

MY LOST ACCOUNT



Lost track of your account?

If you have lost track of an old bank, building society or NS&I account, don't worry. mylostaccount.org.uk can help reunite you with your money, completely FREE.

If you think you have lost touch with your account or savings mylostaccount.org.uk is here to help reunite you with your money.

It is a FREE service brought to you by the Building Societies Association (BSA), UK Finance and National Savings & Investments (NS&I).

It is quick and easy to start your search online, even if you are not sure which bank or building society holds the account. Simply visit mylostaccount.org.uk and complete the application form. We will then do the rest.



About the service

If you do not have internet access you can complete the form attached to this leaflet. However this will mean it will take longer to process your application.

This form is for tracing lost accounts at current building societies. For lost savings accounts with the building societies that became banks, listed below, you will need to complete a different form, which is available from My Lost Account (contact details on p.4.)

- Abbey National
- Alliance & Leicester
- Bradford & Bingley
- Birmingham Midshires
- Bristol & West
- Britannia
- Cheltenham & Gloucester
- Halifax
- National & Provincial
- Northern Rock
- Woolwich

Your building society may have changed its name. To find out more visit www.bsa.org.uk and use the Where is my old building society now? tool. Alternatively, you can call 020 7520 5900.

How do I use mylostaccount.org.uk?

There are two ways you can use the service.

1. Online application

If you have access to the internet, visit www.mylostaccount.org.uk The website is completely free, totally secure and is the quickest, easiest way to apply.

Things to remember...

- one online application can cover bank, building society and NS&I accounts
- You will receive email alerts to tell you the results of your search
- You can log in to you profile at any time to check the status of your application

2. Postal application

You will find an application form at the back of this leaflet. Unlike the online application, this form is for tracing building society accounts only. If you are tracing a bank or NS&I account, please contact My Lost Account or NS&I and they will send you a different application form.

For Bank Account searches only
My Lost Account

PO Box 187

Brighton

BN41 9FT

Tel: 01273 035060

info@mylostaccount.org.uk

National Savings
& Investments
Tracing Service

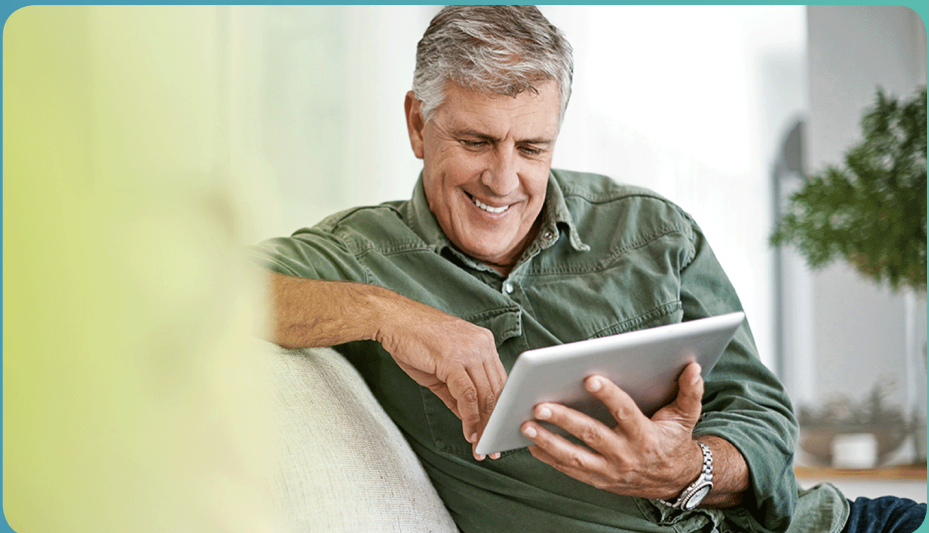
Sunderland

SR43 2SB

Tel: 08085 007 007

- building societies, banks and NS&I each have different forms for postal applications
- the postal application will take longer

Please answer as many questions as you can. The more questions you can answer the more likely it is that the bank or building society will be able to trace your account. An approximate answer is better than no answer; if you are giving an approximate answer please make this clear.



How long will my application take?

You will receive a reply by letter once all the building societies that you have selected have completed their searches for your account.

If a building society agrees that you have a valid claim on an account they will contact you. It can take up to three months for your building society to look into your claim as they may have to search through archived records.

What else do I need to know?

You can also use mylostaccount.org.uk to trace another person's account if you have the legal right to do so. You will be required to provide evidence to the building society that you have the legal right.

The BSA will not process postal applications with more than ten building societies selected. However, if you have forgotten which building society you had an account with, the BSA can conduct a regional search, contacting building societies that operate in the area where you live or have lived.

The BSA itself holds no personal or financial records of building society customers.

What happens if I am not satisfied with the result?

If you are unhappy with a way the building society has dealt with your claim you have the right to appeal by making a formal complaint to the building society.

If your appeal is unsuccessful you can refer the matter to the Financial Ombudsman Service. They are an independent body who help settle disputes between customers and their financial services providers.

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 0234 567

www.financial-ombudsman.org.uk

If you would like more information about this service please visit www.mylostaccount.org.uk or call 020 7520 5900.

The Building Societies
Association York House
23 Kingsway
London
WC2B 6UJ



Telephone: 020 7520 5900

www.bsa.org.uk

June 2025

SECTION B

Information about the account holder

What do you believe was the full name on the account? Last name (surname)
 First and middle names
 Date of birth (account holder)

What addresses has/had the account holder lived at since the account was opened? Address 1
 Address 2
 Use a separate sheet if necessary

Postcode Postcode
 Dates to Dates to

What is the connection between you and the account holder and on what basis are you making the claim?

Are you: (at least one must be selected) Partner/spouse Next of kin
 Beneficiary of will Executor of will Other (please specify)

Is the account holder still alive?

Yes No If No, date of death

If No, indicate whether you have

Death certificate Probate ('confirmation' in Scotland) Copy of will

Do you have authority by the account holder to search for their lost account?

Yes No

SECTION C

If known, at what branch was the account opened?

Is the account a joint one?

Yes No Don't know

If YES, please list any other names on the account:

Account number

Don't know

Type of account

Savings account Current account Other (please specify)

Date account was opened

Don't know

Date account was last used

Don't know

Approximate balance

£ Don't know

If there is anything else you would like to add in support of your claim, please state here (use a separate sheet if necessary)

You may be required to prove your identity at a later stage to the building society.

Do not send any documents or photocopies at this stage.

Please indicate which of the following documents you have showing evidence of the account, by ticking the appropriate box(es):

Passbook Statement Letter from Building Society relating to account
 Cheque or debit card Cheque book ATM card (cashpoint card)
 Other (please specify)

The BSA will input the information provided on this application form onto the online version of the form at www.mylostaccount.org.uk on your behalf. In order to process your application, and to deal with subsequent queries you may have, the Building Societies Association and relevant building societies may retain your personal data for 12 months. Your personal data will not be used for any other purposes. By signing here you agree the BSA can share information specifically relating to this claim with participating building societies, UK Finance and NS&I for the purpose of tracing your account and in order to identify any fraudulent claims. Our full privacy policy is available at www.mylostaccount.org.uk or by calling 020 7520 5900.

Signature

Date

You may find it helpful to keep a copy of this form for your records