

Third Party Mandate Important Information Summary

A third party mandate is a formal instruction between our Customer and Metro Bank. It tells us that you would like another party to carry out certain banking transactions on your Metro Bank account. These transactions do not include arranging a formal overdraft, closing or requesting any amendments to the account or opening other account(s).

What important information do I need to know?

Capacity

You must be capable of making decisions for yourself (mental capacity) when you issue a third party mandate. Please speak to one of our colleagues regarding our Vulnerable Customer Guidelines and how this may impact you.

Restrictions

A third party mandate will give access to one third party to the Metro Bank accounts you choose upon completing the mandate.

Responsibility

You are responsible for the actions and decisions any third party carries out with respect to your account(s). The third party ultimately has full access to the available funds in the account(s) you have provided the third party access to. Please also note that if a third party creates an informal overdraft on the account(s) you will be responsible for repayment and paying any fees and charges as set out in the account tariff.

What ID documents are acceptable?

Please refer to our "What you need to open a bank account with Metro Bank".

How do I issue a third party mandate?

Complete a third party mandate form in a Metro Bank Store

You and the other party should visit a Store and complete a third party mandate. Please ensure you consider carefully that a third party mandate is appropriate for you before completing the form.

Actions which can be completed on behalf of the Customer	Third Party Mandate
Obtain information about Customer account(s)	Yes
Make payments in store (i.e. bills)	Yes
Withdraw cash	Yes
Deposit cash/ cheques	Yes
Access Telephone banking (Enquiries only)	Yes

Actions which cannot be completed on behalf of the Customer	Third Party Mandate
Open/close account(s) in the Customer name	No
Issue cheques	No
Apply for ISAs	No
Hold a debit card	No
Hold a cheque/pay-in book	No
Manage the account if Customer becomes mentally incapacitated	No
Enter into a mortgage or loan or credit card agreement	No
Arrange an overdraft on the account(s)	No

Third Party Mandate

When will third party access stop?

You can choose to cancel your third party mandate at any time. Certain events such as if you or the other party were to die, or lose mental capacity would also cancel your third party mandate.

Stopping Third Party Access	Third Party Mandate
Customer dies	The Mandate is automatically revoked and the balance of the account will form part of the deceased Customer's estate.
Customer loses mental capacity	The mandate is automatically revoked.
Customer wants to cancel access	The mandate is revoked upon receipt of the Customer's written instruction.
Third party dies	The mandate is automatically revoked.
Third party loses mental capacity	The mandate is automatically revoked.
Third party wants to cancel	The mandate has to be revoked by the Customer.