KentReliance

Account withdrawal or closure

Withdrawals/Closures are payable by Bank transfer (BACS/Faster Payment) or by Cheque

Full name(s)

Kent Reliance account number

Option 1 – Bank transfer (Please tick relevant box)

☐ Please transfer £ into my/our designated account **without giving notice / after notice period** (delete as appropriate).

☐ Please close my/our account and transfer the full balance plus accrued interest into my/our designated account.

Name of Bank/Building Society

Sort code - -

Account number

Account name/reference or roll no. (if applicable)

Please carefully check the above information. We accept no responsibility if the details you have provided are incorrect.

Option 2 – Cheque (Please tick relevant box)

☐ I/We wish to make a withdrawal of £ **without giving notice / after notice period** (delete as appropriate).

☐ I/We wish to close my/our account and have the full balance plus accrued interest sent by cheque.

Cheque payable to

Reference (if applicable)

Please note: Cheques will only be sent to the registered address.

Please allow six clear working days for clearance on cheques paid in before withdrawal can be made against them.

How we use your personal information

We collect and use your personal data in accordance with our privacy policy which can be found at **kentreliance.co.uk/legal/privacy-policy** or can be obtained by contacting our Head Office.

In Summary:

- We may collect various types of information about you. This includes information you give us, information we collect automatically when you use our banking services online, and information we receive from third parties such as credit reference agencies and fraud prevention agencies.
- We use information held about you in order to provide our services to you, to improve and market our services, and to comply with legal and regulatory requirements (for example, anti-money laundering obligations).
- Under applicable data protection law we may not process information about you unless we have a legal basis to do so. The legal bases on which we rely to process your personal data are:

1. Processing of your data is necessary for the performance of a contract to which you are party to or to take steps at your request prior to entering into a contract;
2. Processing of your data is necessary for compliance with a legal obligation which we are subject to;
3. We have obtained your consent;
4. Processing your data is necessary to protect your vital interests or the vital interests of another person; and
5. Processing of your data is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are outweighed by your interests, fundamental rights and freedoms.
6. We may share information about you with other members of the OneSavings Bank group of companies. We may also disclose your information to certain third parties such as suppliers, subcontractors, actual or potential business partners, credit reference agencies and fraud prevention agencies and other third parties we are legally required to share it with (e.g. our regulators).

How we use your personal information - continued

- We typically store your information in the UK. In certain instances however your information may be transferred to jurisdictions outside of UK. If this is the case, we will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with our privacy policy.
- We will retain your information for the period necessary to fulfil the purposes for which the information was collected. After that, we will delete it. The period will vary depending on the purposes for which the information was collected and if the information is subject to any specific legal or regulatory requirements.
- You may have some or all of the following rights in respect of information that we hold about you: (i) request us to give you access to it; (ii) request us to rectify it, update it, or erase it; (iii) request us to restrict our using it, in certain circumstances; (iv) object to our using it, in certain circumstances; (v) withdraw your consent to our using it; (vi) data portability, in certain circumstances; (vii) opt out from our using it for direct marketing; and (viii) lodge a complaint with the Information Commissioner's Office. You may contact us using the details on our website or by contacting our Data Protection Officer directly to exercise any of these rights.
- We use appropriate technical and organisational measures to protect your information and our online banking services are provided using secure servers.

We may update our privacy policy from time to time. Any changes we may make in the future will be posted on our website and we recommend that you revisit **kentreliance.co.uk/legal/privacy-policy** from time to time to stay informed about how we use your information.

Further support with managing your account

Do you require literature or information about your account in one of these alternative formats?

1st Account holder Large Font ☐ Braille ☐ Audio ☐ N/A ☐

Do you require any additional support with managing your account or have your circumstances or needs changed? If you've already made us aware, there is no need to tell us again.

Please describe how we can help you and which account holder this relates to.

Would you like us to contact you to see what further support we can offer you?

1st Account holder Yes ☐ No ☐

Please be aware, it may be necessary for us to contact you to clarify the support you've told us you need.

How would you like us to contact you?

1st Account holder Post ☐ Phone ☐ Secure message ☐

Secure message will be available to you once you've registered for online services.
Alternatively, if you'd like to contact us please call us on **0345 122 0033** or visit your local branch.

Please note, by providing the above information and ticking this box, you consent to us using this information to assist you with the operation of your account. You can withdraw this consent at any time. ☐

If you need any additional support managing your account, please contact us via phone, email or secure message (if you've registered for Online Services) or by visiting **kentreliance.co.uk/additional-support** for more information.

Signature(s)		
Date	☐☐ / ☐☐ / ☐☐☐☐	
Daytime contact number(s)		
Email address(es)		

one Savings Bank

Kent Reliance is a trading name of OneSavings Bank plc a company registered in England and Wales (company number 07312896). Registered office: The Observatory, Brunel Way, Dock Road, Chatham, Kent, ME4 4AF. OneSavings Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm reference number 530504).