

**Branch Withdrawal Request For Faster Payment / CHAPS**

Payment Request Type:  Faster Payment Next Day - Free  CHAPS Payment Same Day - £25 fee

If your account is an ISA you're aware that this withdrawal will remove funds from your ISA wrapper and cant be put back into the account

If your account is a notice account please tick to put on notice

Beverley Building Society account number:

Full name of account holders:

Contact phone number:

Reason for withdrawal:

Amount: £   Account to be closed

Amount in words:

Account name:

Account sort code:       Account number:

Reference:

- NatWest will carry out the electronic transfer on our behalf
- This Money Will be withdrawn from your account balance
- Beverley Building Society will process the request in accordance with the Branch Savings Terms and Conditions. This means we will process the requested electronic transfer on the same day as the request is made provided the request is received and input into our systems before 2pm. **It will arrive in your nominated bank account the next banking day for faster payments and the same day for CHAPS. Requests after this time will be processed on the next banking day and the money will not arrive into your nominated bank account until the following banking day.**
- The passbook must be presented at the time of withdrawal and unless you instruct us otherwise, it will be returned to you by post.
- A reference is needed for **ALL** payments, please do not exceed the 18 character limit.
- This request may be delayed if further information is needed by us or your nominated bank and in some cases, we or they may, in our/their sole discretion, refuse the transfer as required to do so under applicable sanctions, laws and regulations and we accept no liability for losses incurred on such occasions.
- All withdrawals must be made into your nominated bank account in the account holders name.**

**Terms and Conditions**

**Declaration and Consent**

- I have read and agree to the above Terms and Conditions.
- I understand the fraud risks of this withdrawal, and I am happy to continue.
- I have checked the account details and understand I am responsible for providing correct details.
- I confirm I am making this request myself and I am not being instructed or pressured by a third party.
- I understand that once sent, CHAPS and Faster Payments may be difficult or impossible to recover.
- We have made you aware that a Confirmation of Payee check was carried out on the recipient's bank account and have informed you of the results of the check.

**Protect yourself from fraud**  
Criminals may pretend to be your bank, the police, HMRC, or a trusted company. They may pressure you to act quickly. If you are being asked to move money to a "safe account", to pay a fee, or to keep the payment secret, stop and contact us.  
We may delay processing where we have reasonable grounds to suspect fraud to help protect you.

**ACCOUNT HOLDER(S) AUTHORISATION FOR WITHDRAWAL**

Signed (1):

Signed (2):

Date:

Date:

**To be completed by Branch Team Members**

Explain to the customer that we need to take some personal information in order to process their request.

Before proceeding with the electronic transfer request, you need to explain to the customer that keeping their money safe and secure is a priority at Beverley Building Society and talk through the questions below with the customer:

Complete a data cleanse to make sure we have up to date records for the customer.

Explain that we may need to contact them to conduct further checks before proceeding with the Electronic Transfer from their branch account to their nominated bank account. The details on the request form must be correct, or we may be unable to complete the request.

Has the customer ticked all of the terms and condition boxes?

Have you checked the signature of the customer?

Has the customer ticked to say they understand the fraud risks for electronic transfers?

Have we performed a COP check on the account details provided?  Or have we completed one previously?

Have you added the PAYE memo to the account?

If withdrawing from a Cash ISA the customer has ticked to say they understand the implications to their ISA wrapper

Have we checked the contact details on file with the customer?

Has the form been completed by someone else other than the account holder?

If above is yes what is the reason? \_\_\_\_\_

Do you have any reasons to be concerned about this transaction?

Have you escalated to Financial Crime?

Has a reason for withdrawal been captured?

**For Office Use Only**

**TIME TAKEN**

DATE STAMP

ProVision entry posted by	Authorisation 1	Authorisation 2	Words & figures agree	Third Party Check
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For **accounts** department

ProVision entry checked by	W/brook nominal ledger entered by	Payment sent by	Third Party Check
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