TalkTalk
For Everyone

Change of Ownership Checklist

Before posting please confirm:

- ☐ The existing account holder has paid all outstanding bills on the account.
- ☐ The "Existing Account Holder" and "New Account Holder" sections on this page have both been completed.
- ☐ The New Account Holder has completed the Direct Debit instruction page.

Then post **both pages** to: The TalkTalk Group, PO BOX 360, Southampton SO30 2LY

Existing Account Holder

I hereby request and agree to the transfer of the below account from my name to the New Account Holder.

I also agree that:

(i) The transfer will not be made if there is any outstanding balance on the account which has been due for more than 30 days;

(ii) Although my bank details will be deleted from TalkTalk's system following the date of the transfer, it is my responsibility to ensure that any direct debit mandate with my bank is cancelled.

(iii) I have read and understood the TalkTalk help page - **http://help2.talktalk.co.uk/change-owner-my-account**

Print Full name:..... Account number:.....

TalkTalk Landline number:..... Mobile number:.....
(incase we need to contact you)

Signed:..... Date:.....

New Account Holder

I hereby agree to the transfer of the above account to me from the Existing Account Holder.

I also agree to:

(i) TalkTalk's terms and conditions of service;

(ii) Fulfill all existing and future obligations of the Existing Account Holder in relation to the account as if I was the original account holder with TalkTalk. I understand this includes fulfilment of the remainder of any minimum contract term (if applicable) and payment of any unbilled line rental, call or other charges that may have been incurred on the account prior to the date of transfer and all applicable charges arising on the account after the date of the transfer.

I have completed a new direct debit mandate, which is attached.

All information in this section is required in order to complete your request:

Title: Mr ☐ Mrs ☐ Ms ☐ Other..... (please specify) **Print forename:**.....

Print surname:..... **Date of Birth:**..... (DD/MM/YYYY) **Gender:** Male ☐ Female ☐

Email address:.....

Mobile number:..... **Preferred method of contact:** Email ☐ Telephone ☐ Mail ☐ SMS ☐

Signed:..... **Date:**.....

Billing preference: Audio ☐ Large font ☐ Braille ☐ (Please note if left unchecked you will receive a printed invoice)

You will receive your bills in the post, but once you are up and running you can sign up for online billing at **talktalk.co.uk/myaccount**

Please indicate your required directory entry:

In Phonebook & Directory Enquiries ☐ (default option) Directory Enquiries Only ☐ Ex-Directory ☐

(We) will keep you updated from time to time by post or phone to let you know about great offers and information that will help you get the best out of our products and services and those of carefully selected third parties. If you'd rather we didn't, simply write to: The Data Protection Office, TalkTalk, 11 Evesham Street, London W11 4AR. We would similarly like to keep you updated from time to time by email, text message or other electronic means. All you need to do is put a tick here and we'll keep in touch ☐

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Please fill in the whole form using a ball point pen and send it to:

TalkTalk
PO BOX 360
Southampton
S030 2LY

Name(s) of Account Holder(s)

Bank/Building Society account number

Bank Sort Code

Name and full postal address of your Bank or Building Society

To the Manager Bank/Building Society

Address

Postcode

Instruction to your Bank or Building Society to pay by Direct Debit.

Service User Number

2 4 9 1 3 3

Reference number
(to be completed by TalkTalk Telecom)

Instruction to your Bank or Building Society

Please pay TalkTalk Telecom Direct Debit from the account detailed in this instruction subject to the safeguard assured by the Direct Debit Guarantee. I understand that this instruction may remain with TalkTalk Telecom and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Bank and Building Societies may not accept Direct Debit instructions for some type of accounts.

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change TalkTalk Telecom will notify you 3 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by TalkTalk Telecom or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.