

# MY LOST ACCOUNT



## Lost track of your account?

If you have lost track of an old bank, building society or NS&I account, don't worry. [mylostaccount.org.uk](https://mylostaccount.org.uk) can help reunite you with your money, completely FREE.

If you think you have lost touch with your account or savings [mylostaccount.org.uk](https://mylostaccount.org.uk) is here to help reunite you with your money.

It is a FREE service brought to you by the Building Societies Association (BSA), UK Finance and National Savings & Investments (NS&I).

It is quick and easy to start your search online, even if you are not sure which bank or building society holds the account. Simply visit [mylostaccount.org.uk](https://mylostaccount.org.uk) and complete the application form. We will then do the rest.



## About the service

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If you do not have internet access you can complete the form attached to this leaflet. However this will mean it will take longer to process your application.

This form is for tracing lost accounts at current building societies. For lost savings accounts with the building societies that became banks, listed below, you will need to complete a different form, which is available from [UK Finance](#) (contact details on p.4.)

- Abbey National
- Alliance & Leicester
- Bradford & Bingley
- Birmingham Midshires
- Bristol & West
- Britannia
- Cheltenham & Gloucester
- Halifax
- National & Provincial
- Northern Rock
- Woolwich

Your building society may have changed its name. To find out more visit [www.bsa.org.uk](http://www.bsa.org.uk) and use the Where is my old building society now? tool. Alternatively, you can call [020 7520 5900](tel:02075205900).

# How do I use mylostaccount.org.uk?

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There are two ways you can use the service.

## 1. Online application

If you have access to the internet, visit [www.mylostaccount.org.uk](http://www.mylostaccount.org.uk) The website is completely free, totally secure and is the quickest, easiest way to apply.

### Things to remember...

- one online application can cover bank, building society and NS&I accounts
- You will receive email alerts to tell you the results of your search
- You can log in to you profile at any time to check the status of your application

## 2. Postal application

You will find an application form at the back of this leaflet. Unlike the online application, this form is for tracing building society accounts only. If you are tracing a bank or NS&I account, please contact UK Finance or NS&I and they will send you a different application form.

### UK Finance

5th Floor  
1 Angel Court  
London  
EC2R 7HJ  
[mylostaccount@ukfinance.org.uk](mailto:mylostaccount@ukfinance.org.uk)

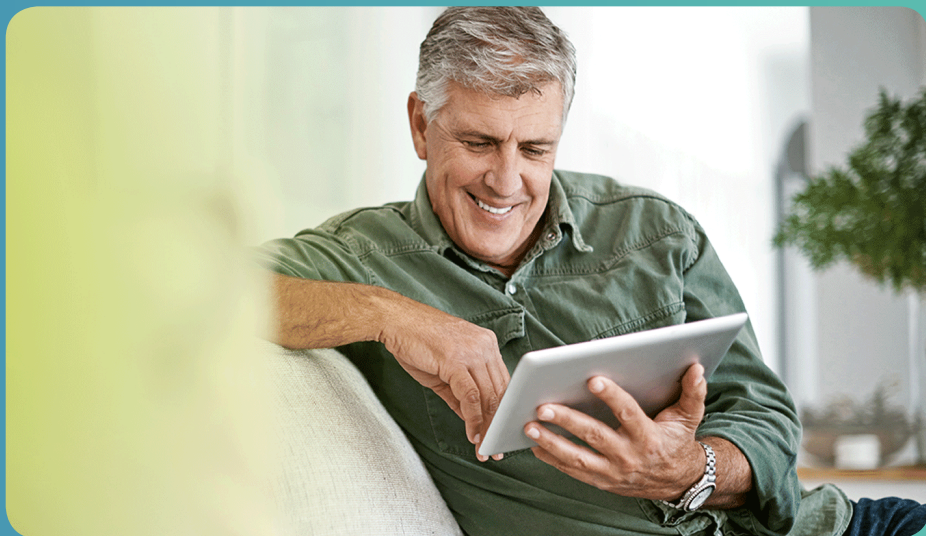
### National Savings & Investments Tracing Service

Glasgow  
G58 1SB  
Tel: 08085 007 007  
[www.nsandi.com](http://www.nsandi.com)

### Things to remember...

- building societies, banks and NS&I each have different forms for postal applications
- the postal application will take longer

Please answer as many questions as you can. The more questions you can answer the more likely it is that the bank or building society will be able to trace your account. An approximate answer is better than no answer; if you are giving an approximate answer please make this clear.



