



## 1.2

## Representative details

A **Representative** is someone who is identified on our system that has access to act on behalf of the customer; this is accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).

An example of a representative maybe a legal guardian/carer that has the right to act on behalf of the named customer.

If we do not have your details on record we may contact you to obtain these details.

Title  Mr  Mrs  Miss  Ms  Other (please specify)

Your last name

Your first names

Your home address (where you live)

Postcode

Country

Your e-mail address (if you have one)

Your telephone numbers and area dialling codes

Home

Mobile

Work

How are you related to the customer?

Power of Attorney  Relative  Family friend

Other (please specify)

If you are a relative please tell us how you are related to the customer

## 1.3

## Third Party details

A **Third Party** is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).

A Letter of Authority will be required before we can proceed with the request, naming the third party and signed by the customer within the last 6 months. We will write out to you to request this.

If we do not have your details on record we may contact you to obtain these details.

Title  Mr  Mrs  Miss  Ms  Other (please specify)

Your last name

Your first names

Company name

Company address

Postcode

Country

Your telephone numbers and area dialling codes

Home

Mobile

Work

How are you related to the customer?

Solicitor  CMC  Debt Managers

Other (please specify)

Please provide us with your company identifier in the relevant field below:

ICO number

SRA number (Solicitors only)

CRM number (CMCs only)

2

How would you like to receive your data

Lloyds Banking Group usually sends you your data using an electronic file share portal but can be sent by post if requested.

Please confirm how would you like to receive your data (please cross **one** box only):

Electronically

Post

If you have requested your data to be sent by **Post**, any requested files (paper, video or audio) will be sent the registered address held on our system.

If you have requested your data to be sent **Electronically**, please complete the following fields below:

Your e-mail address

Your mobile telephone number

3

Product details you are requesting information on

Do you require information on **all** your products held with Bank of Scotland?

Yes

No

If Yes:

- you may receive information relating to all current and historic products/ services you hold, or have held, during your time as a customer;
- this could result in you receiving several large packages of information some/most of which you may not want.

If No what products are you requesting information on (please cross **all** that apply):

Credit cards

Loans

Mortgages

Bank accounts

Other products

Please complete the following sections (if applicable):

- for **Credit cards** Section 3.1
- for **Loans** Section 3.2
- for **Mortgages** Section 3.3
- for **Bank accounts** Section 3.4
- for **other products** Section 3.5

**Please note:** You can only request information on a maximum of **two** accounts for each product type you hold with us.

3.1

Credit card accounts

Please choose the relevant option (please cross **one** box only):

I want to request data for **all** my credit card accounts

I **know** the details for the credit card accounts that I require information about

(Please complete details for up to **two** credit card accounts below)

I **know some** of the details for the credit card(s) that I require

information about (We'll send information about **all** of the credit card accounts held with Bank of Scotland)

I **do not know** the details for the credit card(s) that I require

information about (We'll send information about **all** of the credit card accounts held with Bank of Scotland)

First credit card account (if applicable)

Your credit card number

Do you require **all information** on this credit card account?

Yes

No

If No what information do you require (please cross **all** that apply):

Statement

Bank charges

Complaint file

Debt management

Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from

Date to

**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

Second credit card account (if applicable)

Your credit card number

Do you require **all information** on this credit card account?

Yes

No

If No what information do you require (please cross **all** that apply):

Statement

Bank charges

Complaint file

Debt management

Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from

Date to

**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

Please choose the relevant option (please cross **one** box only):

I want to request data for **all** my loan accounts



I **know some** of the details for the loan accounts that I require information about (We'll send information about **all** of the loan accounts held with Bank of Scotland)



I **know** the details for the loan accounts that I require information about (Please complete details for up to **two** loan accounts below)



I **do not know** the details for the loan accounts that I require information about (We'll send information about **all** of the loan accounts held with Bank of Scotland)



### First loan account (if applicable)

Your branch sort code







Your loan account number











Do you require **all information** on this loan account?

