

# Withdrawal Form for Personal Savers



Please ensure that this form is completed in accordance with your signature mandate.  
You'll need to have a nominated account set up before you can make any withdrawals.

To make a withdrawal from your Personal Savings account to your nominated account please complete, sign and return this form to us either via;

**Post:** Charity Bank, Savings Team, Fosse House, 182 High Street, Tonbridge, Kent TN9 1BE

**Email:** [savings@charitybank.org](mailto:savings@charitybank.org) (email a scanned copy of your completed form signed in accordance with your mandate)

## Processing times

Following receipt of your completed instructions, your request will be processed in line with our Payment Times document, which can be found under our Savings Document Library, Useful Forms section at <https://www.charitybank.org/savings-accounts-document-library/#usefulforms> or a copy can be issued to you upon request to the Savings team.

You can see how Charity Bank uses your information by visiting [www.charitybank.org/privacy-policy/](http://www.charitybank.org/privacy-policy/)

## 1. Tell us which Charity Bank Savings account you want to make a withdrawal from

Your full name

Your Savings account number: \* \* \* \*     (last 4 digits only)

## 2. Tell us how much money you want to withdraw and when

Check that you're not being scammed

- Before you go ahead, we want to make sure that you're not being scammed.
- Fraudsters can be very convincing - they may pretend to be us, the police or another trusted organisation before trying to steal your money.
- If you have any doubts or are being put under pressure to make this payment, please stop and let us know - we're here to help.

**Take 5 To Stop Fraud. Take a look at these questions before sending any money.**

**Please provide a response in each box when you have read the information:**

Are you being told what to say to us?

Charity Bank employees or the police will never ask you to move money to a 'safe account' or give you a story to use.

Fraudsters may ask to stay on the phone with you while you make a payment. yes  no

Are you being rushed or pressured into making this payment?

Fraudsters will try to make you panic or threaten you with a penalty if you don't pay straight away. yes  no

Are you happy that you know who you will be paying on receipt of funds to your nominated account?

Take a minute to think about how well you know the payee and if they are who they say they are. yes  no

There are new rules which protect you from authorised push payment (APP) scams. The details of these can be found in your terms and conditions. Please make sure you're happy it's safe to make this payment - you may not always get it back if it goes to a fraudster.

Withdraw all funds inc. interest and close the account:  or Withdraw all funds, but leave £1 in the account:

or Amount to withdraw:  (You'll need to leave at least £1 in your account for it to stay open)

Reason for withdrawal (**Please select one.** We will be unable to process your withdrawal request if a reason is not selected)

Your own nominated account  Friend or family  House purchase/rent

Bill/invoice  Tradesperson  Investment

### 3. Tell us where to send your money

You can have your money transferred to the nominated account which you have previously advised us of, or to another Savings account you have with us. (excludes fixed rate and Community Investment Tax Relief accounts)

Nominated account:  
(please tick if applicable)

or

Your Savings account number: \* \* \* \*     (last 4 digits only)

### 4. Your signatures (complete by hand)

Please sign this form in line with your existing account mandate.

I/We the authorised signatories give our authority for the above withdrawal to be made and are happy its not fraud.

#### First Authorised Signatory

Signature

Date

 /  / 

Print Name

#### Second Authorised Signatory (if applicable for a joint account)

Signature

Date

 /  / 

Print Name

#### We're here if you need us

If you've got any questions you can talk to a member of the Savings team by calling us on 01732 441944 or emailing us at [savings@charitybank.org](mailto:savings@charitybank.org). We're here to help Monday to Friday, from 9am to 5pm, except bank holidays.

Charity Bank is able to provide this document in other formats including large print. Please contact us if you require this document in another format.