

We need you to complete all sections and provide signatures in the Fraud Warning Declaration and Customer Authority sections.

## Check that you're not being scammed

- Before you go ahead, we want to make sure that you're not being scammed.
- Fraudsters can be very convincing - they may pretend to be us, the police or another trusted organisation before trying to steal your money.
- If you have any doubts or are being put under pressure to make this payment, please stop and let us know – we're here to help.



Take 5 To Stop Fraud. Take a look at these questions before sending any money.

Please provide a response in each box when you have read the information:

		Yes / No
Are you being told what to say to us?	Virgin Money employees or the police will never ask you to move money to a 'safe account' or give you a story to use. Fraudsters may ask to stay on the phone with you while you make a payment.	
Are you being rushed or pressured into making this payment?	Fraudsters will try to make you panic or threaten you with a penalty if you don't pay straight away.	
Are you happy that you know who you are paying?	Take a minute to think about how well you know the person you are paying and if they are who they say they are.	

Please make sure that you're happy your money is safe before making this payment - you may not get it back if it goes to a fraudster.

## Fraud Warning Declaration

I'm happy it's not fraud and I'm ready to make this payment.

Name	<input type="text"/>	Name	<input type="text"/>
Telephone number	<input type="text"/>	Telephone number	<input type="text"/>
Signature	<input type="text"/>	Signature	<input type="text"/>
Date	<input type="text"/>	Date	<input type="text"/>

Serial Number  

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**Standing Order Mandate**

We may check the name of the account you are paying, to help make sure your payment goes to the right place.

Complete all sections in Block Capitals. Signatures are required in both the fraud warning & customer authority sections.  
 Please make payments as detailed below.

PLEASE COMPLETE THE FOLLOWING IN ALL CASES																					
Name of account to be debited <input style="width: 95%; height: 20px;" type="text"/>	Sort Code number <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> - <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> - <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>										Account number <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>										
Name of account to be credited <input style="width: 95%; height: 20px;" type="text"/>	Sort Code number <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> - <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table> - <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>										Account number <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>										
Account to be credited (please tick):		<input type="checkbox"/> Personal <input type="checkbox"/> Business																			

PLEASE COMPLETE ALL AREAS	
Bank / Building Society	Branch title (not address)
Reference to be quoted	Frequency of regular payment
Immediate payment required?	Amount of immediate payment £ (See note 1 below)
=Amount of regular payment £ (See note 1 below)	Amount of regular payment in words
Date of next regular payment	Tax relief applicable?
Date of final payment or number of payments	Amount of final payment £ (See note 1 below)

\*until you receive further notice from me/us in writing and debit my/our account accordingly.  
 \* Select as appropriate  
 = If the amounts of the periodic payments vary they should be incorporated in a schedule overleaf.

**Note 1: The maximum value of a payment is £100,000**

Please detail any special instructions overleaf

**Customer Authority**

Customer's Signature <input style="width: 95%; height: 30px;" type="text"/>	Customer's Signature <input style="width: 95%; height: 30px;" type="text"/>												
Date <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>							Date <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>						

**Confirmation of Payee (CoP) - Society Use Only**

Colleague must tick to confirm results

Confirmation of Payee first result:

\*If Match – no need to complete the rest of this section

Match\*                       Close match                       No match                       Unable to Check / Other

Customer happy to proceed? (for Close match, No match, other results)

Yes - Keep details                       No - Update details

Updated account type?                       Personal                       Business                       N/A

Updated Payee name?

Confirmation of Payee second result (updated details):

Match\*                       Close match                       No match                       Unable to Check / Other

Customer happy to proceed? (for Close match, No match, other results)

Yes - Keep details                       No - Cancel payment