

# Payment Protection Insurance (PPI) Enquiry Form

## What is this enquiry form for?

This form is intended for consumers who wish to find out if they have, or previously had a Payment Protection Insurance (PPI) Policy covering a mortgage or loan with us. It should not be used for any other purpose. Should you want to raise a PPI mis-sale or non-disclosure of PPI commission complaint, please complete the PPI mis-selling complaint form or PPI non-disclosure of commission complaint form, as applicable and send this to us.

## Customer Details

### What do I need to do?

- Please complete this form, providing as much information as possible, so we can check our records.
- **Fields marked with an \* are mandatory and are required to enable us to process your enquiry.**
- If you wish to make an enquiry about more than one PPI policy, please complete an individual form for each policy.
- Once complete, please send the form to us by post to PO Box 4760, Maidenhead, SL60 1HU and we will investigate your concerns.

## SECTION 1 - Customer Name & Contact Details

**1.1. Customer Details** - Please enter your details below

Title*	
Surname*	
First Name*	
Middle Name(s)	
Date Of Birth*	
Address - Line 1*	
Line 2*	
Town/City	
Postcode*	
County/Overseas Country	
Daytime Telephone/Mobile*	
Email Address	

**1.2. Previous Details** - If different from the information stated above, please provide your previous surname and address details that applied at the time you may have taken out the policy.

Previous Surname	
Previous Address - Line 1	
Line 2	
Town/City	
Postcode	
County/Overseas Country	

**1.3. Joint Account Customer Details** - If there is more than one person on the account, please complete the joint party's details in this section.

Title*	
Surname*	
First Name*	
Middle Name(s)	
Date Of Birth*	
Address - Line 1*	
Line 2*	
Town/City	
Postcode*	
County/Overseas Country	
Daytime Telephone/Mobile*	
Email Address	

## SECTION 2 - Account & Policy Details

Please provide as much information as possible to help us locate your account.

Please note, if we are unable to locate your account information with the details provided then we may contact you for further information in order to process your enquiry.

Please select the type of account you hold or held with us	<input type="checkbox"/> Mortgage <input type="checkbox"/> Loan
Please confirm the name of your original lender	
When did you take out this product?	
What is the Account Number	