MY LOST ACCOUNT

Lost track of your account?

My Lost Account is a FREE service that can help you trace lost personal accounts where you are unsure which bank or building society holds the account, including where the bank or building society has merged with another. NS&I products can also be traced using this service.

For more information and a faster service please visit our website www.mylostaccount.org.uk

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About the service

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

This form is **only** for tracing lost accounts at banks and building societies that have become banks. If you are tracing a building society or NS&I account, please contact the Building Societies Association or NS&I respectively and they will send you a different application form. You can also download the forms at www.mylostaccount.org.uk/FAQs

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

National Savings & Investments
Tracing Service, Sunderland SR43 2SB
Tel: 0808 500 7007
www.nsandi.com

My Lost Account does not have access to account information itself. Your application is processed by each of the banks and building societies that you select.

How do I use mylostaccount.org.uk?

If possible, please register your email and complete the online tracing form at www.mylostaccount.org.uk as this has several advantages for both you and the processor:

- A single online form can be used to trace lost bank, building society and NS&I accounts
- Any issues with legibility of handwriting are avoided and any errors can easily be amended before submission

- The online form includes auto-fill present address and previous address fields which helps reduce errors
- You start to receive search results from Day 1 instead of waiting for a letter response. Letter responses will be sent between 30 – 90 days.
- You can log in to your My Lost Account profile at any time to review your results or easily submit another application should you need to
- The bank or building society can request additional details, if required, via messages sent through the My Lost Account online system

Alternatively, or if you do not have internet access, please complete the attached form. If you know which bank the account was with, please post the completed form to that bank's address listed on the form. If you have selected multiple banks, please return the form to My Lost Account, PO Box 187, Brighton BN41 9FT

Advice on searching wills and legacies

If you are an executor or next of kin settling the banking affairs of someone who has died, contact their bank or building society first, as the accounts may not be classified as lost (generally untouched for 15 years). If you do not know the provider, we recommend searching the five largest firms: HSBC, Barclays, Lloyds, NatWest and Santander. For building societies, use the regional search option. For NS&I products, contact NS&I directly www.nsandi.com/help/manage-money-for-others/customers-who-have-died

The free Death Notification Service www.deathnotificationservice.co.uk/ can also help anyone who has recently suffered a bereavement notify one or more banks, building societies and other member organisations of a person's death, at the same time. It applies only to active accounts, so you may also wish to apply to My Lost Account for dormant accounts.

How long will my application take?

You will receive a response to your search within 90 days.

If an account has been found the bank will advise you of the next steps required to claim your lost money. You will be required to provide evidence to the bank that you have the legal right to the money.

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, Exchange Tower, London E14 9SR

Tel: 0800 0234 567
www.financial-ombudsman.org.uk

More information

If you would like more information about this service please visit www.mylostaccount.org.uk

If you have an enquiry regarding lost accounts with banks, or with building societies that are now banks:

Email: info@mylostaccount.org.uk
Call: 01273 035060
Write to: My Lost Account
PO Box 187
Brighton
BN41 9FT

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, please post the completed claim form to the bank's address listed below or hand it in to any branch of that bank.

If you are unsure of the bank, please tick the box next to each of the banks that you believe may have held the account and send the completed form to My Lost Account, PO Box 187, Brighton BN41 9FT. If the bank is not listed, please write the name of it here:

