Employee Change of Bank Details – Staff Information Guide

1. Purpose

The purpose of this procedure is to outline the process for employees to request a change to the bank account details where their salary or wages are paid. This ensures all updates are handled securely, accurately, and in time for the next scheduled payroll payment.

2. Scope

This procedure applies to all employees who receive salary or wage payments through Payroll. It covers the submission, verification, and processing of changes to personal bank account information.

3. Procedure

3.1 Requesting a Change

- Employees wishing to change their bank account details must complete a **Bank Mandate Form**.
- The form can be:
    - Downloaded directly from **MyLothian**, or
    - Requested through the employee's **Line Manager**.

3.2 Submitting the Form

- Completed forms should be returned **as soon as possible** via one of the following methods:
    - Through **internal mail**, arranged by your **garage or depot**, or
    - **Scanned and emailed** to Payroll by your **Line Manager or Depot Clerk**.

3.3 Deadlines for Submission

- To ensure the change is processed in time for the next payment, completed forms must be received by Payroll **at least one week before** the next scheduled pay date.
- Requests received after this timeframe may not be processed until the following pay period.
- In **exceptional circumstances**, urgent requests received later than this may be considered on a **case-by-case basis.**

3.4 Completing the Form

- All sections of the Bank Mandate Form must be completed **clearly and accurately**.
- Incorrect or unclear information will result in **delays** to the change being processed.
- Please ensure:
    - The **Account Number** contains **8 digits**, and
    - The **Sort Code** contains **6 digits**.

3.5 Processing the Change

- Once received, Payroll will verify and update the new bank details in the payroll system.

3.6 Security and Data Protection

- All bank details are handled in line with **Data Protection regulations**.
- Only authorised Payroll staff have access to employees' bank information.

3.7 Completion of the Change

Once the form has been received and processed, the new bank details will be used for the next available payroll run, provided the request met the submission deadline. Payroll does not issue confirmation of the update.

4. Support and Further Guidance

If an employee has questions about the process or is unsure whether their request was submitted in time, they should contact their **Line Manager**. Line Managers can liaise with Payroll on the employee's behalf if further clarification is required.