Yes

No



**If No** what information do you require (please cross **all** that apply):

Statement



Bank charges



Complaint file



Debt management



Application agreements



Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from









Date to









**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

### Second loan account (if applicable)

Your branch sort code







Your loan account number











Do you require **all information** on this loan account?

Yes

No



**If No** what information do you require (please cross **all** that apply):

Statement



Bank charges



Complaint file



Debt management



Application agreements



Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from









Date to









**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

## 3.3 Mortgage accounts

Please choose the relevant option (please cross **one** box only):

I want to request data for **all** my mortgage accounts



I **know some** of the details for the mortgage accounts that I require information about (We'll send information about **all** of the mortgage accounts held with Bank of Scotland)



I **know** the details for the mortgage accounts that I require information about (Please complete details for up to **two** mortgage accounts below)



I **do not know** the details for the mortgage accounts that I require information about (We'll send information about **all** of the mortgage accounts held with Bank of Scotland)



## First mortgage account (if applicable)

Your branch sort code




Your mortgage account number











If you **don't know** the mortgage account number please give the property details below

  
  
  


Postcode

Do you require **all information** on this mortgage account?

Yes

No



**If No** what information do you require (please cross **all** that apply):

Statement  Bank charges  Complaint file  Debt management  Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from









Date to









**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

## Second mortgage account (if applicable)

Your branch sort code




Your mortgage account number











If you **don't know** the mortgage account number please give the property details below

  
  
  


Postcode

Do you require **all information** on this mortgage account?

Yes

No



**If No** what information do you require (please cross **all** that apply):

Statement  Bank charges  Complaint file  Debt management  Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from









Date to









**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

3.4 Bank accounts

Please choose the relevant option (please cross **one** box only):

- I want to request data for **all** my bank accounts  I **know some** of the details for the bank accounts that I require information about (We'll send information about **all** of the bank accounts held with Bank of Scotland)
- I **know** the details for the bank accounts that I require information about (Please complete details for up to **two** bank accounts below)  I **do not know** the details for the bank accounts that I require information about (We'll send information about **all** of the bank accounts held with Bank of Scotland)

First bank account (if applicable)

Your branch sort code  Your bank account number

Do you require **all information** on this bank account? Yes  No

If **No** what information do you require (please cross **all** that apply):

- Statement
- Bank charges
- Complaint file
- Debt management
- Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from  Date to

**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

Second bank account (if applicable)

Your branch sort code  Your bank account number

Do you require **all information** on this bank account? Yes  No

If **No** what information do you require (please cross **all** that apply):

- Statement
- Bank charges
- Complaint file
- Debt management
- Application agreements

Other (please specify)

Complaint number (if applicable)

Debt management number (if applicable)

Choose a time period/date range (not applicable if **all information** was selected)

Date from  Date to

**Please note:** We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

3.5 Other products

Please list the other products or accounts that you require information on and provide any additional information that may assist us in fulfilling your request

  
  
  
  


To help us understand your request, please choose one of the following options (cross **one** box only):

- I'm looking for information about PPI  I'm looking for details about fraud on my account
- I'm looking for details about a complaint  I prefer not to say

Other (please give details - e.g. you need the information to provide to your accountant)

4

### Your declaration (Mandatory)

By submitting this form, I confirm that I understand that my identity will be checked in line with Lloyds Banking Group policy and that if any details do not match their records, they may need to contact me for further details.

#### Your signature

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Date

5

### Next steps

After we receive your request, you will be sent an acknowledgement letter. If you choose to receive the information digitally, it will be sent to the email address above. If post was chosen, you will receive the information to the registered correspondence address on our system.

If the information you submit does not match our records or your request is for one of our other Group companies, we may contact you for further information.

6

### How did you hear about this service (optional)

Please tell us how you heard about our information service request:

Online

Branch

Telephone banking

Other (please specify)