

# Subject Access Request

Please use this form to submit a Subject Access Request to Coventry Building Society, Godiva Mortgages Limited and/or ITL Mortgages Limited. A standard fee of £10 is chargeable for each Subject Access Request. You may find it useful to read our guidance notes when completing this form. Please return your form to us with your cheque for £10, made payable to Coventry Building Society, at FREEPOST CBS CUSTOMER SERVICES.

## 1. Your details

Please check and complete all sections of this application form using black ink and BLOCK CAPITALS.

**If you hold accounts jointly with someone else:** please complete the details for both applicants. We will send all relevant information to both applicants named below (in one pack only).

**If you are acting on behalf of someone else:** Please provide a copy of your Power of Attorney documentation or a letter signed by the other person giving you authority to access their information.

	Applicant 1	Applicant 2/Power of Attorney
Title:	<input type="text"/>	<input type="text"/>
First name(s):	<input type="text"/>	<input type="text"/>
Surname:	<input type="text"/>	<input type="text"/>
Address:	<input type="text"/>	<input type="text"/>
Previous address: (if applicable)	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
Daytime contact telephone number (in case of queries)	<input type="text"/>	<input type="text"/>

## 2. Your account details

Please provide the details of any account you hold or have previously held with the Coventry Building Society Group (Coventry Building Society, Godiva Mortgages Limited or ITL Mortgages Limited).

Account type (e.g. savings, mortgage, insurance)	Account number	Account name
<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"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 3. The information you require

If you require specific information please use this space to let us have as much detail as possible (for example if your query relates to a particular transaction or time period).

### 4. Declaration

I/We confirm my right to have access to the information I/we have requested. The information I/we have provided in support of my/our request is complete and correct and I/we have enclosed the appropriate fee. If you are making this request as a Power of Attorney you must also sign here.

Signature	<input type="text"/>	Date	<input type="text"/>
Signature	<input type="text"/>	Date	<input type="text"/>

### 5. Checklist

- |  |   |
|--|---|
| <input type="checkbox"/> All sections of the form are complete.                          | <input type="checkbox"/> A Power of Attorney/authority letter (if acting on behalf of someone else) enclosed. |
| <input type="checkbox"/> Form signed and dated by all account holders/Power of Attorney. | <input type="checkbox"/> Cheque for £10 fee enclosed.   |

### 6. Office use only

Date of SAR  Date received  Sequence number

Customer associations

Notes: actions required

Signature verified	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Validated by	<input type="text"/>
£10 fee paid	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Entered to SAR log	Yes <input type="checkbox"/> No <input type="checkbox"/>
Receipt attached	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (firm reference number 150892 www.fca.org.uk). Coventry Building Society. Registered Office: Economic House, PO Box 9, High Street, Coventry CV1 5QN.

Godiva Mortgages Limited is a limited company registered in England and Wales (with company number 5830727) and is authorised and regulated by the Financial Conduct Authority (firm reference number 457622 www.fca.org.uk). Godiva Mortgages Limited. Registered Office: Oakfield House, Binley Business Park, Harry Weston Road, Coventry CV3 2TQ.

ITL Mortgages Limited is a limited company registered in England and Wales (with company number 2321779) and is authorised and regulated by the Financial Conduct Authority (firm reference number 302608 www.fca.org.uk). ITL Mortgages Limited. Registered Office: Oakfield House, Binley Business Park, Harry Weston Road, Coventry CV3 2TQ.

# Making a Subject Access Request

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To make a Subject Access Request, please complete the attached form and return it to us at:

FREEPOST CBS CUSTOMER SERVICES

It's important that you write all of the address in uppercase as above. You don't need to use a stamp. Royal Mail delivers Freepost as Second Class mail.

Alternatively, please visit any of our branches.

You can find further information online by reading our Privacy Policy. Simply visit [thecoventry.co.uk](http://thecoventry.co.uk)

## How to complete your form

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Please complete all sections of the Subject Access Request form, providing as much information as possible. It is important that all Subject Access Request applicants sign the form before you return it to us. We will not be able to start processing your request until we have the details of your enquiry, your signature as authority to release the information and the fee for the request.

## Your details

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Please provide us with your full details and those of any joint account holders (if applicable). If your address has changed since you opened an account with us, please let us have your previous address. If your request relates to a joint account, we will send you a copy of any information that we hold about you as applicants (in one pack only), unless you tell us otherwise. It is advisable that all account holders sign the Subject Access Request form.

It is important that you provide us with a daytime contact number in case we have any questions about your request.

## If you are making the Subject Access Request on behalf of someone else

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If you are requesting information on behalf of someone else, perhaps because you have Power of Attorney on their behalf or if they are a minor, you must provide evidence that you have a legal right to the information.

Please enclose a copy of your Power of Attorney documentation, or a letter of authority signed by the person whose details you are requesting, with your completed Subject Access Request form. Please ensure that you provide your details, and those of the person whose information you are requesting, on the form.

## Your account details

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Please provide as much information as possible about any accounts you currently hold, or have held with us. This will enable us to answer your enquiry fully.

## The information you require

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Please let us know what information you would like. If you have a specific enquiry, for example, you had a copy of a particular letter or record of a telephone conversation, please contact us on 02476 435700 as we may be able to answer your enquiry without the need for a full Subject Access Request.

## How much does a Subject Access Request cost?

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A fee of £10 applies for each Subject Access Request. If you are making this request by post, please enclose a cheque for this amount, made payable to Coventry Building Society, with your completed form. If you are making this request in a branch, you can pay the fee whilst you are there.

## How long will it take to process my request?

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The length of time it takes to reply to your request will depend upon the information you require, for example, the number of accounts you hold with us. However, we have a responsibility to respond to Subject Access Requests within 40 days of receiving your completed request.

## What other information will you need from me?

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There may be occasions when we need additional information about your request. If this happens we will contact you in writing or call you on the contact number you have provided.

In exceptional circumstances, we may also have to ask you to provide additional documentation to confirm your identity (for example a certified copy of your driving licence or passport). If this is the case, we will contact you to let you know what we need.

Our advisors are available Monday-Friday 9am-5pm. As call costs may vary, please contact your service provider for details of charges.

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