

Certificate Re-issue Application Form

Please complete all relevant sections on this application form in conjunction with the attached guidance notes

SECTION 1 – YOUR DETAILS

| | |
|---|--|
| LIBF number _____ | Title (Mr / Mrs / Ms etc) _____ |
| First name(s) / Given name(s) _____ | Last name / Family name _____ |
| Date of birth _____ | |
| Telephone no. _____ | Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Non-specific <input type="checkbox"/> |
| Email address _____ | |
| Certificate delivery address _____ | |
| Postcode _____ | Country _____ |

SECTION 2 – CERTIFICATE

The cost of re-issuing a qualification certificate is £48 per certificate if the request is made more than 60 days from date of issue.

All units of a qualification are included in one certificate.

Please complete name of each qualification you wish to have a certificate for eg, Certificate in Mortgage Advice and Practice

Name of qualification _____

Name of qualification _____

The cost of issuing an individual unit/module certificate is £48.

Individual unit/module certificates only include an individual unit/module completed under a qualification.

If you are requesting a certificate for UK Financial Regulation, Financial Services Regulation and Ethics or Pension Transfers, the cost is £30.

Please complete the name of each qualification and unit/module you wish to have an individual unit/module certificate for eg UK Financial Regulation, Investments and Risks etc.

Name of qualification _____

Name of unit/module _____

Name of qualification _____

Name of unit/module _____

SECTION 3 – REASON FOR REQUEST

Please give details of why you need a new certificate

If you need a replacement certificate because of a change of name you will also need to include a certified copy of your marriage certificate or change of name deed.

If you have the original certificate you must return it with the application.

SECTION 4 – PAYMENT DETAILS

| | | | |
|--------------------------|-----------------------------------|----------|---------|
| <input type="checkbox"/> | Number of certificates requested | £48 each | £ _____ |
| <input type="checkbox"/> | Number of certificates requested | £30 each | £ _____ |
| <input type="checkbox"/> | Courier fee (optional) - UK | £10 | £ _____ |
| <input type="checkbox"/> | Courier fee (optional) - Overseas | £30 | £ _____ |
| | TOTAL | | £ _____ |

Card number Expiry date / Valid from /Issue number (if applicable)Security number*

*This is the last 3 digits found on the signature strip on the reverse of your card.

Payment options

 I enclose a cheque for the total payable, made payable to The London Institute of Banking & Finance I authorise The London Institute of Banking & Finance to debit my Visa / MasterCard / Switch Card for total payable I will pay by bank transfer (ensuring all bank charges are covered)

Signature _____

Date _____

Bank transfer information (please provide your details with the transfer so we can trace your payment):

Account Name: The London Institute of Banking & Finance Account Number: 10514632 Sort Code: 20-18-00

International Bank Account Number (IBAN): GB83 BARC 2018 0010 5146 32

SWIFTBIC (Bank Identifier Code): BARCGB22

*If you prefer not to provide written card details, our Customer Services team will be happy to take payment over the phone on +44 (0)1227 818609.

YOUR PERSONAL DATA

We will use and protect your personal data in accordance with current data protection legislation to evaluate your claim. Further details, including your rights, the disclosure of data to third parties, storage, retention and how to amend your personal data, can be found within our **Privacy Notice** (www.libf.ac.uk/privacy).

SECTION 5 – DECLARATION

 I declare that the information contained in this form is true and accurate, consent to the processing and use of personal data as outlined in the **Privacy Notice** and accept our **terms and conditions**.

Signed _____

Date _____

Please note that all unsigned forms will be returned and will result in a delay in the processing of your enquiry

OFFICE USE ONLY

Acknowledgment sent Yes Is request within 60 days Yes Correct payment received Yes Form uploaded to student record Yes

Received and processed by Operations Department Date _____

No

Guidance notes for completion of Certificate Re-issue Application Form

Please read these notes carefully in conjunction with the Terms and Conditions for The London Institute of Banking & Finance's Corporate & Professional Qualifications or contact our Student and Customer Services team on +44 (0)1227 818609 or email customerservices@libf.ac.uk

Section 1 – Contact Details

LIBF number

This can be found on the confirmation email / letter that you will have received when you initially registered with us. Members of the Institute can find their membership number on their membership card.

Date of birth and email address

Your date of birth and email address must be included on the form so that we are able to confirm your identity.

Telephone no.

In order for us to deal effectively with your request, a contact telephone number is required. If we do not have this information a delay may occur in us being able to process your application.

Section 2 – Certificate

If you are requesting a certificate you should complete this section.

Re-issue of qualification certificate – Please tell us which qualification certificate(s) you need to have re-issued. Please refer to the Terms and Conditions for the circumstances that are acceptable for re-issue of qualification certificates.

Re-issue of unit / module or unit certificate – Please tell us which unit / module or unit certificate(s) you need to have re-issued. Please refer to the Terms and Conditions for the circumstances that are acceptable for re-issue of unit / module or unit certificates. We do not routinely issue certificates for modules or unit that contribute to an award. However, should you require a certificate at unit / module level we can supply one. A fee will be payable

Section 3 – Reason for request

Reason for request

This section only needs to be completed if you are asking us to re-issue a certificate.

Certificate lost / stolen

Please give us as much information as you can about the circumstances that have resulted in your application if not one of the specific situations described. A fee is required for the replacement.

Certificate not received

Students are required to keep us informed of any change of address. If you did not tell us about your move before your certificate was issued a fee will be applicable.

Changes advised but not recorded by us

If you told us about a change in your details that was not recorded, we will issue another certificate without payment. Payment is required if you did not inform us of the change before the issue of the certificate or in good time to allow us to make the changes. Please make sure that you return the original certificate with the application, as we will not issue the new one until it is received.

Certificate damaged

If your certificate was damaged in transit, please return it with the form for a free replacement. If your certificate has become damaged after receipt, please return it with the form and replacement fee.

If there is another reason for your request please describe it here. Please check that the request meets the criteria in the Terms and Conditions.

Section 4 – Payment details

You may pay by cheque, bank transfer, credit or debit card. If you use a debit card please make sure that you quote the card number (not your account number) together with the issue number.

If you would prefer to provide your payment details over the phone please give us a call on the number at the top of this page.

Signature of cardholder – If the card you use is not your own, please ensure that the card owner signs Section 5.

Section 5 – Declaration

A declaration is included at the end of the form to confirm that the information that has been given is correct and true.

Signature – You must sign the application form. Forms that are not signed will be rejected and returned.

Please submit your completed application form to:

Student and Customer Services
The London Institute of Banking & Finance
4 – 9 Burgate Lane
Canterbury
Kent CT1 2XJ
United Kingdom