

Account Closure Request

We're sorry to hear you have decided to stop banking with us. Our customers are important, so if you would like to share any feedback, please call Business Account Support.

+44(0)3457 213 213

Business/organisation name

Address

Postcode

Business/organisation email

Telephone number

Account details

All accounts to close

Any linked cards will also close.

If you would like to nominate only some accounts to close, please detail the sort code and account numbers for them in the section below:-

Account details

 - Please list all accounts. If you need more space please use the back of this form.

Accounts to be closed

Sort code

Account number

Sort code

Account number

Sort code

Account number

Could you please tell us the reason you are closing your Co-operative bank account?

Customer service

- Call wait times
- Call centre staff
- Complaint handling
- Account opening experience

Digital functionality

- Digital channel usability or lack of functions

Charges

- Monthly service charge
- Charges for cash and cheques
- Charges for using my debit card
- Charges for sending or receiving automated payments

Change in circumstances

- My business has gone into liquidation
- Selling my business
- I am retiring

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

Day Month Year

Date

Day Month Year

Date

Day Month Year

PLEASE DESTROY CHEQUE BOOKS, PAYING IN BOOKS AND CARDS and send completed form to: Business Account Closure Team, PO Box 250, Skelmersdale, WN8 6WT

Please call 03457 213 213* if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*Lines open 8am to 6pm Monday to Friday, 9am to 12 midday Saturday. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.

Information correct as at 01/2023.

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