

Bereavement Guide



Switch. For good!

01.

What to do if the account holder has died

To make things as easy as possible, you have two simple choices – either transfer the current V4 Consumer services to another person or cancel them completely.

02.

Transfer of services

To transfer the services that were being supplied to the deceased, just contact us using the methods appended below at the end of the document, and we will walk you through the change of ownership process. and complete the (transfer of service) to you.

Once we've received your request, we'll update the account within 14 days.

You wish to transfer the services and make changes to the products, features or facilities provided, please call us on **0330 118 8871**.

Once we've received your request we'll transfer the services to a new account, in your name, within 14 days.

Any outstanding amounts relating to the deceased's account will be transferred to the new account (**in your name**) and appear on your first bill.

03.

Disconnection of services

If you'd rather cease all current V4 Consumer services, just contact us using the methods appended below at the end of the document, and we will walk you through the change of permanent disconnection process.

Once we've received your request, we'll cancel all services and close the account within 14 days.

04.

Contact V4 Consumer

■ Email :

support@v4consumer.co.uk

■ Call

0330 118 8871

We're here to help between

Monday – Friday – 9:00 AM – 6:00 PM (excluding bank holidays).

Saturday – 9:00 AM – 2:00 PM (excluding bank holidays).