

The **co-operative** bank

for people with **purpose**

We're sorry to hear you want to close your account.

Our customers are important to us, and we're always happy to hear from them. If you have any feedback about your business banking experience, please do not hesitate to get in touch.

We are making constant changes and improvements to our business banking products and services. You can visit our website to find information about what we are currently working on, and what we have planned for the future.

If you want to tell us more about your business banking experience, call us on:



+44(0)3457 213 213

Thank you for banking with the UK's only high street bank with a customer-led Ethical Policy. We hope to see you again.

We're sorry that online banking is causing you to close your account. We're currently working on upgrading this. If you would like more information on the upgrade and when you can access the new system, you can add your email address to your profile within online banking to receive updates.

Business/organisation name

Full name of business/organisation

Address

Postcode

Business/organisation email

Business/organisation **day time** telephone number

Account details – Please list all accounts. If you need more space, please use the back of the form.

Accounts to be closed

Sort code	Account number
Sort code	Account number
Sort code	Account number

If your instruction is to close all accounts, please note that any linked Visa cards and foreign accounts will also be closed.

What is the main reason that online banking caused you to close your account?

No mobile app

Unable to integrate accountancy software

Lack of real-time transactions and balances

Look and feel/lacking other functionality

Transfer of balances – Please provide the destination account details so that we can transfer your balances

Account name

Sort code

Account number

Reference if applicable

Authorisation

Please ensure this form is signed in accordance with your account mandate; should you require more signatures, please attach an additional form. By signing this form you are agreeing to the closure of your account. Any outstanding charges will be applied to your account before any money is returned to you.

Customer Signature	Customer Signature	Customer Signature
Date	Date	Date
Day Month Year	Day Month Year	Day Month Year