

## Introduction

Please complete the attached mandate form when opening a new non-personal savings account or mortgage account, or when changing the authorised signatories on an existing account. Please ensure the number of signatories required is in accordance with your Trust Deed, Memorandum & Articles of Association, Partnership Deed or Constitution etc. If required, please continue on a second sheet.

### Verification of Identity

It is necessary for us to verify the personal identity of all signatories using the information you supply on the mandate form. By signing the form, each signatory hereby consents to Kingdom Bank undertaking such enquiries as are considered necessary in order to fulfil its obligations under the Money Laundering Regulations 2007 and the Terrorism Acts, prior to accepting the client or applicant as a customer.

Kingdom Bank consequently may decline to accept an applicant as a customer without the need to state reasons for its decision. This also applies to adding new signatories to an account.

We will normally obtain the evidence needed from various data sources, including Credit Reference and Fraud Prevention Agencies as well as the Electoral Roll. The agencies will record the details of the search whether or not your application proceeds. If we are unable to confirm identity from these sources we will write to you asking you to supply us with adequate proof of identity.

The only exception to this may be if the signatory has an existing account with us.

Further, it is mutually agreed that Kingdom Bank may refuse to carry out transactions immediately where it is not satisfied as to the legality of the proposed transaction(s).

### Your Personal Information

At Kingdom Bank we take your privacy very seriously and have a Data Protection Officer who can be contacted at [DPO@kingdom.bank](mailto:DPO@kingdom.bank) or Kingdom Bank Ltd, Media House, Padge Road, Beeston, Nottingham, NG9 2RS.

Kingdom Bank will only use your information where we are allowed to by law and where we have been given clear consent to do so, to provide you with products and services you've requested, or where we must use it to comply with our legal obligations. Kingdom Bank will only use your information for legitimate business purposes and on a lawful basis to:

- confirm your identity and address
- carry out your instructions
- carry out credit checks
- understand how you use your accounts
- improve our products and services
- prevent or detect financial crime and fraud

- provide you with online services
- offer you other products and services that we believe may benefit you, where you have agreed to receive marketing material.

From time to time, we would like to tell you about our other products and services and those arranged by us with other suppliers such as insurance companies. Any personal information you provide in the process of enquiring/arranging any of our other products and services is provided in the strictest confidence. We will only use this for the purposes specified in your enquiry and we will never pass your personal details to these third parties or any other companies for any other reason. If you request to receive details of our products and services, or those arranged by us with other suppliers, such as insurance companies or as part of a contract with us, we will need to request some personal information from you. We will only use this information for these purposes and never pass your personal details on to any other companies unless we have a lawful reason for doing so. We will only share your information with service providers who process your data on our behalf. We may also share your information with regulators, insurers, other financial institutions, brokers, credit reference and fraud prevention agencies.

Kingdom Bank utilise the services of Credit Reference Agencies (CRA's) and the use of such services include credit reports, money laundering checks, ID checks and validation type services for example tracing. Please see the following links for more information from our current service providers: <https://www.transunion.co.uk/legal/privacy-centre/pc-bureau> and <http://www.smartsearchuk.com/privacy-policy>

If you have already provided your consent we will continue to rely on this permission until you request us to stop sending you information.

If you wish to make a complaint our Complaints Procedure can be found on our website: [www.kingdom.bank](http://www.kingdom.bank)

Data is categorised as either 'Personal Data' or 'Sensitive Personal Data' (also known as 'Special Category Data'), definitions of which can be viewed at <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/special-category-data/what-is-special-category-data/>

We will keep your information for as long as you have a relationship with us and in line with our data retention policy, for example we will hold main banking information for 5 years after a banking relationship has ended. This enables us to fulfil our regulatory obligations and our obligations to you where you have a query or complaint.

In relation to the data we hold, you have the right to obtain a copy, rectify any mistakes, request

erasure, restrict processing, request data portability and object to processing and automated decision making or profiling. You may exercise your rights by contacting us using the details above and you have the right to complain to the UK Information Commissioner's Office by visiting [www.ico.org.uk](http://www.ico.org.uk).

## Guidance Notes on Completing the Form

1. Provide the name of the organisation.
2. Please list all mortgage and savings accounts that this mandate applies to.
3. Provide your Company Number and/or Charity Number.
4. It is vitally important that all the information for each authorised signatory (whether existing or new) is provided, as requested on the form, along with their signature.  
This information will be used to verify their identity as detailed above. If we are unable to verify their identity, we will contact them for documentary evidence. We will also use the information to provide telephone banking information when it is a feature of the type of account the organisation operates.
5. Please complete the boxes to advise the total number of signatories and how many required to authorise instructions. It is good charity practice to have a minimum of two out of three.
6. Signed by two Trustees as detailed on the Charity Commission/Officers as detailed on Companies House. If you are an exempt Charity, two Trustees to sign the mandate.
7. EXISTING CUSTOMERS ONLY  
The minimum number of signatories required from the previous mandate must authorise these changes in the box provided. Please contact us if these signatories are not available.

### Please note:

- If there are more than four signatories, ALL sections, noted above, must be completed on page two also.
- The telephone number and email address provided for each signatory will only be used if we need to contact any of the authorised signatories regarding a transaction on the account and in accordance with the privacy notice above.
- The completed form MUST have original signatures. We are unable to accept electronic signatures.

If you require any further assistance, please do not hesitate to contact us on 0115 9217260.

**Organisation Name**

**Account Number(s)**  Please list ALL mortgage and savings accounts which this mandate applies to.

**Company or Charity No**  If applicable

	Signatory 1				Signatory 2				Signatory 3				Signatory 4			
<b>Full Name</b> <small>(Mr, Mrs, Ms, Miss, Rev, Dr Sir, Madam)</small>																
<b>Role in organisation</b>																
<b>Home Address</b>																
<b>Mobile number</b>																
<b>Date of Birth</b>																
<b>Email</b>																
<b>Signature</b>																
<b>Kingdom Bank</b>	Email	Phone	Post	Text	Email	Phone	Post	Text	Email	Phone	Post	Text	Email	Phone	Post	Text

I am happy for you to retain my personal information to enable you to contact me with information relating to all the products and services you provide. My preferred method of contact is indicated above.

**We request Kingdom Bank Ltd to open or continue an account/accounts in the above name, and authorise it to accept instructions from a minimum of  of the above signatories out of a total of  authorised signatories**

**Signature**

**by a Charity Trustee/Company Officer**

**Full name**

(Signed by two Trustees as detailed on the Charity Commission website and / or Officers as detailed on the Companies House website. If you are an exempt Charity, two Trustees to sign here).

**Signature**

**by a Charity Trustee/Company Officer**

**Full name**

**Date**

**Signed by minimum number of signatories from previous mandate (see section 'For Existing' overleaf):**

**Signature**

**Date**

**Signature**

**Date**