- ☐ **AIB NI**
  92 Ann Street, Belfast BT1 3HH
- ☐ **Allied Irish Bank (GB)**
  92 Ann Street, Belfast BT1 3HH
- ☐ **Bank of Ireland**
  UK Savings, 5th Floor, 1 Donegall Square South, Belfast BT1 5LR
- ☐ **Bank of Scotland**
  The Green Building, Leeds LS78 1LB
- ☐ **Barclays Bank Plc**
  Dormancy Team, PO BOX 1495, Pallion Trading Estate, Sunderland SR5 9YB
- ☐ **Birmingham Midshires**
  The Green Building, Leeds LS78 1LB
- ☐ **Britannia**
  Savings Services, Britannia House Leek, Staffordshire Moorlands ST13 5RG
- ☐ **Cater Allen Private Bank**
  Cater Allen Operations, Sunderland SR43 4FB
- ☐ **Cheltenham & Gloucester plc**
  The Green Building, Leeds LS78 1LB
- ☐ **Clydesdale Bank PLC**
  C/O Virgin Money
  177 Bothwell Street, Glasgow G2 7ER
- ☐ **The Co-operative Bank plc**
  Newton House, Leek, Staffordshire ST13 5RL
- ☐ **Coutts & Co**
  1st Floor, Trinity Quay 2, Avon Street, Bristol BS2 0PT
- ☐ **Danske Bank**
  PO Box 183, Donegal Square West, Belfast BT1 6JS
- ☐ **Direct Line Financial Services Ltd**
  Floor 4, 1 Spinningfields Square, Manchester M3 3AP
- ☐ **first direct**
  40 Wakefield Road, Stourton, Leeds LS98 1FD
- ☐ **Halifax PLC**
  The Green Building, Leeds LS78 1LB
- ☐ **HSBC Bank plc**
  Customer Service Centre BX8 1HB
- ☐ **Kent Reliance**
  OneSavings Bank, Sunderland SR43 4AB
- ☐ **Lloyds Bank PLC**
  The Green Building, Leeds LS78 1LB
- ☐ **NatWest Bank**
  Floor 4, 1 Spinningfields Square, Manchester M3 3AP
- ☐ **The Royal Bank of Scotland**
  Floor 4, 1 Spinningfields Square, Manchester M3 3AP
- ☐ **Sainsbury's Bank plc**
  PO Box 8054, Milton Keynes MK11 9RE
- ☐ **Santander UK plc**
  Sunderland SR43 4EP
- ☐ **Schroder & Co Limited**
  1 London Wall Place, London EC2Y 5AU
- ☐ **Scottish Widows Bank PLC**
  First Floor, Pentland House 8 Lochside Avenue, South Gyle Edinburgh EH12 9DJ
- ☐ **Secure Trust Bank**
  York House, Arleston Way, Solihull B90 4LH
- ☐ **Standard Life Bank Ltd**
  Dormancy Team, PO BOX 1495, Pallion Trading Estate, Sunderland SR5 9YB
- ☐ **Tesco Bank**
  30 Clyde Place, Glasgow G5 BAQ
- ☐ **TSB Bank plc**
  Ingenuity House Birmingham, Elmdon Trading Estate, Bickenhill Lane, Birmingham B37 7HQ
- ☐ **Ulster Bank**
  Floor 4, 1 Spinningfields Square, Manchester M3 3AP
- ☐ **Virgin Money**
  Jubilee House, Gosforth Newcastle Upon Tyne NE3 4PL
- ☐ **The Woolwich**
  Dormancy Team, PO BOX 1495, Pallion Trading Estate, Sunderland SR5 9YB
- ☐ **Yorkshire Bank**
  C/O Virgin Money, 177 Bothwell Street, Glasgow G2 7ER

Your name and contact details

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other

Last name (surname)

First name Middle names

Address

Post code

Telephone number

Email address

Information about the account holder and the lost account

Are you the account holder? Yes No

If you are not the account holder, you must have their authority to undertake this search.

Last name (surname) Date of birth (account holder) D D M M Y Y Y Y

First name Middle names

Other names by which the account holder has been known (e.g. before marriage)

If you are not the account holder, 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):

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

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

Address 1

Post code

Dates Y Y Y Y to Y Y Y Y

Address 2

Post code

Dates Y Y Y Y to Y Y Y Y

Address 3

Post code

Dates Y Y Y Y to Y Y Y Y

Address 4

Post code

Dates Y Y Y Y to Y Y Y Y

If it is possibly a joint account, please list any other names on the account

Sort code (if known) - - Account number (if known)

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

Year account was opened (if known) Y Y Y Y Year account was last used (if known) Y Y Y Y

Approximate balance (if known) £

If there anything else you would like to add in support of your claim e.g. the branch at which the account was opened, items you may have to support your claim (e.g. bank statement), 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**.

My Lost Account 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. To process your application and deal with any subsequent queries you may have, My Lost Account 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 My Lost Account 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 to assist in identifying any fraudulent claims. Our full privacy policy is available at www.mylostaccount.org.uk/privacy or by calling 01273 035060.

Signature Date D D M M Y Y Y Y

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