

Your Information

We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our Privacy Notice provided on our website at <https://www.iombank.com/global/privacy-notice.html>. We may update this from time to time and would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

Please close the following account(s)

Please note – 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. Please complete in BLOCK CAPITALS.

1. Account details

Account name _____

Account holding branch _____

Account(s) to be closed:	Account number	Sort code	Type of account	Yes	No
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credit/currency charge card number(s)	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

OR

All accounts. **Care:** Please ensure at least one Account number/Sort code is provided when closing all accounts.

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

2. Cheque books, plastic cards and services

	Destroyed by me	Destroyed by Bank	N/A
I confirm that any cards (including charge cards) have been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I confirm that any cheque books have been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No	N/A
Have all cheques been presented for payment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all debit card and ATM entries been presented for payment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all outstanding charge card balances been cleared?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Care: If you have answered “No” to any of the above three questions then we will be unable to close your account until all outstanding items have been presented for payment or the charge card balance has been cleared.

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

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. This will help prevent account closure failures and delays to the customer receiving their closing statement.

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 OR Transfer to Isle of Man Bank account at sort code OR N/A

3. Settlement instructions – standard payment charges may be applied for certain payment types

Care: Ensure closing balance is obtained from the Back Office 18 closure screen, this will include any outstanding charges and interest prior to closure.

3.1 Confirm cash withdrawn & balance debited from account

3.2 OR Transfer to/from Isle of Man Bank account Sort code Confirm IBP/SBT has been completed

CARE Do not close account on Back Office if you are using settlement options 3.3, 3.4, 3.5 or 3.6.

3.3 OR Transfer to another Bank/Building Society/International Payments (standard charges will be applied)

Care: If balance is over £8K confirm customer has been fully identified and below settlement details (3.3 or 3.4) have been validated.

Bank/Building Society

Account name

Account number Sort code

Building Society Roll Number/Ref No (if applicable)

3.4 OR International transfer

Only available for payments over £68. (Due to standard charges being applied) For payments of £68 and under please select another settlement option.

Beneficiary name

IBAN

SWIFT/BIC Account number Sort code

3.5 OR Donate to a charity of the bank's choice:

Local charity of the bank's choice

4. Confirmation – To be signed in accordance with the Bank Account Mandate/Signing Instructions

Customer signature(s)

Date (DD/MM/YYYY)

Date (DD/MM/YYYY)

For Branch or Relationship Manager use only

1. Reason code for account closure/transfer See table below

2. Settlement code for account closure/transfer See table below

3. I confirm the customer has been identified

4. Care: If you are closing the account(s) in the Branch and settling by cash, use File Maintenance Input (option 20) and Account Closure (option 18).

5. I confirm the Branch have closed the account(s)

If the customer is closing all/their last remaining account(s) with the Bank, please confirm below that all action with regard to any items held in safe custody, security, night safe wallets or Treasury accounts have been completed.

Yes N/A

If the customer holds any charge cards with the Bank, please confirm below that the outstanding balance on the card has been cleared by contacting Card Services.

Yes N/A

Additional checklist for branch to branch transfers

Is the account relationship managed? Yes (refer to RM team) No

Is the customer aware:

- That they can go into any branch regardless of where their account is maintained
- That their account number, cheque book and card(s) will be re-issued with new numbers
- That they need to advise their new account details to anyone who credits their account(s) (wages, dividends etc)
- That customer services (including lending or regular payments) can be dealt with at any branch
- That it will normally take up to 7 days to transfer their account(s)
- That they will need to open a new account at the new branch

Staff signature

Staff name _____

Location _____

Date (DD/MM/YYYY) _____

Contact number

Reason for closure codes

- | | |
|---|--|
| 01 - Customer deceased | 22 - Repaid early, competitor lending |
| 03 - Product obsolete/no other product taken | 23 - Repaid early, no further lending |
| 04 - Account inactive - security applied | 24 - Repaid on maturity |
| 05 - No reason given | 31 - Bank decision/unsatisfactory conduct |
| 06 - Transferred to mortgage centre | 46 - Business became insolvent (not B & D) |
| 11 - Dissatisfaction with service | 47 - Business ceased trading (still solvent) |
| 12 - Dissatisfaction with branch merger/closure | 48 - Owner retired |
| 14 - Dissatisfaction with charges, no other product taken | 49 - Owner died |
| 16 - Dissatisfaction with interest rate, no other product taken | 50 - Change in business ownership |
| 18 - Dissatisfaction with product, no other product taken | |

Settlement codes

- | | |
|--|---|
| 1 - Cash | 4 - Transfer to another account at another branch |
| 3 - Transfer to another account at this branch | 5 - Transfer to another bank |
| | 6 - Transfer to another product |