



## Supporting our Members

We recognise there are many reasons you might need to reach out for assistance. We consider each customer's individual circumstances and where a need is identified, strive to provide appropriate support.

If you'd like to notify us of any additional support you require, please tick the box and we'll be in touch. We can then make sure your needs are met in the most appropriate way.

## Tell us your preferred communication method

Please tick one of the boxes below to tell us how you'd prefer to be contacted.

We'll use this method as often as we're able, however there may be some occasions where we're restricted on the choice of communication method. If you choose email, you can rest assured that anything we send will be encrypted to protect your personal data.

Account Holder 1:	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 2:	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 3:	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 4:	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>

## Would you like to be kept up to date with our latest products and services?

We'd love to keep you informed about the products and services that are available to you as a member of Leek Building Society.

We'll never share your data with third parties to try to sell you something. You can decide if you want to receive these messages and how.

In order to receive these, please tick 'Yes' below along with one or more of the preferred methods of contact.

Account Holder 1	Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 2	Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 3	Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>
Account Holder 4	Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>	Phone	<input type="checkbox"/>	SMS/Text Message	<input type="checkbox"/>

You're in control of your preferences and can change your mind at any time. You can change your preferences by writing to our Head Office, emailing us, visiting a branch, or updating the preferences yourself through 'Leek Online'. See our privacy policy, [www.leekbs.co.uk/privacy](http://www.leekbs.co.uk/privacy), for more information about how we use your information.

## Please sign here in all instances

Where accounts require multiple signatures, all parties are required to sign to amend the account correspondence address.

Account Holder 1 signature:	<input type="text"/>	Date:	<input type="text"/>
Account Holder 2 signature:	<input type="text"/>	Date:	<input type="text"/>
Account Holder 3 signature:	<input type="text"/>	Date:	<input type="text"/>
Account Holder 4 signature:	<input type="text"/>	Date:	<input type="text"/>

**OFFICE USE ONLY**

1<sup>st</sup> check      2<sup>nd</sup> check  
(SHCR/New CA)

Signatures checked by:

Check changes of address form against records to ensure that all accounts are listed that need to be changed. 2<sup>nd</sup> check - Query with CA if any are missing or any addresses changed which shouldn't be

<input type="checkbox"/>	<input type="checkbox"/>
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Check customer living address correct - CUVL Contact Details

<input type="checkbox"/>	<input type="checkbox"/>
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Check customer correspondence address correct - CUVL Contact Details

<input type="checkbox"/>	<input type="checkbox"/>
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Check phone number and email address amended and in correct format – CUVL Contact Details

<input type="checkbox"/>	<input type="checkbox"/>
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Check account correspondence address correct – check each account using ACHE

<input type="checkbox"/>	<input type="checkbox"/>
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Has customer's email address changed? If they use Leek Online, were they informed they will need to log into their account to amend this separately?

<input type="checkbox"/>	<input type="checkbox"/>
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Have customer marketing preferences been updated?

<input type="checkbox"/>	<input type="checkbox"/>
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Are there any mortgage accounts? If so, has a copy of this form been sent to Mortgage Admin?

<input type="checkbox"/>	<input type="checkbox"/>
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Has Change of Address letter (ADDLTB) been issued confirming Change of Address?

<input type="checkbox"/>	<input type="checkbox"/>
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2<sup>nd</sup> check – Ensure the Mortgage Account Correspondence address has not been amended by CA

<input type="checkbox"/>
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2<sup>nd</sup> check - Has the Signatures checked by box (above) been completed?

<input type="checkbox"/>
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If there is a No Trace Hold Code on the account(s), has this been removed?  
(Where present, attach relevant copies of ID/EID and add details of documentation taken below)

<input type="checkbox"/>	<input type="checkbox"/>
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**ID Provided (only required for removal of NO TRACE Hold Code)**

EID Reference:

Confirmation of ID:

ID Type	Reference Number
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

**Address changes:**

Performed by:

Date Completed:

2<sup>nd</sup> checked by:

Date Completed: