

# Confirmation of Payee Opt Out/Opt In Form

Please send the completed form to our Member Services Team via our branches, secure message in Harpenden Online, email or post. If you are unable to print and post the form to us, please visit one of our branches or give us a call on **01582 765 411** and we will provide you with a printed copy.

If you would like to email the form, please print and scan the completed form and send it to **memberservices@harpendenbs.co.uk**. Please ensure that you are sending the form from the same email address as we have on record for your account. Alternatively, you can post the completed form to **Members Services Team, Harpenden Building Society, Mardall House, 9-11 Vaughan Road, Harpenden AL5 4HU**.

## Section 1: Opting out of / in to Confirmation of Payee

In line with financial regulations, and our commitment to protect our customers against fraud and scams, all customers have been automatically opted into Confirmation of Payee. The Confirmation of Payee function will allow you to check that the name on the Harpenden Building Society account is a match to the sort code, account number and roll number you have input that you would like to send money to.

The Confirmation of Payee function means that when you are sending money into a Harpenden Building Society account, a check will take place to ensure that the name on the account matches the person you are trying to send monies to. That way you can have confidence that you know you're sending money to the account you intend it to go to.

Please note that this is only applicable to payments into Harpenden Building Society accounts and will not apply to outbound payments. This is because you can only make withdrawals from your Harpenden Building Society account to a nominated account held in your own name.

### What if I want to opt out?

You can ask us to stop your details being checked when you or someone sends money to your Harpenden Building Society account. If you choose to opt-out, you or someone else can still send money to your account, however you or they will see a message saying that your details cannot be confirmed. **For joint accounts, each account holder must opt-out before we can consider opting the account out of Confirmation of Payee.**

**What would you like to do?** (Please tick relevant box)

Opt out of Confirmation of Payee     Opt in to Confirmation of Payee (if you have opted out previously)

## Section 2: Account Holder Details

### Account Holder 1

Title:  Mr  Mrs  Miss  Mx  Other

First name:

Middle name(s):

Surname:

Telephone:

Mobile:

Current home address:

Postcode:

County:

## Account Holder 2

Title:  Mr  Mrs  Miss  Mx  Other

First name:

Middle name(s):

Surname:

Telephone:

Mobile:

Current home address:

Postcode:

County:

## Section 3: Account Details

Please provide the Harpenden Building Society Account Reference numbers for all the accounts you wish to opt out of:

Account Reference Number

Account Reference Number

Account Reference Number

Account Reference Number

Account Reference Number

Account Reference Number

## Section 4: Opt Out Request Reason

Please let us know why you want to opt out of Confirmation of Payee (not required when opting back in):

## Section 5: What Happens Next?

### Opt Out

We'll review your request and contact you within 2 weeks to let you know the outcome of your request. If your opt out request is approved, this status will be applied to all the accounts listed above.

Confirmation of Payee checks will continue on your accounts prior to approval. For joint accounts, all account holders must provide consent before opting out is considered. You can always opt back in to Confirmation of Payee later by requesting this form again.

### Opt In

We'll contact you within 2 weeks to confirm your account(s) have been opted back in.

We will send you confirmation using your preferred contact method.

## Section 6: Signatures

### Account Holder 1

Signature 1:

Date:

### Account Holder 2

Signature 2:

Date:

### PRIVACY NOTICE

- Data Protection regulations require Harpenden Building Society (the Society) to inform customers about how their personal data will be processed.
- Personal data includes customer's name, addresses, financial information and other personal information needed for opening an account.
- The Society will restrict its processing of your personal data to the minimum required to open and manage your account, update you on your account status and inform you of any new savings products. Your personal information will also be processed to comply with the Society's legal and regulatory obligations and to ensure that we continue to operate the Society in a way to safeguard your investment.
- The Society will not send you marketing material on any other services and will not share your personal details with any other organisation for marketing purposes, without your consent.
- Your personal details will be stored securely by the Society and its specialist suppliers, in countries that have equivalent data protection rules, and will only be used to communicate with you whilst you have an account with the Society.
- Further information on how the Society handles your personal data is available under the 'Privacy' menu option on our website.
- You are entitled to request the Society to restrict its use of your personal data. If you have any questions about how we manage your personal data, or wish to make a complaint, please contact the Data Protection Officer in the first instance on: [privacy@harpendenbs.co.uk](mailto:privacy@harpendenbs.co.uk).
- If you are not satisfied with the handling of your complaint by the Society, you can also make a complaint to the Information Commissioner's Office on: [ico.org.uk](http://ico.org.uk).

### MARKETING AND COMMUNICATION PREFERENCES

Choose your preferences to receive updates from us.

As a Member, at times we will contact you about our services and any improvements we make, or any changes to your account. You can also choose to opt in to receive any marketing communication from us regarding our products and promotions in any of the channels below:

Post  Email  SMS  Telephone

We also provide our communication and documents in alternative formats. Please select the following if they are required: Large print  Braille

Or you can request the above by calling our Member Services Team on 01582 765 411 - Option 1

Leave us a review with  
Smart Money People

Visit [harpendenbs.co.uk/  
your-feedback](http://harpendenbs.co.uk/your-feedback)



Our Savings FAQs

Visit [harpendenbs.co.uk/  
savings-faqs](http://harpendenbs.co.uk/savings-faqs)



Useful documents to help  
manage your account

Visit [harpendenbs.co.uk/  
useful-documents](http://harpendenbs.co.uk/useful-documents)



### FOR OFFICE USE ONLY

### BRANCH:

CIN (1)

CIN (2)

ID (1)

ID (1)

ID (2)

ID (2)

Date opened:

Initials: