



# Transacting on someone else's behalf

We understand that it is not always possible to visit a Branch or Agency (perhaps due to an accident or sickness). At the Manager's discretion, it may be possible to authorise a friend or relative to transact on your behalf. We call this a Third Party Withdrawal.

### Step 1

The account holder (owner) has to give a written authorisation to Bath Building Society stating:

- The name of the person completing the transaction;
- The amount requested (up to a maximum) and;
- If it is a cash or cheque request.

This letter must be signed and recently dated (within one week).

### Step 2

The Third Party visits the Branch or Agency with the letter, the passbook to the account and identification for themselves.

### Step 3

Providing that the letter is satisfactory and the ID requirements have been met, we will complete the transaction as requested.

We will make other checks to ensure the account holder has authorised the transaction.

Please note that Third Party Withdrawals will only be permitted in exceptional circumstances, and should only be used as a short-term solution. You may wish to consider legal advice for long-term and formal agreements.

We are here to help with any questions that you may have on **01225 423271**, via Webchat on our website **[www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)** or you can email us at **[savings@bibs.co.uk](mailto:savings@bibs.co.uk)**

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Telephone calls may be recorded to help the Society to maintain high standards of service delivery.

Bath Investment & Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, Registration Number 206026.



**Bath Building Society**

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