## How long will my application take?

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You will receive a reply by letter once all the building societies that you have selected have completed their searches for your account.

If a building society agrees that you have a valid claim on an account they will contact you. It can take up to three months for your building society to look into your claim as they may have to search through archived records.

## What else do I need to know?

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You can also use [mylostaccount.org.uk](https://mylostaccount.org.uk) to trace another person's account if you have the legal right to do so. You will be required to provide evidence to the building society that you have the legal right.

The BSA will not process postal applications with more than ten building societies selected. However, if you have forgotten which building society you had an account with, the BSA can conduct a regional search, contacting building societies that operate in the area where you live or have lived.

The BSA itself holds no personal or financial records of building society customers.

## What happens if I am not satisfied with the result?

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If you are unhappy with a way the building society has dealt with your claim you have the right to appeal by making a formal complaint to the building society.

If your appeal is unsuccessful you can refer the matter to the Financial Ombudsman Service. They are an independent body who help settle disputes between customers and their financial services providers.

### Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 0234 567

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you would like more information about this service please visit [www.mylostaccount.org.uk](http://www.mylostaccount.org.uk) or call 020 7520 5900.

The Building Societies  
Association York House  
23 Kingsway  
London  
WC2B 6UJ



**Building Societies  
Association**

Telephone: 020 7520 5900

[www.bsa.org.uk](http://www.bsa.org.uk)

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It may be quicker and easier to complete the online form at [mylostaccount.org.uk](http://mylostaccount.org.uk)

If you know the name of the building society, tick the box below. If the building society is not listed please use the 'Where is my building society now' tool on [www.bsa.org.uk](http://www.bsa.org.uk), telephone the BSA on 020 7520 5900 or write the name of the society here

If you do not know the name of the society, please tick those building societies you think may have the account or tick here ☐ for us to conduct a regional search. **A maximum of 10 societies can be chosen.**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Bath Building Society               | <input type="checkbox"/> Hinckley and Rugby Building Society | <input type="checkbox"/> Newcastle Building Society                |
| <input type="checkbox"/> Beverley Building Society           | <input type="checkbox"/> Ipswich Building Society            | <input type="checkbox"/> Norwich and Peterborough Building Society |
| <input type="checkbox"/> Buckinghamshire Building Society    | <input type="checkbox"/> Leeds Building Society              | <input type="checkbox"/> Nottingham Building Society               |
| <input type="checkbox"/> Cambridge Building Society          | <input type="checkbox"/> Leek United Building Society        | <input type="checkbox"/> Penrith Building Society                  |
| <input type="checkbox"/> Chelsea Building Society            | <input type="checkbox"/> Loughborough Building Society       | <input type="checkbox"/> Principality Building Society             |
| <input type="checkbox"/> Chorley & District Building Society | <input type="checkbox"/> Manchester Building Society         | <input type="checkbox"/> Progressive Building Society              |
| <input type="checkbox"/> Coventry Building Society           | <input type="checkbox"/> Mansfield Building Society          | <input type="checkbox"/> Saffron Building Society                  |
| <input type="checkbox"/> Cumberland Building Society         | <input type="checkbox"/> Market Harborough Building Society  | <input type="checkbox"/> Scottish Building Society                 |
| <input type="checkbox"/> Darlington Building Society         | <input type="checkbox"/> Marsden Building Society            | <input type="checkbox"/> Skipton Building Society                  |
| <input type="checkbox"/> Dudley Building Society             | <input type="checkbox"/> Melton Mowbray Building Society     | <input type="checkbox"/> Stafford Railway Building Society         |
| <input type="checkbox"/> Earl Shilton Building Society       | <input type="checkbox"/> Monmouthshire Building Society      | <input type="checkbox"/> Swansea Building Society                  |
| <input type="checkbox"/> Ecology Building Society            | <input type="checkbox"/> National Counties Building Society  | <input type="checkbox"/> Teachers Building Society                 |
| <input type="checkbox"/> Furness Building Society            | <input type="checkbox"/> Nationwide Building Society         | <input type="checkbox"/> Tipton & Coseley Building Society         |
| <input type="checkbox"/> Hanley Economic Building Society    | <input type="checkbox"/> Newbury Building Society            | <input type="checkbox"/> Vernon Building Society                   |
| <input type="checkbox"/> Harpenden Building Society          |  | <input type="checkbox"/> West Bromwich Building Society            |
|  |  | <input type="checkbox"/> Yorkshire Building Society                |

