



Please read this document carefully so you fully understand the implications of any financial decisions, and keep it safe for future reference. It may also help to refer to our online [glossary](#) for explanations of technical or unfamiliar terms.

## EMBARK PENSIONS

### ACCOUNT INFORMATION UPDATE FORM

We want all of our customers to be able to access our services equally. For those who may need additional help, we have put in place some support to make it easier. If required, we can arrange to send you this document in special formats, such as large print or braille. Please ring us on **01204 803500** if this is needed.

Full details of how we can tailor communications and documents to suit your needs can be found on our website at [www.embarkpensions.co.uk/accessibility-policy](http://www.embarkpensions.co.uk/accessibility-policy)

Please use this form to add or amend your contact details or registered bank account information for your Embark Pension scheme.



#### Information you will need

You will need to complete this form to inform us of any changes to your contact information, address, email address or telephone number.

You can also use this form to change the registered bank account details for payment of your benefits.

We will also need additional supporting documents depending on what information is changing. Please refer to each section and our Frequently Asked Questions for further details.

Please complete this form in BLOCK CAPITALS and BLACK INK and email it to [customerservices@embarkpensions.co.uk](mailto:customerservices@embarkpensions.co.uk).

We strongly recommend that you encrypt your email to protect the contents and your personal information. If you are using a password to protect your request, please remember to contact us separately with the password used. Alternatively, please post to: Embark Pensions, Provincial House, 37 New Walk, Leicester, LE1 6TU.

If at any time you need assistance in completing this form, please call our Customer Services team on **01204 803500**.

#### 1 MEMBER DETAILS

Pension Scheme Reference:

Title:

Forename(s):

Surname:

Address:

Postcode:

Date of birth:

| D | D | M | M | Y | Y | Y | Y |

Telephone Number:

Email Address:



## 5 FREQUENTLY ASKED QUESTIONS

### Which documents do you need to confirm my new address?

- Valid (UK/EEA member state) photocard driving licence (Full or provisional)
- HMRC Tax Notification (Note: P45's and P60's are not official HMRC documents so unacceptable)<sup>1</sup>
- Letter from Benefits Agency, Job Centre Plus, DWP, Local Authority confirming rights to benefits or HMRC<sup>1</sup>
- Utility Bill or statement dated within the last 6 months
- Local authority tax bill – for the current tax year
- Statement issued by a UK or EU regulated financial institution<sup>2</sup> (certified copy of a paper statement or a PDF of a statement downloaded from online portal)

<sup>1</sup> Dated within the past 12 months

<sup>2</sup> Dated within the last 3 months

### Who can certify my document and what must they confirm?

- Lawyer/Solicitor/Notary<sup>3</sup>
- Financial Adviser regulated in the customer's country of residence by the country's primary financial regulator<sup>3</sup>
- Certified or Chartered Accountant<sup>3</sup>
- Officer in the UK armed forces
- Post Office Document Certification Service
- Bank Employee

<sup>3</sup> Must be able to be found on the open source register of the entity which regulates their activity

### The certifier must

- Write, "Certified to be a true copy of the original which I have seen" on the document
- Sign and date the document
- Print their name under the signature
- Write occupation, address and telephone number (this may be used to contact the certifier if required)

## 6 NEXT STEPS

Please email this form along with the required information for section 2 to [customerservices@embarkpensions.co.uk](mailto:customerservices@embarkpensions.co.uk). We strongly recommend that you encrypt your email to protect the contents and your personal information. If you are using a password to protect your request, please remember to contact us separately with the password used. Alternatively, please post to: Embark Pensions, Provincial House, 37 New Walk, Leicester, LE1 6TU.


Embark Pensions will then:

- Acknowledge receipt of your application and verify the information and documents you have provided
- Confirm the request has been actioned



 01204 803 500

 Embark Pensions, Provincial House,  
37 New Walk, Leicester, LE1 6TU

 [customerservices@embarkpensions.co.uk](mailto:customerservices@embarkpensions.co.uk)

 [embarkpensions.co.uk](http://embarkpensions.co.uk)