



Data subject access request form

You have a right to access personal information we hold about you, with no charge. To make a request, complete this form in full then:

Email it to: datarequests@mbna.com or

Post it to: Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB.

Please take care to ensure that you use the correct address when sending your request.

If you've got any questions about the form, you can contact us on: 0800 917 6592

Our specialists are here Mon-Fri, 9am-8pm and Sat, 9am-4pm.

We'll respond to your request within 1 month of receiving it.

If we need more information, we'll contact you using the telephone number you provide below.

Contact details - we'll also use these details to confirm your identity.

Title: _____ Address line 1: _____
 First name: _____ Address line 2: _____
 Surname: _____ Address line 3: _____
 Date of birth: ____ / ____ / _____ Post code: _____
 Telephone: _____ Email address*: _____

***We'll send the information you've requested to this email address. If you want us to post information instead, please leave your email address blank.**

Previous addresses - we might need these details to confirm your identity.

Address line 1: _____ Address line 1: _____
 Address line 2: _____ Address line 2: _____
 Address line 3: _____ Address line 3: _____
 Post code: _____ Post code: _____

Accounts - which account(s) do you want the information for? Tick all that apply.

Types of account:

MBNA credit card Loans.co.uk MBNA loan Business card

Account number(s), if known: _____

Information required

Select the types of information you'd like to be sent.

Annual statements - detailing the types of transaction made within any 12 month period. From April 2012 onwards.	Account notes - including system notes and manual notes written each time we've spoken to you.
Transactional data - in list format, rather than copies of original statements. Includes details of all transactions, payments, interest and fees since account opening.	Written correspondence - copies of correspondence you've sent us, or personalised letters we've sent you.
Application details - a copy of the information you provided when you applied for a card.	Credit agreement - a copy of the credit agreement you entered into when applying for a card.
System screenshots - showing your account details, including your name and contact information.	Secure messages - copies of any conversations you've had with us using our online messaging service.

Call recording – to help us locate a particular call, please provide the telephone number you called from, and an approximate date.

Telephone number:

Date:

Live chat - to help us locate a particular conversation, please provide an approximate date and time.

Date:

Time:

If there's a very specific document or piece of information you need, tell us here:

Your declaration

By submitting this form you confirm that:

- You're exercising the right to access any information held about you on MBNA systems.
- All information you've provided in this form is true and accurate, to the best of your knowledge.

Please note:

We will use the details provided to investigate and provide a response.

We will contact you using the contact details you have provided above.