) below safe at all times and not disclose it to any third party whatsoever and take all reasonable steps to ensure that it does not fall into the hands of a third party
☐ We understand that CAF Bank has the right to refuse to accept our telephone password if our instruction is not clear of if CAF Bank has any reason to believe that our telephone password is being used by an unauthorised person
☐ We will advise CAF Bank immediately if the security of the password(s) is compromised
☐ We understand that for our security, the facility will be suspended if we fail to exactly provide the information held when we telephone CAF Bank
☐ We authorise CAF Bank to rely upon and act in accordance with any instructions where this password(s) is used in relation to all accounts held in our name

Minimum length

Account number
Password
Account number
Password
Account number
Password

Section 5
Declaration

This declaration must be signed by authorised signatories in accordance with your mandate held with the Bank. We confirm if our organisation is currently registered for CAF Bank Online, we have logged in and checked our list of online users in Manage Users section and deleted any users that should no longer have online banking access to our organisation's bank account.

Authorised Signatory 1
Full name
Position
Signature Date _______ _______ _______ _______ _______ _______ _______ _______ _______

Authorised Signatory 2
Full name
Position
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 (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
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