

# Accessing your account

## Can't visit a branch?

At Leek Building Society, we know that getting into branch isn't possible for everyone. If that's the case, we have a few options available to you.

Your options	What can you do?	How can you set this up?
<b>Leek Online</b>	You can view balances on your accounts and transfer money to your nominated bank account.  Specific Product T&C's apply.	Go to <a href="http://www.leekbs.co.uk">www.leekbs.co.uk</a> then click on Login and select Register.
<b>Joint accounts - amending your existing account</b>	You can add another trusted person to your account and if needed have either of you, or both to sign for any withdrawals.  Please note an ISA account is for an individual only.	Contact your nearest branch to arrange this.
<b>Joint accounts - set up a new account</b>	You could open a new account with another person named on it.	Contact your nearest branch to arrange this.
<b>Power of Attorney</b>	A Power of Attorney allows someone to act on your behalf.  You can apply for a Power of Attorney today in preparation for the future, as it can take several months to be arranged. You retain control of your account until you indicate your attorney(s) to do so (if you become ill or mentally incapable).	See <a href="http://www.gov.uk/power-of-attorney">www.gov.uk/power-of-attorney</a> for more information.  Contact us for application forms when you've made a decision.
<b>Court of Protection</b>	Court of Protection allows someone to look after your finances on your behalf when you're not able to do so.  You can apply to GOV.UK for a decision and this option is suitable when someone lacks mental capacity to make a decision for themselves.	See <a href="http://www.gov.uk/courts-tribunals/courts-of-protection">www.gov.uk/courts-tribunals/courts-of-protection</a> for more information.  Contact us for application forms when you've made a decision.
<b>Leek by Post</b>	You can request withdrawals by cheque or electronic payment by post.	Contact us with what you'd like to do and we can guide you through how to do this.
<b>Third Party withdrawal</b>	You can allow someone to withdraw money from your account. This can only happen once in an emergency situation.	Send us a letter providing details of the withdrawal and the person who's making this on your behalf.
<b>Third Party Mandate</b>	The 'mandate' is the formal request you make to set this up and the 'third party' is the person you choose to look after your finances.  A third party mandate can be set up for a maximum of 12 months and can't be renewed. If you need support past this time one of the above options will need to be in place (this needs to be in place prior to this expiring).  A third party mandate is a temporary measure and may be useful if you're recovering from surgery or have temporary mobility issues and can't visit a branch.	Contact us to request the forms you'll need to set up your Third Party Mandate.



Call us on 0800 093 0004  
9am to 5pm  
Monday to Friday



Write to us at Leek Building Society,  
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Or via the Contact Us  
section on our website