

Tracing Service

Print-friendly brochure

# Lost and found

Tracking down your long-lost NS&I investments  
is straightforward and free



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**This document has been downloaded from nsandi.com, and is correct as of November 2017.**

**It's suitable for printing at home, and can be used with screen-reading software.**

**For alternative versions of this brochure, please see page 7.**

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## Look no further

Whether you lost track of your NS&I investments while moving home, or are on the trail of an account opened for you as a child, our Tracing Service can reunite you with your money.

So far we've reunited over 300,000 people with over £650 million. The service is free to use and there are no time limits when making a claim. So whenever you come looking, we'll be here to help you rediscover your savings.

### **All your money is 100% safe with NS&I**

Always. Your savings remain with us, registered in the original customer's name and backed by HM Treasury. By using our free Tracing Service we can help you reclaim your money even if we've lost touch with you over the years.

### **What happens if we haven't heard from you for a while**

When we lose touch with a customer, for example when mail is returned undelivered, we stop sending any more correspondence. If we can't find a new address and nobody gets in touch with us, we continue to protect the funds and keep all personal details confidential.

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## Tracing Premium Bonds

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### Keep in touch

The best way to avoid losing track of any accounts or investments you have with NS&I is to let us know whenever you change your address (or name).

If we know your contact details are up to date, we can keep you informed about any savings you have with us.

### For your protection

When someone gets in touch with us to track down any savings and investments we won't repay any funds until we have thoroughly verified any new details.

All new claims and requests are checked to see if they are genuinely from a customer or from someone legally entitled to act on their behalf, eg under a Power of Attorney.

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## Two ways to check

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### Already know you're with NS&I? Simply get in touch

If you know for certain you have some savings or investments with us but have lost your records, all you need to do is write to us with all your details.

### Not so sure? Use the Tracing Service

If you're not so certain and think you might have an account or investment with us, you can use our Tracing Service.

- Find out how on page 5

Checking for outstanding Premium Bonds prizes is one of the most frequent requests we receive.

If you have any Premium Bonds, and have changed your address but not yet told us, you may have won a prize that you don't know about.

### Already know you have some Premium Bonds? Simply get in touch

You don't need to use our Tracing Service. When you write to us, it will help if you have any of the following proof:

- A holder's number
- An NS&I number
- The Bond or the Bond record
- When and where you bought your Premium Bonds
- How much they are worth
- New details, eg your current address

Write to us at:

### NS&I Glasgow G58 1SB

Once we've checked and confirmed your proof and new details we'll update our records and check whether you have any unclaimed prizes.

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### Not so sure? Use the Tracing Service

If you're not so certain and think you might have some Premium Bonds, you can use our Tracing Service.

- Find out how on page 5

### Check for prizes online

You can use our prize checker to see if you have any unclaimed prizes. You'll find it on our website. Or download our free prize checker app through iTunes or Google Play. All you need is your holder's number which you'll find on any Bonds you hold.

Why not register for our online and phone service? You can then choose to have any future prizes you might win paid directly into your bank account. You'll need to have an email address so that we can contact you if you win. It's a faster, safer and more convenient way to receive your prizes. See our website to find out more.

### Unclaimed prizes

There's no time limit for claiming prizes. However, any Premium Bonds held by someone who has died can remain in prize draws for up to 12 months after the date of death. After that, the Bonds are no longer eligible to win prizes.

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## Tracing savings and investments

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Some of our older savings and investments like Capital Bonds haven't been on sale for many years. Not to worry, if you think you have funds with us we can help you trace even some of our oldest savings and investments, and tell you their current value.

Of course we'll need to check first whether they've already been cashed in!

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### **Already know you have some old savings and investments with us?**

#### **Or maybe you have lost your documents?**

#### **Simply get in touch**

You don't need to use our Tracing Service. When you write to us, it will help if you have any of the following as proof:

- Passbook
- Certificate of investment
- Any correspondence
- Your name and current address

Write to us at:

**NS&I**  
**Glasgow G58 1SB**

Once we have checked and confirmed your proof and new details we will update our records and check whether your saving or investment has been cashed in or not.

#### **Not so sure? Use the Tracing Service**

If you're not so certain and think you might have some old savings and investments with us, you can use our Tracing Service.

- Find out how on page 5

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### **Any old stamps?**

We will repay any National Savings Stamps or Gift Tokens at their face value. We don't have individual customer records for these, so they aren't covered by our Tracing Service.

### **NS&I today**

We offer a range of savings and investments to suit different people's needs. We're backed by HM Treasury so all the money you invest with us is 100% secure.

Find out more on our website.

**[nsandi.com](https://www.nsandi.com)**

Or call us and ask for our range brochure.

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## How to use our Tracing Service

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### Apply by post:

Use the following link to download a form

[nsandi.com/tracing-service-form](https://nsandi.com/tracing-service-form)

- Complete the form in full.
- Make sure you have signed and dated it.
- Post your completed form to:  
**Tracing Service**  
**NS&I**  
**Glasgow G58 1SB**

This form can only be used to request a trace for NS&I accounts or investments.

### Apply online

[mylostaccount.org.uk](https://mylostaccount.org.uk)

This website is in association with the British Bankers' Association (BBA) and the Building Societies Association (BSA). This means you can also use it to trace old accounts with other providers, as well as NS&I. If you want to trace accounts from another bank or building society without using the internet, there is a list of useful contacts on page 6.

### Applying for other people

You can only ask for a trace for someone else if you are legally entitled to act on their behalf, for example under a Power of Attorney or as an Executor. If you want to ask for a trace for more than one person, you'll need to make a separate application for each one.

Please call us for more information on how to trace someone else's accounts or investments.

Use a separate form for each person's savings. We can send you more forms or you can download them from our website.

### What happens next

After you apply, we'll contact you if we need any more information or documents.

We aim to confirm any accounts or investments within a month of the date we receive your application, but it may take longer at busy times so please bear with us.

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## Useful contacts

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### **The British Bankers' Association**

The BBA provides helpful information about most bank accounts in the UK.

[bba.org.uk](http://bba.org.uk)

**020 7216 8909**

**Lost Accounts Manager  
The British Bankers' Association  
Pinners Hall  
105 -108 Old Broad Street  
London, EC2N 1EX**

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### **The Building Societies Association**

For information about savings, mortgages and building societies in general.

[bsa.org.uk](http://bsa.org.uk)

**020 7520 5900**

**Lost Savings  
The Building Societies Association  
6th Floor, York House  
23 Kingsway  
London, WC2B 6UJ**

### **Pension Tracing Service**

Find a lost pension with this free online tracing service.

[gov.uk/find-lost-pension](http://gov.uk/find-lost-pension)

**0345 6002 537**

**Pension Tracing Service  
The Pension Service 9  
Mail Handling Site A  
Wolverhampton WV98 1LU**

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### **Government Stock (Gilts)**

These were formerly sold by NS&I but we no longer administer them. Government Stock is now handled by Computershare Investor Services.

**0370 703 0143**

**Registrar's Department  
Computershare Investor Services  
PO Box 2411  
The Pavilions  
Bristol, BS99 6WX**

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## Always here to help you

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**Find us online**  
[nsandi.com](http://nsandi.com)

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**Call us**  
**08085 007 007**

You can call us any time. We're here in the UK all day, every day.

Calls from the UK are free.

We may record your call to help us give you the best service.

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**Write to us**  
**NS&I, Glasgow G58 1SB**

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### **Alternative versions of this brochure**

Ask us for a version in:

- Braille
- Audio tape or CD
- Large print

### **Do you use a minicom?**

Minicom (textphone) users can contact us on **0800 056 0585**

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