

TRANSFER OF OWNERSHIP GUIDE

This Transfer of Ownership form must be used when requesting to transfer or to switch the ownership of an O2 personal or business account to another business account. Please note, this form must not be used if you need to:

- Entity name change;
- move to a different type of account with the same account holder name;
- order a new connection, upgrade, place additional hardware or other service request; or
- request changes to a Pay & Go account.

Full information is available on our website: <https://www.o2.co.uk/business/support/accounts/transfer-an-account>

If the existing account has an O2 Refresh or Business Essentials Device Plan balance remaining, this must be paid in full before we can complete the transfer of ownership. The customers can complete the payment by calling our Customer Service team.

Data and Services: Please note that any data saved to your device or online storage and any services e.g. Office 365 / Box / McAfee will not be transferred as part of this process.

Spend Cap: Please note you will need to confirm your Spend Cap preference as part of the transfer of ownership. You can now choose to apply a Spend Cap with your monthly tariff to help control your spend. Any chargeable usage outside of your monthly allowance or outside of any Bolt On allowance will count towards your Spend Cap. We'll text you when our systems detect that you've used 50% of your Spend Cap, and again if you use 100%. If you set a £0 Spend Cap or once you reach 100% of your Spend Cap, any further chargeable out-of-bundle usage will not be possible. This means that if you use up your monthly allowance and any Bolt On allowance, any additional chargeable usage will be barred. For further information visit our website <https://www.o2.co.uk/business/support/billing/spend-cap>

PROOF OF IDENTIFICATION (ID)

In order to complete your Transfer of Ownership request (If the person/Company the account is being transferred to is a new customer), we need to complete a credit check on the transferee in line with the criteria set out below:

For ID to be acceptable it must meet the following criteria:

- Name, address and postcode on the ID must all match those entered on this form (Note: P.O. Box addresses aren't acceptable)
- Less than last 3 months old
- we can only accept UK proof of ID
- We are not able to accept invoices as proof of ID

Identification requirements for new Corporate or Business Accounts:

- Mandatory documentation (we need either one or both of the following):
 - **Company bank statement** (or confirmation that the business account has been opened)
 - **Company credit card statement**

Optional documentation (we only need this if you don't have both of the above):

- Company utility bill

If there's a name change of the entity, we'll require a Certificate of Incorporation on Change of Name from Companies House.

Identification process for new sole trader accounts:

Mandatory documentation (we need either one or both of the following):

- **Bank statement**
- **Credit card statement**

Optional documentation (we only need this if you don't have both of the above):

- Passport;
- Driving licence;
- Utility bill.

Identification process for government bodies, health authorities, education facilities, churches and charities:

- Signed purchase order on letter headed paper with O2's reference numbers (mandatory), along with completed documents and proof of ID of the relevant authority or facility.

EXISTING CUSTOMER / OWNER DETAILS (Please print in capital letters)

Name or Company Name
Address
..... Postcode

EXISTING ACCOUNT NUMBER

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Declaration: I hereby agree to transfer the following mobile phone number(s) to the person/company named below. I understand and agree that I am fully liable for the payment of all charges resulting from the use of the Services and complying with the terms and conditions of my agreement until the date the transfer is complete. Once the transfer has completed, I will have no further liability in respect of the Services.

Signed..... Date

Print Name.....

Mobile Phone Number(s) to transfer: Please list all numbers to transfer below.

Tick if you wish to transfer all mobile numbers on the account

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If needed, please enclose a separate sheet listing the numbers to be transferred.
Please tick if a separate sheet has been used.

I confirm that the remaining O2 Refresh / Business Essentials Device Plan balance has been paid off in full and payments to the account are up to date.

The following pages need to be completed by the new owner, when they've completed their information, please refer to the final page to ensure that all information has been completed before submitting your request.

GENERAL INFORMATION FOR NEW CUSTOMER / OWNER

When taking ownership of the account, please be aware of the following:

Billing: We offer itemised online paperless billing. If a paper version is required, customers with 1-9 connections will be charged **£2.50 per month**, those with over 10 connections will be charged **£10 per month**. Please tick if you need a paper version.

