



2F Email

Details if someone is complaining on your behalf

2G Their name

2H Their address

Post code

2I Their reference

2J Their phone number

2K Their Email

2L Have you ever entered into any of these insolvency arrangements?

Bankruptcy

Debt Relief Order (DRO)

Individual Voluntary Arrangement (IVA)

Debt Arrangement Scheme (DAS)

Trust deed

No

Sequestration

Other (tell us more below)

You have a legal obligation to inform us of your financial status. Capital One has a legal obligation to ensure that any money paid as a result of your complaint is paid to the correct party, for example your trustee in bankruptcy.

### 3 Your declaration

I certify I want to make a formal complaint about the commission element of PPI. I certify that all the information I've given in the questionnaire is true and accurate to the best of my knowledge.

•3A Signature

•3B Date

#### Change of name?

If your name is different to when you had your Capital One account please provide us with a copy of the relevant documents to support the name change – for example:

- Marriage certificate
- Deed poll certificate
- Decree absolute

## Important information – before you send us your form

#### Make sure you have:

- Completed the sections marked • to the best of your ability
- Signed the form

#### If required you should have included:

- Proof of name change if relevant

If you're sending additional documentation, please only send copies as we're unable to return original documents.

## What's next?



Please return your form to:

**Capital One**  
**P.O. Box 5281**  
**Nottingham**  
**NG2 3HX**

#### When we have your complaint

We may contact you to request further information as part of our review.

#### When we have a decision

We will aim to get back to you within 8 weeks of receiving your complaint.