

Data subject access request

for Retail customers - Savings



Guidance notes

Before you start

Under the current data protection legislation you are entitled to request any personal information that Lloyds Banking Group holds about you.

Deceased customers

This form should not be used for deceased customers. To request information for a deceased customer please send a written request to:

Bereavement Unit
Dept 62 42
Box 4
BX1 1LT

Which products can you use this form for:

- Savings

To prevent any delay in processing your request, please make sure that the information you send us is correct.

If you would prefer to complete this printed version of the form, please send it to:-

MBNA
Data Subject Access Request Team (C41)
Keens House,
Anton Mill Road,
Andover,
SP10 2NQ

1 Requester details

Are you (please cross one box only):

The customer	A representative of the customer	A third party acting on behalf of the customer
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please complete the following section(s):

- for Customer Section 1.1
- for Representative Section 1.1 & 1.2
- for Third Party Section 1.1 & 1.3

1.1 Customer details (Mandatory)

Title Mr Mrs Miss Ms Other (please specify)

Your last name

Your first names

Your previous name (if applicable)

Your date of birth
D D M M Y Y Y Y

Your home address (where you live)

 Postcode
 Country

Do you have any other previous addresses? Yes No

If Yes to help us find your historic information, please provide up to three previous addresses:
First previous address

 Postcode
 Country

Second previous address

 Postcode
 Country

Third previous address

 Postcode
 Country

Can we contact you by phone? Yes No

If Yes please give your phone numbers below:
Your telephone numbers and area dialling codes (include any country codes if applicable)
Home
Mobile
Work

What is the best number to contact you on? Home Mobile Work

When is the best time to contact you? Time H H M M

Please note:
We will only use your phone number to contact you about this request and will not update your customer record or pass it on to a third party.

1.2

Representative details

A **Representative** is someone who is identified on our system that has access to act on behalf of the customer; this is accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).

An example of a representative maybe a legal guardian/carer that has the right to act on behalf of the named customer.

If we do not have your details on record we may contact you to obtain these details.

Title Mr Mrs Miss Ms Other (please specify)

Your e-mail address (if you have one)

Your last name

Your telephone numbers and area dialling codes
 Home
 Mobile
 Work

Your first names

Your home address (where you live)

 Postcode
 Country

How are you related to the customer?
 Power of Attorney Relative Family friend

Other (please specify)

If you are a relative please tell us how you are related to the customer

1.3

Third Party details

A **Third Party** is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).

A Letter of Authority will be required before we can proceed with the request, naming the third party and signed by the customer within the last 6 months. We will write out to you to request this.

If we do not have your details on record we may contact you to obtain these details.

Title Mr Mrs Miss Ms Other (please specify)

Your telephone numbers and area dialling codes
 Home
 Mobile
 Work

Your last name

How are you related to the customer?
 Solicitor

Your first names

Company name

Other (please specify)

Company address

 Postcode

Please provide us with your company identifier in the relevant field below:

ICO number

SRA number (Solicitors only)

Country

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Your declaration (Mandatory)

By submitting this form, I confirm that I understand that my identity will be checked in line with the Lloyds Banking Group policy and that if any details do not match their records, they may need to contact me for further details.

Your signature

Date

5

Next steps

After we receive your request, you will be sent an acknowledgement letter. You will receive the information on the registered correspondence address on our system.

If the information you submit does not match our records or your request is for one of our other Group companies, we may contact you for further information.

6

How did you hear about this service (optional)

Please tell us how you heard about our information service request:

Online

Telephone banking

Other (please specify)