

# Claim money from personal accounts we closed or restricted because they were inactive

You can use this form to claim the money from closed accounts with Barclays, Woolwich, ING Direct or Standard Life Bank. You'll need to send us this completed form, and certified copies of documents that verify the account holder.

You can claim on behalf of someone else, provided you have a power of attorney document or a signed letter of authority from the account holder. You can't claim for someone else on the same form as one you use for your own claim. Please complete a separate form for this.

## If we've restricted access to a foreign currency account

We'll ask you whether you want to reactivate the currency account or close it. If you want to reactivate it, you need to have a Barclays sterling account in the same name as the foreign currency account and provide these account details. If you don't have this, you'll need to close the foreign currency account and we'll send a cheque for the closing balance. You can open a Barclays sterling account and reactivate the foreign currency account by visiting a branch (you'll need to make an appointment – visit [barclays.co.uk/branch-finder](https://www.barclays.co.uk/branch-finder) for the number to book).

## How to fill in the form

You can either complete this form online then print it, or print it first and fill it in by hand – you'll then need to post it to us.

Please complete the form in English. You'll need to complete all mandatory and all other relevant sections – any missing information will delay your claim.

Use the tab and arrow keys to move to the next line or section of the form.

## Sending certified copies

We can't send your money if you don't send us certified copies of the documents we ask for in section 2. That's because we need to make sure you're the account holder, or you're authorised to access the account.

You'll need to ask a member of Barclays staff, a professional like a solicitor, doctor, or accountant, or an embassy consular or high commission official, to make a certified copy of your documents. If you're in the EU, you can also ask a notary public.

The documents must be certified as follows.

I certify that this is a true copy of the original.

Signature

Date

Name

Position

Company or organisation

If your certified documents aren't in English, you also need to send a certified English translation.

Please don't send any original documents, as we're unable to return them to you.

### 1. Claimant details

Please enter the claimant's details.

First name

Last name

Date of birth

(dd/mm/yy)

Current address

Postcode

Country

### Previous addresses

Only required if you've moved since you held the account you're claiming for.

Postcode

Country

### Please tick if you're

Claiming for a joint account

If you're claiming money from an account with two or more account holders, you'll need to send us proof of identify for all the account holders. See section 2b.

Claiming for someone else

If you're claiming on behalf of the account holder, you'll need to send us some extra documents to support your claim. See section 2c.

Claiming after a name change

If the account holder has changed their name from the one on the account, you'll need to send us an official document confirming the name change. See section 2d.

## **2. Documents you need to send us**

### **2a. All claims**

Before we send the money, we need to verify your identity, even if you're claiming on behalf of someone else.

Please send us certified copies of two separate documents – one that proves your identity, and a different one that proves your address. You can use a driving licence as one of these, but not both.

#### **Documents that prove your identity**

Send a certified copy of a photo ID in your name, like a passport, driving licence, or UK Armed Forces identity card.

#### **Documents that prove your address**

Send a certified copy of a document that shows your current full address, and is dated within the last three months. This could be a bank statement, credit card statement or utility bill. We can't accept online-only bank statements or documents, like water utility bills. You can use a letter from HMRC dated within the last 12 months. You can use a driving licence, if you haven't already used it as proof of identity.

### **2b. Claiming money from a joint account**

As well as the documents from section 2a, you'll need to send us a certified copy of a photo ID for each account holder. This can be their passport, driving licence or a UK Armed Forces identity card.

### **2c. Claiming on behalf of the account holder**

We need to verify the account holder's identity, and confirm that you're authorised to claim the money on their behalf.

You still need to send the documents from section 2a proving your own identity and address.

You'll also need to send us certified copies of

- A photo ID for the account holder
- A document dated within the past three months that shows the account holder's current address
- A power of attorney document, or a letter of authorisation signed by the account holder

You can send a certified copy of the account holder's driving licence to prove either their identity or their address, but not both – you need to send two different documents.

### **2d. Claiming after a name change**

As well as the documents from section 2a, you'll need to send us a certified copy of a document that confirms you've changed your name from the one on your account, like a marriage certificate or deed poll.

