

Changing a name on your account

To change a name on your account, we'll need you to complete the following form, and in some cases provide supporting documents to make sure we assign responsibility to the right person.

This pack contains the following:

- Change of Name Notification Terms
- How to request a change of name guide
- Change of Name Notification Form

Before you get started, please read our terms on the next page to make sure you're eligible to change account details. Our 'How to request a change of details guide' will then help you fill out the form correctly.

Change of Name Notification Terms

- You must currently live in the property and be legally responsible for it through ownership or a tenancy agreement.
- You must be an account holder to be able to add, remove or make a name change to the account.
- The account balance has to be zero to make changes to the account.
- By signing and returning this form to us, you confirm you are authorised to make these changes.
- If your request is to add or remove a name from a joint account, **we'll require a signature from both parties.**
- By completing the details of an additional account holder, you are authorising UW to disclose any information or personal data we hold relating to your UW account to that person. In addition we will accept any instructions they may give us relating to the management of your account, until you notify us in writing that you'd like them to be removed as an additional holder.
- The original terms and conditions and contract agreed when you first became a customer will continue to apply to the newly named account holder(s). Everyone who needs to sign the forms must read and agree to our guidelines about our latest tariffs and charges at [uw.link/tariffs-charges](https://www.utilitywarehouse.co.uk/link/tariffs-charges) along with our full terms and conditions at [uw.link/terms-conditions](https://www.utilitywarehouse.co.uk/link/terms-conditions).
- A new account holder must be over 18 years old.
- The new account holder(s) or the remaining account holder (whichever is applicable) agrees to pay all bills, charges and early termination fees which accrue from the date that they become a named account holder.
- We reserve the right, at our sole discretion, to irrevocably reject certain changes to an account.
- We reserve the right to request additional proof where needed.
- If you'd like to transfer a service of a residential UW account to a business name, you'll need to request a transfer of your account to UW for Business. To do this you'll need to call our Customer Services team on **0333 777 0777**. After the transfer of a service to a UW for Business account, you'll become and remain a customer of UW for Business.
- You understand that your personal data will be processed in accordance with the UK GDPR and Data Protection Act 2018 and UW's Privacy Policy, which can be found at [uw.co.uk](https://www.utilitywarehouse.co.uk).
- Once we've received a completed and signed form with the relevant supporting documents, it can take up to five working days to update our records. These changes will appear on the next monthly bill we send to you.

How to request a change of name guide

Simply complete, sign and return the **Change of Name Notification Form** to the email or postal address provided. Please read the following information carefully as not all sections apply to everyone, and we may need you to include supporting documents.

Changing your name on your UW account

If you'd like to change your name on your account please complete, sign and return the **Change of Name Notification Form**. We'll need your signature and to confirm your identity via a copy of one of the following documents. It'll need to show your new name:

- 2 Bank statements for the same account, showing the change of name
- 2 Council Tax statements for the same account, showing the change in name
- Driving licence
- Passport
- Marriage certificate
- Decree Absolute
- Deed Poll Confirmation

If you've also changed the name on your bank account, please update your Direct Debit details either in the UW app or via your account online.

Removing a person from your UW account

If you'd like to remove a name from a joint account, the account balance needs to be zero.

We'll also need a signature from both account holders. If you'd like to remove a name from a joint account please complete, sign and return the **Change of Name Notification Form**.

Adding a person to your UW account

If you'd like to add an additional person to your account please complete, sign and return the **Change of Name Notification Form**. We'll need a signature from both parties. We'll also need proof that the person being added lives at the property we supply, so you'll need to send a copy of one of the following documents. It'll need to show the person's name at the address you have on your UW account:

- Driving licence
- Recent Council tax bill
- Recent Bank statement
- Recent utility bill

Please send us photocopies or scans of your documents. Don't send us the original documents as these will be difficult for us to return to you.

How to submit your completed forms

Sending a scanned copy via email to:

namechange@uw.co.uk

Posting to:

Customer Onboarding Admin Team,
Utility Warehouse,
Network HQ, 508 Edgware Road,
The Hyde, London, NW9 5AB

Change of Name Notification Form

Please complete the form in **CAPITAL** letters

By signing, I confirm that the information being provided on this form is true and accurate and UW reserves the right to reverse any changes to the account where we have received the incorrect information.

Nature of your request (please tick one option only)

Add name

Remove name

Change of name

Current account holder(s) details

To be completed and signed by the account holder(s)

Account number

Full name
(as it appears on your bills)

First person
date of birth

Additional named person
(as it appears on your bills)

Second person
date of birth

Signature
(First name account holder)

Date signed

Details to be removed

To be completed and signed by the person being removed

Full name
(as it appears on your bills)

Date of birth

Signature

Date signed

New account details

To be completed and signed by the person with the new details

Full name	
Email	
Mobile	
Date of birth	
Signature	Date signed
Reason for change	