The Co-operative Bank - Change of Name Request Form

We require a wet signature to process a change of name request. If you wish to request a change of name on your mortgage account, there are 2 options:

**Option 1 - Receive a Change of Name Form by post**

Download the form and complete the Account & Contact Details section only. Return this by e-mail to CON@co-operativebank.co.uk. Once received, we will issue a Change of Name Form by post. Return the fully completed form (including documentary evidence detailed on page 2) to: The Co-operative Bank, PO Box 4934, Swindon, SN4 4PN

**Option 2 –** **Print the Change of Name Form**

If you have access to a printer, print the form and complete all sections below. Return the completed form (including documentary evidence detailed on page 2) to: The Co-operative Bank, PO Box 4934, Swindon, SN4 4PN

It is important that the information recorded is complete and accurate to ensure we can process your request.

Please only use this form to submit a change of name request. We are unable to action other requests with this form. For other requests, please visit [www.co-operativebank.co.uk/products/mortgages](http://www.co-operativebank.co.uk/products/mortgages) or call our contact centre on 08000 288 288. Our lines are open 9am to 5pm Monday-Friday.

If you want to raise a complaint, please send this to us via email to [complaints@co-operativebank.co.uk](mailto:complaints@co-operativebank.co.uk)

**You must fully complete both of the below sections. This is so we can identify the account and contact you if required.**

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| --- | --- |
| Account & Contact Details (must be completed) |  |
| Mortgage Account Number (this can be found on any letter we’ve sent to you) |  |
| Full Name |  |
| House Number / House Name |  |
| Post Code |  |
| Contact Telephone Number |  |
| Email Address |  |

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| --- | --- |
| Account Holder Personal Details (must be completed) | |
| **Existing Details** | **New Details** |
| Title: | Title: |
| First Name(s): | First Name(s): |
| Surname: | Surname: |
| Old Signature: | |
| New Signature: | |

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| Documentary Evidence |
| Please return the completed form with the relevant documentation. The documents listed below can be accepted:  **Adoption** - Original or Certified copy of the Adoption Certificate  **Marriage** - Original or Certified copy of the Marriage Certificate. Customer’s old and new signature must be captured on this form  **Divorce** - Original or Certified copy of the Decree Absolute, plus original Birth Certificate or Marriage Certificate  **Separation** - Original or Certified copy of either the Marriage Certificate/Certificate of Civil Partnership or Birth Certificate  **Civil Partnerships** - Original or Certified copy of the Certificate of Civil Partnership  **Civil Partnerships Dissolution** - Original or Certified copy of the Decree Absolute, plus either a Birth Certificate or Certificate of Civil Partnership  **Statutory Declaration** - Original or Certified copy of the Statutory Declaration document (This must be witnessed by a solicitor)  **Gender Recognition** - Original or certified copy of both the Gender Recognition Certificate and Birth Certificate. If a Birth Certificate hasn’t been obtained an original or certified copy of the Deed Poll  **Interim Gender Recognition** - Original or Certified copy of the certificate.  **Full or Partial Name Change** - Original or Certified copy of the Deed Poll or Statutory Declaration. If the Change of Name Deed Poll is unenrolled then we need either the original or certified original copy of identification to accompany. We accept the following identification- Passport, Driving license, National ID card and Residence permit.  If sending documents in the post, we recommend you do not send originals and instead send certified copies. The documents you send to us must be the actual copies written on and certified by the individual. They must not be a photocopy of a previously certified copy.  A certified document is a photocopy signed by a professional person i.e. someone in a position of responsibility.  **A certifier must not:**  1. Be related to the applicant/account holder by birth or marriage  2. Be a named party on the application/account  3. Live at the same address as the applicant/account holder  4. Be unemployed or seeking asylum to live in the EU.  **A certified copy must contain the following certifier’s information on the front or back of all the certified documents:**  1. Signature and state their full name  2. Name of the organisation they work for  3. Date the document  4. State their profession  5. State their full business address (including post code)  6. State their business telephone number (must not be a mobile)  7. State that they have ‘seen the original‘. Suggested wording “I certify that this is a true copy of the original and any photograph bears a good likeness to the customer”  8. Provide a contact telephone number. |