## **3. Cash ISAs**

### **If you're not claiming for any cash ISAs, please skip this section and go to section 5.**

Please tell us the details of all the cash ISAs you'd like to claim money for. There's space here for four accounts – if you're claiming for more than four cash ISAs, please print extra copies of this section to fill in, and send them with the rest of the form.

Providing the sort code and account numbers will help us find your account. If you don't know these, please list any previous name or addresses in section 1.

#### **Tax-free benefits**

If you want to keep your tax-free benefits, we'll open a new account for each cash ISA you have and transfer your balance into the new account. We'll send your new account details to you by post. You'll need to ask us to do this for each ISA, by ticking the boxes below.

If you live outside the UK, you'll need to transfer your balance to another UK cash ISA provider within two months of us opening the new account. You'll need to check with the new provider to make sure you can transfer the balance to them.

If you don't want to keep your UK tax-free benefits, please fill in section 4 to tell us how you'd like us to send you your money.

**Cash ISA one**

Account holder name

Sort code

Account number

Do you want to keep your UK tax-free benefits and open a new account for this cash ISA balance?

Yes  No

**Cash ISA two**

Account holder name

Sort code

Account number

Do you want to keep your UK tax-free benefits and open a new account for this cash ISA balance?

Yes  No

**Cash ISA three**

Account holder name

Sort code

Account number

Do you want to keep your UK tax-free benefits and open a new account for this cash ISA balance?

Yes  No

**Cash ISA four**

Account holder name

Sort code

Account number

Do you want to keep your UK tax-free benefits and open a new account for this cash ISA balance?

Yes  No

**Does the account holder have a permanent UK National Insurance number?**

Yes  No

**Please provide the account holder's National Insurance number**

We only need this if you've asked us to open a new account

#### 4. Payment details for your Cash ISA balance

You only need to complete this section if you haven't asked us to open a new account for your Cash ISA balance.

Please tell us where to send your Cash ISA balance. The balance from each ISA can only be transferred to one account.

Bank transfer is the fastest and safest way for us to send your money. We'll send your money in sterling. If you ask us to send your money to a non-sterling account, the person receiving the payment might have to pay charges to their bank.

We can send you a cheque in sterling instead – you might have to pay a fee if you pay the cheque into a non-sterling account.

##### Details of your closed Cash ISA

Sort code

Account number

##### Do you want us to send all your Cash ISA balances the same way?

Yes You only need to fill this section in once.

No Please print extra copies of this section and tell us where to send the balance for each Cash ISA.

##### How should we pay you?

UK bank transfer

**See section 4a**

Non-UK bank transfer

**See section 4b**

Cheque

**See section 4c**

#### 4a. Details for UK bank transfer

##### UK account details

Account holder name(s)

Sort code

Account number

#### 4b. Details for non-UK bank transfer

##### Non-UK account details

Bank name and address

Account holder name(s)

Currency you'd like to receive

BIC or Swift code

IBAN (15 to 32 digits)

#### 4c. Address where you'd like us to send your cheque

The time it takes for your cheque to arrive will depend on your local postal service.

Name

Address

I understand my cheque will be sent in sterling

## 5. Savings and current accounts

If you're not claiming for any savings or current accounts, please skip this section and go to section 7.

Please tell us the details of the savings and current accounts you're claiming money from. Don't include cash ISAs here.

There's space here for four accounts – if you're claiming money from more than four, please print extra copies of this section to fill in, and send them with the rest of the form.

Providing the sort code and account numbers will help us find your account. If you don't know these, please list any previous name or addresses in section 1.

### Account one

Account holder name

Sort code

Account number

Account currency

### Account two

Account holder name

Sort code

Account number

Account currency

### Account three

Account holder name

Sort code

Account number

Account currency

### Account four

Account holder name

Sort code

Account number

Account currency

## 6. Payment details

### Sterling accounts

Tell us how you'd like us to send your money from the accounts you told us about in section 5.

If you'd like us to transfer your money to more than one account, you can print extra copies of this section.

Bank transfer is the fastest and safest way for us to send your money. If you ask us to send your money by international payment, we'll send it in the currency that the account is held in, unless you tell us otherwise. The person receiving the payment may have to pay charges to their bank.

We can send you a cheque in sterling instead – you might have to pay a fee if you pay the cheque into a non-sterling account.

