**Transferring a Virgin Media account to another person has never been easier – just follow the steps below.**

**What do you need to do?**

* Save your completed form to your computer
* Complete all sections of this form
* Send us your completed form along with your documentation:

**By Email** – Scan your completed form and documentation, then email each to

**Accounttransfers@virginmedia.co.uk**

**By Post –** *Virgin Media, PO Box 333, Matrix Court, Swansea, SA7 9BB*

Please only send us copies and not original versions, as we aren’t able to return them.

**Confirmation of request to disconnect existing service and transfer to new account holder**

 **Existing account holder**

|  |  |
| --- | --- |
| **Account Number** | Click here to enter text. |
| **Full name**  | Click here to enter text. |
| **House name / number**  | Click here to enter text. |
| **Street name**  | Click here to enter text. |
| **Town**  | Click here to enter text. |
| **County**  | Click here to enter text. |
| **Post code**  | Click here to enter text. |
| **Telephone number**  | Click here to enter text. |

This is to confirm that I (please delete and type name)  **the account holder / having consent from the account holder** (delete as appropriate) am able to give permission to the account being disconnected and a new account being created in the name of:

**New account holder details**

|  |  |
| --- | --- |
| **New account holders title** | Click here to enter text. |
| **New account holder’s full name** | Click here to enter text. |
| **Email address** | Click here to enter text. |

**New account holder**

I confirm that I agree to abide by the terms and conditions contained within the Virgin Media's Residential Service agreement and that I have read the Virgin Media Transfer of Responsibility Guidelines. I understand:

* That I assume full responsibility for the account and that any balance remaining on the previous account will be transferred it my new account, this includes debit balances
* As a new account holder with Virgin Media, I am subject to a credit status check whereby service restrictions or a security deposit may apply
* I am aware that I am commencing a new minimum contract term as per Virgin Media Residential Terms and Conditions of Service

**Please type your name and date into the box below to confirm you have read, understood and agree with the above.**

|  |  |
| --- | --- |
| **Name**  | Click here to enter text. |
| **Date** | Click here to enter a date. |

If you are unable to obtain the account holder's consent please read and confirm the following:

**I declare that the account holder has left the property and that I am unable to obtain their consent (please type name and date below)**

|  |  |
| --- | --- |
| **Name**  | Click here to enter text. |
| **Date** | Click here to enter a date. |

**New account details**

|  |  |
| --- | --- |
| **Account Password** | Click here to enter text. |

\*Please choose a unique password which will be your responsibility to keep secure. For security purposes, you will be asked for this each time you contact Virgin Media.

|  |  |
| --- | --- |
| **Are you happy for us to contact you via email for updates on your transfer?** (please type "Yes" or “No”) | Click here to enter text. |
| **If yes, what is the email address?** | Click here to enter text. |

**New account holder's details for Assessment of Status**

This information is necessary for credit check purposes. Details must be provided for all addresses as recorded on the Electoral Register, held over the last 3 years. Please complete all sections, as it will assist in obtaining an accurate assessment.

**Employment Details** (please enter "Yes" where appropriate):

|  |  |
| --- | --- |
| **Employed full time** | N/A |
| **Employed part time** | N/A |
| **Self employed** | N/A |
| **Temporarily employed** | N/A |
| **Student** | N/A |
| **Retired** | N/A |
| **Unemployed** | N/A |
| **Home worker** | N/A |

|  |  |
| --- | --- |
| **Date of birth** | Click here to enter a date. |

|  |  |
| --- | --- |
| **Length of time at current address** | Click here to enter text. |

|  |  |
| --- | --- |
| **Do you rent or own your property?** | Click here to enter text. |

**New account holder's address details** (if less than 3 years at current property)

**Previous address 1**

|  |  |
| --- | --- |
| **House name / number** | Click here to enter text. |
| **Street name** | Click here to enter text. |
| **Town** | Click here to enter text. |
| **County** | Click here to enter text. |
| **Post code** | Click here to enter text. |
| **How long did you live at this address?** | Click here to enter text. |

**Previous address 2**

|  |  |
| --- | --- |
| **House name / number** | Click here to enter text. |
| **Street name** | Click here to enter text. |
| **Town** | Click here to enter text. |
| **County** | Click here to enter text. |
| **Post code** | Click here to enter text. |
| **How long did you live at this address?** | Click here to enter text. |

**Previous address 3**

|  |  |
| --- | --- |
| **House name / number** | Click here to enter text. |
| **Street name** | Click here to enter text. |
| **Town** | Click here to enter text. |
| **County** | Click here to enter text. |
| **Post code** | Click here to enter text. |
| **How long did you live at this address?** | Click here to enter text. |

We require two forms of proof of residency from the following list (hand written documents are not acceptable to process this application).

Please attach a copy of any 2 of the following:

* A utility bill – like a gas, water or electricity bill
* Recent home phone bill
* Bill from another TV or broadband supplier
* Bank or credit card statement
* Current year Council Tax Assessment
* Paid invoice from a mail order company
* Valid home insurance certificate
* Notice of Tax Coding from HM Revenue and Customs
* Social Security documentation
* Current driving licence

If you have lived at your current address for less than 3 years, the documents required will be from your current address and one from your previous address. All documents must be less than 6 months old for a current address and no more than 3 months old prior to leaving a previous address.

**CHECKLIST** (please type "yes" where appropriate)

|  |  |
| --- | --- |
| **Have you completed all sections of this form?** | Choose an item. |
| **Have you included your proof of residency?** | Choose an item. |