

Confirmation of Payee (CoP) Opt-in / Opt-out request form.

All eligible customers are automatically opted into CoP. The service is designed to protect you against payments being sent to the wrong account, and fraud. This is done by checking the name on the account which you want to make a payment to.

We will only agree to opt-out requests in exceptional circumstances.

If you decide to opt-out of this service, you will still be able to use CoP when you send payments to other accounts. However, your account will not be checked when another person or business tries to make a payment to you.

If you wish to opt-out you can opt back in at any time by completing the below form, ticking the "Opt back into CoP" box and returning it to us at the address detailed below.

Please ensure that the person requesting the opt out has the capacity and authority on the account to do so.

I would like to:

☐ Opt out of CoP

☐ Opt back into CoP
(Note this is only possible if you have previously opted out)

Your details:

First Name:	
Middle Name(s):	
Last Name:	
Account name: (Or full Business name):	
Sort Code:	
Account Number:	
Address on Account:	



If your request is to 'opt-out' please provide us with details on why you wish to opt out of the CoP service:

Once submitted this form will be assessed by CaixaBank and we will inform you of the outcome within 30 days. Please note that for joint accounts, both parties must provide their consent before opt-out will be considered, and if successful, all account names will be opted out.

Director: _____ Print name: _____

Director/Secretary: _____ Print name: _____

Please send this completed form to:

FAO: Head of Operations

CoP Opt-Out

CaixaBank S.A., United Kingdom Branch

8th Floor, 63 St Mary Axe

London, EC3A 8AA

CaixaBank, S.A is incorporated in Spain. CaixaBank, S.A., United Kingdom Branch is registered in England and Wales in Companies House with company N° FC032858 and UK establishment N° BR017941. Its registered office is at 8th Floor, 63 St. Mary Axe, London EC3A 8AA. In Spain, CaixaBank, S.A. was authorised by the Bank of Spain and is supervised jointly by the Bank of Spain and the European Central Bank. In addition, its UK regulatory activities are subject to supervision by the Prudential Regulation Authority and the Financial Conduct Authority. Details regarding the scope of CaixaBank, S.A.'s regulatory permission given by the Prudential Regulation Authority and Financial Conduct Authority are available online through the FCA's Financial Services Register.