When you need to register a Power of Attorney
How do I register a Power of Attorney?

Once you’ve set up a Power of Attorney (PoA), you need to register it with us. We know that circumstances mean it can be a stressful time for all involved when you need to apply and register a Power of Attorney, so rest assured that we’ll make the registering process as simple and hassle-free as possible.

Once you have your Power of Attorney document, there are three simple steps to complete your registration.

1. Make your appointment
   - We’ll need to meet with all your appointed representatives who will have access to your account, to register your Power of Attorney. Your representatives can arrange independent visits.
   - Go in branch or call us on 0345 721 3141 to set up your appointment.

2. What you need for your appointment
   - Your original Power of Attorney document, or a properly certified copy.
   - Documents that prove your identity and the identity of your representative, like a valid current passport (full and signed), and proof of address for a customer new to Bank of Scotland.
   - If you are acting on behalf of an organisation then we need to see a list of appointed representatives detailed on the organisation’s headed paper.

3. Let us take care of it
   - Our specialist team will make it easy for you by dealing with your registration and contacting you once it’s been confirmed.
What can the Attorney do?

By allowing someone control of your finances, you give them permission to:

- Use your accounts in the same way that you had done previously.
- Access your account(s) online and by the telephone, should you wish.
- Use a card and cheque book on your account.
- Open additional accounts on your behalf.

Depending on the type of PoA you have granted, your Attorney may not be able to do all of these things.

For joint accounts, the joint party needs to authorise the Attorney to have access to the account before the Attorney can be registered on that account.

Who can I contact for help?

If you need help with your Power of Attorney and would like some advice about your options, you can contact your solicitor, local Citizens Advice Bureau or the Office of the Public Guardian.

Here are their details:
The Office of the Public Guardian
Hadrian House
Callendar Business Park
Callendar Road
Falkirk FK1 1XR
Tel: 01324 678300
Fax: 01324 678301
DX 550360 FALKIRK 3
LP-17 FALKIRK
Email: opg@scotcourts.gov.uk
If you’d like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay (previously Typetalk) or Textphone on 0345 600 9644 (lines are open 9am–5.30pm, 7 days a week). If you are Deaf you can use BSL and the SignVideo service available at www.bankofscotland.co.uk/accessibility/signvideo

Important information.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

Information correct as at March 2016.