Your full name	Title (Mr/Mrs/Ms/Miss etc)	<input type="text"/>	Date of birth	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last name (surname)		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First and middle names		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Your contact details	Address	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Daytime telephone (include dialing code)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Your email address	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Is the account in your name?	Yes	<input type="checkbox"/>	If YES, please fill in Sections A and C
	No	<input type="checkbox"/>	If No, please fill in Sections B and C

<b>SECTION A</b> Other names by which you have been known (e.g. before marriage) and previous address(es)  Use a separate sheet if necessary	Name(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"/>	<input type="text"/>	<input type="text"/>
	Address 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Address 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	to	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Dates	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	to	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**SECTION B**

## Information about the account holder

What do you believe was the full name on the account? Last name (surname) First and middle names

Date of birth  
(account holder)

What addresses has/had the account holder lived at since the account was opened?  
Use a separate sheet if necessary

Address 1

Address 2

Postcode

Postcode

Dates

M M Y Y

to

M M Y Y

Dates

M M Y Y

to

M M Y Y

What is the connection between you and the account holder and on what basis are you making the claim?

Are you: (at least one must be selected)

Partner/spouse

Next of kin

Beneficiary of will

Executor of will

Other (please specify)

Is the account holder still alive?

Yes

No

If No, date of death

D D M M Y Y Y Y

If No, indicate whether you have

Do you have authority by the account holder to search for their lost account?

Death certificate

Probate ('confirmation' in Scotland)

Copy of will

Yes

No

**SECTION C**

If known, at what branch was the account opened?

Is the account a joint one?

Yes

No

Don't know

If YES, please list any other names on the account:

Account number

Don't know

Type of account

Savings account

Current account

Other (please specify)

Date account was opened

D D M M Y Y Y Y

Don't know

Date account was last used

D D M M Y Y Y Y

Don't know

Approximate balance

£

Don't know

If there is anything else you would like to add in support of your claim, please state here (use a separate sheet if necessary)

You may be required to prove your identity at a later stage to the building society.

**Do not send any documents or photocopies at this stage.**

Please indicate which of the following documents you have showing evidence of the account, by ticking the appropriate box(es):

Passbook

Statement

Letter from Building Society relating to account

Cheque or debit card

Cheque book

ATM card (cashpoint card)

Other

(please specify)

The BSA will input the information provided on this application form onto the online version of the form at [www.mylostaccount.org.uk](http://www.mylostaccount.org.uk) on your behalf. In order to process your application, and to deal with subsequent queries you may have, the Building Societies Association and relevant building societies may retain your personal data for 12 months. Your personal data will not be used for any other purposes. By signing here you agree the BSA can share information specifically relating to this claim with participating building societies, UK Finance and NS&I for the purpose of tracing your account and in order to identify any fraudulent claims. Our full privacy policy is available at [www.mylostaccount.org.uk](http://www.mylostaccount.org.uk) or by calling 020 7520 5900.

Signature

Date D D M M Y Y Y Y

You may find it helpful to keep a copy of this form for your records