

# Bereavement notification (transfer of service)



Use this form to notify us of the death of a Onestream account holder and transfer all service provision. Send the completed form, along with any required documentation, either by:

Using the Send button at the end of this form.

By email to: [hello@onestream.co.uk](mailto:hello@onestream.co.uk)

By post to: Onestream, Wentworth House, 4400 Parkway, Whiteley, PO15 7FJ

## Important

Before completing this form, please ensure you read the [Onestream Bereavement Guide](#).

## Deceased account holder details

Name of (deceased) account holder

Onestream account number

Landline phone number

House/Apartment name/number

Street

Street (continued)

Town

County

Postcode

Death Certificate number

Place of registration

Your relationship to the deceased

## Your details

I confirm I am authorised to instruct you to transfer to me all Onestream services, including the rental of any line used to provide such services, and to close the deceased's Onestream account. I understand a new account will be opened in my name. I confirm I have read the [Onestream Bereavement Guide](#), and I agree to be bound by Onestream's general [Terms and Conditions](#) (which includes Onestream's current [Price Guide](#)).

Your full name

Email address

Contact number

Best time of day to call (if applicable)

How would you like us to contact you?

Phone

Email

Post (using the address below)

Your address (to which all correspondence will be sent)

House/Apartment name/number

Street

Street (continued)

Town

County

Postcode

### **Direct Debit Details**

If you wish to pay for your Onestream services by Direct Debit, you will be protected by the Direct Debit Guarantee:

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Onestream will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Onestream to collect a payment. Confirmation of the amount and date will be given to you at the time of request
- If an error is made in the payment of your Direct Debit by Onestream or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Onestream asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required, please also notify us
- Some banks and building societies do not accept Direct Debit instructions for some types of account

### **Your current bank or building society account details**

Name of bank or building society

Branch

Account number

Sort code

Name(s) of account holder(s)

Please pay Onestream Direct Debits from the account detailed above, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Onestream and if so, details will be passed electronically to my bank/building society.

### **Please enter your name and the date to confirm you've read and understood the Direct Debit information provided**

Name

Date

Or select **File** and **Print**