### Details of your closed or restricted account

Sort code

Account number

### Do you want us to send your money the same way for all the accounts you told us about in section 5?

Yes You only need to fill this section in once.

No Please print out additional copies of this section and tell us where to send the balance for each account.

### How should we pay you?

UK bank transfer

**See section 6a**

Non-UK bank transfer

**See section 6b**

Cheque

**See section 6c**



**6a. Details for UK bank transfer**

**UK account details**

Account holder name(s)

Sort code

Account number

**6b. Non-UK account details**

**Non-UK account details**

Bank name and address

Account holder name(s)

Currency you'd like to receive

BIC or Swift code

IBAN (15 to 32 digits)

**6c. Address where you'd like us to send your cheque**

The time it takes for your cheque to arrive will depend on your local postal service.

Name

Address

I understand my cheque will be sent in sterling

## Foreign currency accounts

Tell us how you'd like us to send your money from the accounts you told us about in section 5.

If you'd like us to transfer your money to more than one account, you'll need to print extra copies of this section.

If reactivating the account, please provide account details for the Barclays sterling account in the same name. We won't be able to complete your request if we don't have these details.

If you ask us to send your money by international payment, we'll send it in the currency that the account is held in, unless you tell us otherwise. The person receiving the payment may have to pay charges to their bank.

We can send you a cheque in currency instead – you might have to pay a fee if you pay the cheque into an account in a different currency.

### Details of your closed or restricted account

Sort code

Account number

Currency

Account holder name(s)

### Do you want us to reactivate or close the above account?

Reactivate – add details for Barclays sterling account in the same name

Account holder name(s)

Sort code

Account number

Once it's reactivated, you'll be able to access the account in the same way as you did previously.

Close

### Do you want us to apply the same outcome to all the accounts you told us about in section 5?

Yes You only need to fill this section in once. The Barclays sterling account details must be the same for all accounts in section 5. If this isn't the case, select No.

No Please print additional copies of this section and tell us the sterling account details and where to send the balance for each account.

The next section only applies to accounts being closed.

**How should we pay you?**

Move money to my Barclays current account in the same name

**See section 6a**

Send foreign currency inside or outside the UK, including to a Barclays sterling account, in a different name

**See section 6b**

Draft – select this option if you don't have a Barclays sterling account

**See section 6c**

**6a. Transfer to my Barclays current account in the same name**

**Barclays account details**

Account holder name(s)

Sort code

Account number

**6b. Sending foreign currency inside or outside the UK, including to a Barclays current account in different names**

**Beneficiary account details**

Bank name and address

Account holder name(s)

Currency of payment

BIC or Swift code

IBAN (15 to 32 digits)

## 6c. Where should we send your cheque

The time it takes for your cheque to arrive will depend on your local postal service.

Name

Address

I understand that my cheque will be sent in the currency of the account

## 7. Checklist

Please tick to confirm which documents you're sending certified copies of with this form, including certified English translations for all documents that aren't in English. We can't send your money if you don't send us these.

Please don't send original documents, as we're unable to return them.

I confirm that I'm sending certified copies of

### All claims

A photo ID confirming my identity

A document confirming my current address

### Claiming for a joint account

A photo ID for each person on the account

### Claiming after a name change

A document that confirms I've changed my name from the one on my account

### Claiming on behalf of someone else

A power of attorney document, or signed authority from the account holder

### Documents that aren't in English

A certified English translation of all documents that aren't in English

## 8. Authorisation

Please sign to authorise your claim. You'll need to print the form to sign it – we can't accept electronic signatures.

If you're claiming for a joint account, all account holders need to sign.

By signing this form, you're authorising us to

- Make all the transfers requested on this form
- Open any new accounts requested on this form

### Account holder one

Print Name

Signature

Date

### Account holder two

Print Name

Signature

Date

### Account holder three

Print Name

Signature

Date

### Account holder four

Print Name

Signature

Date

**Please send this form and your certified copies to**

Barclays, Leicester, LE87 2BB, United Kingdom

You can get this in Braille, large print or audio by calling 0800 400 100\* (via Text Relay or Next Generation Text Relay if appropriate).  
You can also call us using SignVideo for BSL users. Visit [barclays.co.uk/signvideo](https://barclays.co.uk/signvideo)

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