****

**We can imagine things are difficult for you at the moment so we want to make sure this process is as easy as possible. Just follow the steps below.**

**What do you need to do?**

* Save your completed form to your computer
* Complete all sections of this form
* Send us your completed form along with your documentation:
	+ **By Email –** Scan your documentation and completed form, then email each to **Bereavement&criticalillness@virginmedia.co.uk**
	+ **By Post –** Virgin Media, Sunderland, SR43 4AA

Please only send us copies and not original versions of any documents, as we are not able to return them. We will be in touch when we have received the completed form with everything else you need to know.

**Here are a few important things you should know:**

* When we’ve transferred the account, the new account holder will be responsible for any outstanding balances
* Prices quoted for your account are for Direct Debit and eBilling
* Any previous Direct Debits won’t be used on the new account
* If you want to pay by a method other than Direct Debit, there’ll be a monthly charge of **£0.13** for payment handling services
* If you prefer not to use eBilling, there’ll be an extra charge for paper bills
* If you require different services to the previous account holder, you’ll need to send a letter along with this form detailing the required services. This also applies to the level of directory listing (Directory / Ex-Directory) and telephone calling features
* We can only accept one person as the named account holder
* Your first bill will any include outstanding balances from the previous account. This will be in addition to your standard monthly service charge

**Bereavement Transfer Form**

**Current Account Holder**

Give us a call on **0800 952 2302** if you don’t know this information

|  |  |
| --- | --- |
| **Full name**  |   Click here to enter text. |
| **House name / number**  |  Click here to enter text. |
| **Street name**  |  Click here to enter text. |
| **Town**  |  Click here to enter text. |
| **County**  |  Click here to enter text. |
| **Postcode**  |  Click here to enter text. |
| **Death Certificate number** | Click here to enter text. |
| **Location of death registration**  |  Click here to enter text. |

**Virgin Media Account Details**

|  |  |
| --- | --- |
| **Account number**  |  Click here to enter text. |
| **Landline phone number**  |  Click here to enter text. |

**Mobile Account Details of Current Account Holder**

|  |  |
| --- | --- |
| **Full name**  |  Click here to enter text. |
| **Mobile number(s)**  |  Click here to enter text. |

If accounts are part of an Oomph bundle, then we'll transfer the associated mobile number over to the same Oomph plan.

Any other mobile numbers will be transferred to a Pay As You Go plan. If the new account holder wants pay monthly services then please call **0800 052 2525** to discuss available options

**New Account Holder**

I agree to abide by the Terms and Conditions contained within the Virgin Media's Residential Service agreement and that I’ve read the Virgin Media Transfer of Responsibility Guidelines. I understand that I assume full responsibility for the account and that any balance remaining on the previous account will be transferred it my new account, this includes debit balances.

I confirm that I **<ENTER NAME>** am able to give permission to the account being disconnected and a new account being created in the name of:

|  |  |
| --- | --- |
| **New account holder’s title**  |  Click here to enter text. |
| **New account holder’s full name**  |  Click here to enter text. |
| **Email address** |  Click here to enter text. |

|  |  |
| --- | --- |
| **Account password\***  | Click here to enter text. |

 \*Please choose a unique password which will be your responsibility to keep secure. For security purposes, you will be asked for this each time you contact Virgin Media. Passwords must be between **6-20 characters** long and begin with a letter. They must contain at least one number but no spaces or special characters. Please refrain from using default words such as ‘Virgin’

|  |  |
| --- | --- |
| **Would you prefer us to contact you via email or phone for anything relating to this transfer?**  | Click here to enter text. |
| **Email address** | Click here to enter text. |
| **Contact number** | Click here to enter text. |
| **What’s the best time to call you?** | Click here to enter text. |

**Please fill out your name and date into the box below to confirm you’ve read, understood and agree with the above**

|  |  |
| --- | --- |
| **Name**  | Click here to enter text. |
| **Date**  | Click here to enter text. |

**Direct Debit Details**

If you wish to pay for your Virgin Media 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 Virgin Media will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Virgin Media 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 Virgin Media or your band 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 Virgin Media 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

|  |  |
| --- | --- |
| **Name of account holder(s)**   | Click here to enter text. |
| **Bank/Building Society account number** | Click here to enter text. |
| **Bank/Building Society sort code** | Click here to enter text. |
| **Name of Bank/Building Society** | Click here to enter text. |

Please pay Virgin Media 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 Virgin Media and if so details will be passed electronically to my bank/building society.

**Please fill out your name and date into the box below to confirm you’ve read, understood and agree with the Direct Debit information above**

|  |  |
| --- | --- |
| **Name**  | Click here to enter text. |
| **Date**  | Click here to enter text. |