

# TELEPHONE BANKING REGISTRATION



Member No: \_\_\_\_\_ Telephone No: \_\_\_\_\_

Name in Full : \_\_\_\_\_

E-mail Address : \_\_\_\_\_

(Confirmation of your registration will be sent by e-mail. Please state 'post registration confirmation' in the box above if you would prefer this to be sent by post).

I authorise Cardiff & Vale Credit Union to accept my instruction by telephone to transfer funds from my Credit Union account to the nominated bank account (details below) on request. On telephoning the Credit Union to request a withdrawal I will provide the 4 digit security password:

**4 Digit Security Password (numeric)**

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**Password Reminder Question**

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**Nominated Bank Account**

**Sort Code:**

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**Account No:**

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**Name of Account Holder:**

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**Name of Bank & Branch:**

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**Ref No/Roll No (if applicable):**

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**If you would like funds from your Credit Union account to be transferred to the nominated bank account on receipt of this form please enter the amount below:**

**Share Account**

**Amount Of Share Withdrawal £** \_\_\_\_\_  S1  S2  S4

**Terms & Conditions**

You are entering into an agreement to authorise Cardiff & Vale Credit Union to accept your instruction by telephone to transfer funds from your Credit Union account into the nominated bank account above. By registering for the Telephone Banking Service you agree:

1. It is your responsibility to ensure you have provided the correct bank details.
2. You must provide a new written authority if you wish to nominate a bank account other than the one listed above.
3. You will receive confirmation by the Credit Union once telephone banking has been activated.
4. Telephone banking will remain active unless you/Credit Union give written notice to cancel.
5. You can withdraw available funds in your Credit Union account, but must leave a minimum balance of £5 in your account. You cannot withdraw funds ring-fenced for rental payments or loan liabilities.
6. Payments from your Credit Union account will only be authorised if you provide when asked the 4 digit security password you have specified above when requesting a withdrawal by telephone.
7. Requests received after 3pm will be processed the following working day.
8. In addition to the above, the general rules of Cardiff & Vale Credit Union membership apply.
9. In accordance with the General Data Protection Regulation (GDPR), we will use your personal details for the purpose of managing your accounts with the Credit Union. For more information on how we treat your personal data please refer to our "Privacy Policy" which is available on our Privacy page of our website [www.cardiffcu.com](http://www.cardiffcu.com) or email [ccu@cardiffcu.com](mailto:ccu@cardiffcu.com) to request a copy.

Signed : \_\_\_\_\_ Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_

FOR OFFICE USE ONLY (staff to initial):			
<b>Maintenance Updated</b>		<b>Password Entered</b>	
<b>Pay Into Account/BACS Register</b>		<b>Confirmation Sent</b>	
<b>W/D Amount (if withdrawing funds)</b>		<b>Loan Balance</b>	
<b>Checked By</b>		<b>Share Balance</b>	
<b>Payment Date</b>		<b>BACS Ref</b>	
<b>BACS Processor (Inputter)</b>	1	<b>Authorised (Approver)</b>	2

