



Account Change Management

Guidance for Local Councils

A handy guide to assist with any changes you might need to make to your account mandate

This document will help guide our Local Council customers through the process of amending, updating, removing or adding information in relation to officials on their bank accounts.

The examples below show some of the scenarios you may find when you are making changes. We hope that the information will help make these changes as quick and easy as possible.

Should there be any concerns or further queries, please email: localcouncils@unity.co.uk

Scenario 1

Council needs to change details of Officials (signatories or key contacts) **and/or Domain names/Email addresses** (everything is currently in accordance with the existing mandate/ACM form)

- Proceed to complete an Account Management Change (ACM) form on our website: <https://www.unity.co.uk/update-your-account-details/>

Scenario 2

Council doesn't have an up to date Key Contact in place (does not match the existing mandate/ACM form), **but needs to make changes**

- Ideally, the Council needs to complete an ACM (Account Change Management) Form with wet signatures from those signatories who are still on the mandate Link to the ACM form: <https://www.unity.co.uk/update-your-account-details/> OR
- Provide signed minutes of Council meeting on letter headed paper, which details the changes of who has left/taken over. This information will then be cross-referenced with publicly available information, so any of these changes will need to have been updated on public sources first (e.g. Council website)

Scenario 3

Council doesn't have any of the signatories remaining (does not match the existing mandate/ACM form) **and needs to make changes**

- Provide signed minutes of Council meeting on letter headed paper, which details the changes of who has left/taken over. This information will then be cross-referenced with publicly available information, so any of these changes will need to have been updated on public sources first (e.g. Council website)

Scenario 4

Council doesn't have both the Key Contact and any of the signatories remaining (does not match the existing mandate/ACM form) **and needs to make changes**

- Provide signed minutes of Council meeting on letter headed paper, which details the changes of who has left/taken over. This information will then be cross-referenced with publicly available information, so any of these changes will need to have been updated on public sources first (e.g. Council website)

Frequently Asked Questions

Will a Council need to send in ID/Verification documents for everyone they wish to add?

Once an ACM form is submitted, an automated check will be carried out to electronically verify all individuals. Should any individuals fail the check for any reason, a confirmation email will be sent to the submitter, which will clarify if any additional documents/verification is required.

How long will it take to complete the request?

To submit your information online, providing you have everything you need to know, it will take 15 minutes. You may want to allow extra time if you are adding several new individuals. Please note, all fields marked with a red asterisk are required. If you need to exit your submission before it's completed, simply click on 'continue later' and we'll send a link to the email address you provided so you can continue where you've left off. Once you have submitted your application and returned all the required documents back to us, please allow 10 -14 working days.

What if I can't upload all my documents online?

Additional documents can be sent by email to: us@unity.co.uk (please quote the application reference number in all correspondence)

What if we have any questions or concerns?

Our Unity Connect Team is on hand from 9am-5pm Monday to Friday (excluding Bank Holidays) Tel: **0345 1401 000**, with Council specialists available. For more complex queries, our Public & Third Sectors Team can be contacted by email: localcouncils@unity.co.uk

Account management form

Change organisation name

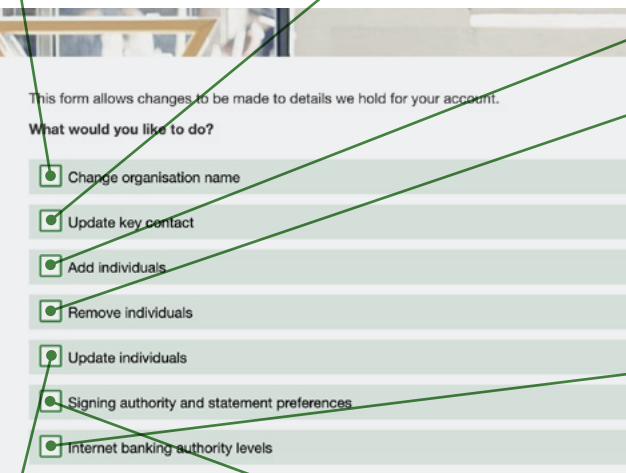
To be used to update the registered name only. Change in legal status will require a new account.

Update key contact

To be used for a new key contact to be added – this can include signatory permissions and internet banking permissions. **NOTE** – all correspondence will be sent to this address

Add individuals

To be used for NEW individuals who are not associated with the account currently in any capacity – this can include signatory permissions and internet banking permissions



This form allows changes to be made to details we hold for your account.

What would you like to do?

- ☒ Change organisation name
- ☒ Update key contact
- ☒ Add individuals
- ☒ Remove individuals
- ☒ Update individuals
- ☒ Signing authority and statement preferences
- ☒ Internet banking authority levels

Remove individuals

To be used for removal of a signatory, internet user or all access. **NOTE** – if removing key contact, also need to click 'Update key contact'

Internet banking authority levels

To be used to update the organisation's internet banking levels e.g. dual/triple and payment limits e.g. amount per banking level. **Includes administrator details. NOTE** – not required if updating an individual's internet authority

Update individuals

To be used for existing individuals - updating personal information, add as a signatory and/or add as an internet user

Signing authority and statement preference

To be used to update the account signing authority and or statement preferences for online/paper. **NOTE** – not required if updating an individual's signing authority

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