

# Telephone Banking Registration Form



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 below (please set your own password - all digits must be numeric) to confirm I am registered for the service:

**4 Digit Security Password** (Please **do not** use your debit /credit card PIN or any sensitive secure number you use elsewhere)


**Password Reminder Question**

**Nominated Bank Account**

**Sort Code:**

		-			-		

**Account No:**

**Account Name:**

**Name of Bank & Branch:**

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


**If you would like a withdrawal to be processed into the above account on receipt of this form, please enter the amount you require £ \_\_\_\_\_.**

**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. Under normal circumstances requests received before 3pm will be processed the same working day.
8. In addition to the above, the general rules of Cardiff & Vale Credit Union membership apply.

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

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.

For Office Use:			
<b>Maintenance Updated</b>		<b>Password Entered</b>	
<b>Pay Into Account/BACS Register</b>		<b>Confirmation Sent</b>	
<b>Data Inputter/Processor</b>		<b>Authorised</b>	

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