

Request to Close a Non-Personal Account



Please note – This form should be used for closure of accounts only – for switching requests please refer to the new provider who complete the relevant switching form. When filling out this form please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys.

Once this form is complete please send to the Customer Service Centre using the internal mail bag.

1. Account details

Account name

Account holding branch

Complete box if all accounts to be closed, including currency accounts All

OR Sterling Account(s) to be closed

Account number

Sort code

Notice required

Yes

No

Yes

No

Yes

No

Care: If any loans, currency accounts, securities, safe custody or boxes and parcels are to be retained, at least one Sterling account must remain open.

AND/OR Currency Account(s) to be closed:

Currency Account Number

Primary Sterling Account No

Sort Code

Note: Account number is shown on customer statement. If no customer statement available use Back Office enquiry 04/99/07/02 to identify Customer Key or NX Number

Is this closure instruction to be actioned on a future date? No Yes Date (DD/MM/YYYY)

2. Personal Accounts

Where the customer is closing all/their last remaining Business account detail all personal accounts linked to the closing Business account.

Account number

Sort code

3. Cheque books, plastic cards and services

Yes No N/A

All cards and cheque books have been destroyed, including those for currency accounts and Post Office Services

All cheques, debit cards and ATM entries been presented for payment, including those for currency accounts

Care: If you have answered 'no' to any of the above questions, we will not be able to close or transfer your account until all outstanding items have been presented for payment.

Please refer to Back Office screen 04, 02 to confirm that we hold a statement address for the customer and if not, complete the address fields below to prevent account closure failures and delays to the customer receiving their closing statement.

I confirm the address held on file is correct Yes No If no complete the address fields below

Is the property a flat? Yes No

Addressee

Address line 1

Address line 2

Address line 3

Address line 4 OR
overseas country

Post code

By ticking this box you confirm that this is where the customers final closing statement should be sent.

Do you wish to cancel any Standing Order or Direct Debit payments set up on your account(s) at the time of closure?

Cancel all Transfer to NatWest account at sort code OR N/A

4. Settlement instructions

What do you wish to do with the outstanding balance/s?

Note:

- Any outstanding charges and interest will be taken into account prior to closure.
- If more than one account is required for settlement please attach separate instructions, noting that currency accounts cannot settle through cheque or draft.

Transfer to/from NatWest account Sort code

Transfer to NatWest currency account: Acct no

OR Transfer to another bank:

Account name

Account number Sort code

Roll number

OR International transfer (EU only):

Only available for payments over GBP68. (Due to beneficiary bank charges). For payments of GBP68 and under please select another option. **If the payment is to a country outside the EU please complete a Sending a Payment Abroad form (NWB87024)**

Beneficiary name

IBAN (Mandatory)

SWIFT/BIC

Account number Sort code

OR Nil balance **OR** Withdraw in cash

OR Donate to one of the following charities:

Cancer Research UK Barnardo's Oxfam

STV Appeal (Scotland Only) RSPCA (England and Wales) RNIB

Age UK Disaster Emergency Committee Children in Need

OR Sterling acct balances only: Send me a cheque payable to

(All cheques will be issued in Sterling and subject to standard clearing cycle)

5. Confirmation – To be signed in accordance with the Bank Account Mandate/Signing Instructions. Not required when a customer authority signed in accordance with the signing instructions is attached.

Customer signature(s)

Name (in full)

Date (DD/MM/YYYY)

Name (in full)

Date (DD/MM/YYYY)

Bank Use only

Please confirm that:

The customer has been identified and the instruction has been signed in accordance with the mandate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The account being closed is not the settlement account for a TRC Bond (04/26/43)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the customer is closing all/their last remaining account(s) with the Bank, please confirm below:

1) I confirm that all loans and currency accounts have been closed. If you answer 'No' please refer 1a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1a) I confirm that all open loan and currency account(s) details have been included on page 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NB: To check if a currency account is held, search on the CIN or Sterling account number using Back Office enquiry 04/99/07/02. Currency accounts show as "NX" in local Key / Customer Name for NatWest or Alpha key for RBS. If no account shows it has been closed. For additional guidance contact Currency Account Unit using contact details on Intranet.

2) I confirm that all linked personal accounts can be transferred to Personal Banking and details have been included on page 1. If you answer 'No' refer to 2a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2a) I can confirm I have made an introduction to Premier Banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) I confirm all securities, safe custody or boxes and parcels have been released.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NB. To identify if security is held key Back Office 04/32/01/02. For safe custody and boxes and parcels search Your Safe. The address held on file is correct and there is no back to branch marker on the account.

Account(s) has been removed from Bankline/Royline, any account groups and is not part of an offset arrangement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

Any outstanding charge card balances have been cleared and confirmed by Card Services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

Please refer to Back Office screen 04, 02 to confirm that we hold a statement address for the customer and if not, complete the address fields in section 2. This will help prevent account closure failures and delays to the customer receiving their closing statement.

- If 'No', please confirm the action you have taken:

A change of address instruction has been included on this request.	<input type="checkbox"/>
--	--------------------------

For cash withdrawals ensure all items have been presented (including pending transactions 04/26/34/01) and any charges and interest are taken into account. Do not close the account – forward the completed form to the RCSC for the account to be closed.

Reason for Closure code - Reason code for account closure/transfer

- | | |
|---|--|
| 01 – Customer deceased | 23 – Repaid early no further lending |
| 02 – Product obsolete/other product taken | 24 – Repaid on maturity |
| 03 – Product obsolete/no other product taken | 31 – Bank decision/unsatisfactory conduct |
| 04 – Account inactive – security applied | 32 – Consolidation of accounts |
| 05 – No reason given (<i>will be selected if no code given</i>) | 33 – Bad debt written off |
| 06 – Transferred to mortgage centre | 34 – Bad debt transfer to SLS |
| 11 – Dissatisfaction with service | 35 – Bad debt transfer to RCS |
| 12 – Dissatisfaction with branch merger/closure | 41 – Other branch more convenient to home |
| 13 – Dissatisfaction with charges, other product taken | 42 – Other bank more convenient to home |
| 14 – Dissatisfaction with charges, no other product taken | 43 – Other branch more convenient to work |
| 15 – Dissatisfaction with interest rate, other product taken | 44 – Other bank more convenient to work |
| 16 – Dissatisfaction with interest rate, no other product taken | 46 – Business became insolvent (not B & D) |
| 17 – Dissatisfaction with product, other product taken | 47 – Business ceased trading (still solvent) |
| 18 – Dissatisfaction with product, no other product taken | 48 – Owner retired |
| 21 – Repaid early, other product taken | 49 – Owner deceased |
| 22 – Repaid early using competitor lending | 50 – Change in business ownership |

Confirmation

I confirm that the above details are correct

Name

Location

Position held

ISV number

Contact number

For Business Manager or RCSC use only

Please confirm that:

Any accrued interest should be waived.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

If the notice period has not elapsed, should any early repayment penalties be waived?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------