

# Cannot see all *your* accounts online?

Please provide your signature and your User ID then complete the white sections on the form below and send to:  
**FREEPOST PRINCIPALITY BUILDING SOCIETY (no stamp is needed).**

**Step A - We are unable to action your request unless you complete all the following sections**

Sections where information is required	Enter Information in this column	Guidance notes
My User ID is:	P - - - - -	This is your ID reference starting with a "P" which you quote as part of the log in process-Just fill in the white spaces
My signature is:		This will enable us to match your signature against our records for accounts you currently cannot view online
List any Savings and/or Mortgage accounts that can be viewed under this User ID		These are displayed once you are logged in using the above User ID
List any Savings and/or Mortgage accounts that cannot be viewed under this User ID.  If you do not know the account number(s) please enter "not known" and you will need to complete Step B		The account numbers will be shown on Savings passbook/certificates, Mortgage/Savings statements or mortgage payment card etc

**Step B - The sections below are to be completed only if you do not know the Mortgage/Savings Account number(s) that cannot be viewed online**

Place a ✓ in this column if you are answering a section	Sections where information is required	Enter Information in this column	Guidance notes
<input type="checkbox"/>	My National Insurance (NI) Number is:		Displayed on payslips, letters from HM Revenue & Customs or the Department for Work and Pensions
<input type="checkbox"/>	I have moved house in the last 5 years and my last previous address was:		The account(s) you cannot view may have been opened while you were living at a previous address. Please include the post code.
<input type="checkbox"/>	Any other previous addresses in last 5 years		The account(s) you cannot view may have been opened while you were living at a previous address. Please include the post code.
<input type="checkbox"/>	My Surname or title has changed-my previous Surname and/or Title was:		The account(s) you cannot view may have been opened while when you were using a different Surname/Title
<input type="checkbox"/>	I have other names that do not appear on my personal details (e.g. another middle name). My full name is:		The account(s) you cannot view may have been opened using your first name and your middle name(s)
<input type="checkbox"/>	If my other account(s) are in joint names, the name(s) of the other account holder(s) are:		This will be shown on Savings passbook/certificates, Mortgage/Savings statements or mortgage payment card etc

Please provide us with any additional information, including any other User ID's you may have, on a separate sheet.