

Telephone banking service

The Telephone Banking Service is available on accounts that are held solely or jointly. However, where the joint account is operated on an 'all to sign' basis the service is **not** available. If you already hold an account with us, or plan to open any further accounts with the same holder, then the details you have supplied previously for this service will apply.

The Telephone Banking Service allows you to operate your account by telephone for withdrawals. To ensure the security of customer accounts we will only allow telephone withdrawals for the following transactions:

- Direct transfers to a nominated bank account held in the name(s) of yourself and one or more of your account holders.
- Cheque withdrawals made payable to one or more of the account holders sent to your correspondence address or direct to your bank.
- Transfers to another Alliance & Leicester International account held in the same name(s).
- Placement of notice to withdraw funds from an account.

Please fill in the form using BLOCK CAPITALS and black ink. Tick any boxes which apply.

To: Alliance & Leicester International Limited, PO Box 226, 19/21 Prospect Hill, Douglas, Isle of Man, IM99 1RY, British Isles.

1 Account details. Please indicate the account name and number(s) to which this service is to apply.

Account name	<input type="text"/>																						
Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2 Password details

So that we may verify your identity over the telephone we will ask you to provide us with a Security Code. You will be asked to quote all or part of this when giving instructions. The Security Code should not be divulged to anyone else. Should you forget, lose or wish to change your Security Code you must provide us with a written instruction. Please note that this Security Code is separate from any password or memorable information which you will be asked to enter onto our internet banking service.

I confirm my Security Code is Maximum of 12 characters (minimum 6) made up of numbers and letters

3 Nominated bank details

A nominated account is an account held at another bank to which you may wish to transfer funds when using the Telephone Banking Service. You must be one of the account holders of your nominated bank account. **We do not permit transfers to third party accounts.**

First nominated account

Account holder(s) (Please print full name(s))

Account number

Bank sort code

Full name and address of bank

 Postcode

IBAN number

SWIFT code

Second nominated account

Account holder(s) (Please print full name(s))

Account number

Bank sort code

Full name and address of bank

 Postcode

IBAN number

SWIFT code

Please continue overleaf

The Santander Group has more than 150 years' experience in banking, and more branches worldwide than any other international bank.

4 Declaration and signature(s)

I authorise Alliance & Leicester International (the Company) to accept my instructions via telephone or provided by means of the internet banking service. I agree to pay you for any loss or expense which you suffer because of my negligence. I agree not to disclose my Security Code to any other person. I accept that Alliance & Leicester International will not be liable for any machine, system, or communications failure, industrial dispute or any other circumstances beyond its control that causes delay in the execution of telephone or fax instructions.

The Company may refuse to accept any request for telephone withdrawal facilities at its discretion and without giving reasons for its decision. You will be responsible for the provision of a password for use when operating telephone withdrawals and this must remain confidential between you and the Company. The Company will not be liable for the acceptance and execution of security coded instructions, where these are given by someone purporting to be the account holder.

Only payment details quoted on this form will be used by the Company for telephone withdrawals. Changes to these details will only be accepted in writing signed by the person whose signature appears on this form. Fax instructions to change payment details will not be acceptable.

The Company is entitled to change the terms and conditions of telephone withdrawal facilities without notice, if it considers that it is

reasonable to do so. The Company reserves the right to levy service charges referred to in its charges information for withdrawals. The Company will not be held legally responsible for any loss resulting from your negligence. You will be responsible for providing the Company with correct nominated bank details and the Company will not be responsible for any loss or delays incurred due to incorrect information being provided by you.

Alliance & Leicester International may make other security checks if we feel this is necessary to verify the validity of instructions given over the telephone. All phone calls are recorded.

Mandate

I agree that an instruction submitted by one account holder only using the Telephone Banking Service or the internet banking service will be sufficient authority for the bank to make the requested transaction.

Signature

Name

Date

D	D	M	M	Y	Y	Y	Y
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Call +44 (0) 1624 641888, fax +44 (0) 1624 663577 or click alil.co.im

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