Please complete the Direct Debit Mandate below. If you choose not to pay by Direct Debit, there is a **£2.50 charge per subscription per month**. Please tick if you **do not** want to pay by Direct Debit.

Marketing Preferences: Please note that any marketing preferences selected by the original owner of the mobile number(s) will be transferred over, therefore you'll need to review the preferences selected once the transfer has completed and update them as necessary.

NEW CUSTOMER / OWNER DETAILS - BUSINESS APPLICATION (Please print in capital letters)

Company Name

Company Address

..... Postcode

Contact Phone Number.....

If you already have an existing account with O2, please enter the account number you would like to transfer the above number(s) to.

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If you don't currently have an existing account with O2, as part of our process we'll need to complete a Credit Check. Where applicable to the type of your business, please provide the following:

Please tick if the Registered Office Address is this the same as the company address provided above

Registered Office Address (if different to above)

..... Postcode

Landline Contact Phone Number.....

Registered Number (Mandatory for Limited Companies).....

Owner / Director's Details:

Title.....First Names(s).....

Surname..... Date of Birth...../...../.....

Address

..... Postcode

Number of years at this address..... If less than 3 years, you'll need to provide your previous address below

Previous Address

..... Postcode

**To enable us to complete the Credit Check we'll need proof of ID. Please attach copies of valid ID as detailed in the guide: Company / Sole Trader Bank statement or Company / Sole Trader Credit card statement are mandatory plus Company Utility bill.
Note: ID must have the same address as above, dated within the last 3 months and be UK based.**

Please visit <https://www.o2.co.uk/business/support/accounts/transfer-an-account> for full details.

Tariff Required..... PLEASE COMPLETE

Please note that the following tariffs are not eligible for Spend Caps: Best for Business PAYU, Mobex, tariffs with shared minutes or shared data, any tariffs that are no longer on sale and all bespoke tariffs. So if you have chosen one of these tariffs we will opt you out of Spend Caps.

Spend Cap Opt-In (choose a value below) Spend Cap Opt-Out

If you have chosen a Spend Cap select your RoW pass preference: RoW Pass Opt-out RoW Pass Opt-in

Please select a Spend Cap value: £0 £5 £10 £15 £20 £30 £50 £75 £100 £200

Visit <https://www.o2.co.uk/business> to see what business tariffs are available.

Declaration: I hereby agree to take ownership of the aforementioned mobile phone(s). I understand and agree that I will be liable for the payment of all charges resulting from the use of the Services and complying with the terms and conditions from the date the transfer is complete.

Signed Date

Print Name.....

Email Address.....

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form in capital letters a using ball point pen

Name and full postal address of your Bank or Building Society

ToBank or Building Society

Address.....

.....Postcode.....

Name(s) of Account Holder(s)

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Bank/Building Society Account Number

Sort Code

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O2 Customer Account Number / Mobile Number

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Instruction to your Bank or Building Society

Please pay Telefónica UK Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Telefónica UK Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

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 Telefónica UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Telefónica UK Limited to collect payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Telefónica UK Limited or your Bank or Building Society, you are entitled to a full and immediate refund from your Bank or Building Society. - If you receive a refund you are not entitled to, you must pay it back when Telefónica UK Limited 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.

CHECK LIST

Please ensure that all sections have been fully completed before sending the form as we'll be unable to process your request if information is missing.

- Has the remaining balance of your O2 Refresh or Business Essentials Device Plan been paid off in full
- Are the payments to the account up to date?
- Have all sections of the Transfer of Ownership form been completed?
- Have all parties signed and dated the form?
- Where required, have you included the 2 current forms of ID as requested? See proof of ID section – page 1
- Have you included the completed and signed Direct Debit Mandate?
- Have you included your Certificate of Incorporation? Only applicable if there's a change of business name.

OUR CONTACT DETAILS

Once you have checked that all sections have been fully completed by all parties concerned, please send your application and attachments to the contact details listed below, this will enable us to process your request with minimal delay.

Email: BusinessTOO@o2.com (maximum 10MB attachment)

Or Fax: 0870 600 2402

Or post to:
The Correspondence Management Team
PO Box 694
Winchester
SO23 5AP

Please allow up to **5 working days** for your transfer to be completed; this will be dependent on receiving all of the required information.