

Telephone withdrawal service

Bradford & Bingley[^]
International

The Telephone Withdrawal Service is available on accounts that are held solely or jointly. However, where the joint account is operated on an 'all to sign' basis the service is **not** available. If you already hold an account with us or plan to open any further accounts with the same holder then the details you have supplied previously for this service will apply.

The Telephone Withdrawal Service allows you to operate your account by telephone for withdrawals. To ensure the security of customer accounts we will only allow telephone withdrawals for the following transactions:

- Electronic funds transfers to a nominated bank account held in the name(s) of yourself and one or more of your account holders
- Cheque withdrawals made payable to one or more of the account holders sent to your correspondence address or direct to your bank
- Transfers to another Bradford & Bingley International account held in the same name(s)
- Placement of notice to withdraw funds from an account.

So that we may verify your identity over the telephone we ask you to provide us with a Security Code. You will be asked to quote all or part of this when giving instructions. The Security Code should not be divulged to anyone who is not a holder of this account. Should you forget, lose or wish to change your Security Code you must provide us with a written instruction, which must be **signed by all account holders**.

To: Bradford & Bingley International Limited, 30 Ridgeway Street, Douglas, Isle of Man, IM1 1TA, British Isles. Please complete in BLOCK CAPITALS.

1. Account holder details

Account holder
name(s)

Reference no. from
accompanying letter

2. Password details

So that we may verify your identity over the telephone we ask you to provide us with a Security Code. You will be asked to quote all or part of this when giving instructions. The Security Code should not be divulged to anyone who is not a holder of this account. Should you forget, lose or wish to change your Security Code you must provide us with a written instruction, which must be signed by all account holders.

I confirm my Security
Code is

Maximum of 12 characters (minimum 6)
made up of numbers and letters

3. 1st nominated bank details

A nominated account is an account held at another bank to which you may wish to transfer funds when using the Telephone Withdrawal Service. You must be one of the account holders of your nominated bank account. **We do not permit transfers to third party accounts.**

Account holder(s)
please print full name(s)

Account number

Bank sort code

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SWIFT code
(if outside the UK)

Full name and
address of bank

IBAN number

Please continue overleaf

4. 2nd nominated bank details

Account holder(s) full name(s) (please print)	<input type="text"/>
Account number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Bank sort code	<input type="text"/> <input type="text"/> — <input type="text"/> <input type="text"/> — <input type="text"/> <input type="text"/>
SWIFT code (if outside the UK)	<input type="text"/>
Full name and address of bank	<input type="text"/> <input type="text"/> <input type="text"/>
IBAN number	<input type="text"/>

5. Declaration and signature

I authorise Bradford & Bingley International to accept my instructions via telephone. I agree to pay you for any loss or expense which you suffer because of my negligence. I agree not to disclose my Security Code to any other person. I accept that Bradford & Bingley International will not be liable for any machine, system, or communications failure, industrial dispute or any other circumstances beyond its control that causes delay in the execution of telephone instructions.

Signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Bradford & Bingley International (the Company) may refuse to accept any request for telephone withdrawal facilities at its discretion and without giving reasons for its decision. The customer will be responsible for the provision of a password for use when operating telephone withdrawals and this must remain confidential between the Company and the customer. The Company will not be liable for the acceptance and execution of security coded instructions, where these are given by someone purporting to be the account holder.

Only payment details quoted on this form will be used by the Company for telephone withdrawals. Changes to these details will only be accepted in writing signed by the person(s) whose signature appears on this form. Fax instructions to change payment details will not be acceptable.

The Company is entitled to change the terms and conditions of telephone withdrawal facilities without notice, if it considers that it is reasonable to do so. The Company reserves the right to levy electronic funds transfer service charges referred to in its charges information for withdrawals. The Company will not be held legally responsible for any loss resulting from a customer's negligence. The customer will be responsible for providing the Company with correct nominated bank details and the Company will not be responsible for any loss or delays incurred due to incorrect information being provided by the customer.

Bradford & Bingley International may make other security checks if we feel this is necessary to verify the validity of instructions given over the telephone. All phone calls are recorded.