

Diabetes UK Local groups: banking with Barclays

All Groups in England now have an umbrella account with Barclays. Please do familiarise yourself with the following information and, if you have further questions, contact volunteering@diabetes.org.uk

Q1. Who do I contact if I have a query with my account?

Please visit your local Barclays branch if you have any queries with your account. They should be able to help you with balance information, transactions made etc.

Q3. How many signatories are on my account?

We would advise that your group has between two to three signatories on your account. These should all be group committee members.

Q4. Why are there head office signatories on the groups account?

Our new umbrella banking arrangement is made up of a series of corporate accounts. This means we need to have signatories from Diabetes UK head office on all of the Barclays accounts. We have done this to make sure that, if your group closes or experiences major changes, all funds you have raised will continue to support people living with diabetes. We will not make any amends to your accounts without prior notification.

Q5. How do I add/remove signatories on to my account?

Please email volunteering@diabetes.org.uk and we will send you the relevant forms to fill out, along with instructions on what to do. Please note that it can take up to a month to add/remove a new signature after we have received the completed forms. This is because we need to secure internal signatories and then give Barclays the time they need to process any changes.

Q6. We have a new Treasurer what shall we do?

Please email volunteering@diabetes.org.uk and we will send you the relevant forms. We also need you to make sure that all banking stationery (cheque book and paying in book) is given to the new Treasurer.

We kindly request you to not approach your local branch for these forms; they will not be able to provide you with the relevant forms. Furthermore as part of the Diabetes UK corporate account all changes to your account need to be managed by our Head Office.

Q7. My local Barclays branch is unfamiliar with our corporate account system. What should we do?

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Your local branch work with a range of accounts. On occasion, local branches are uncertain of corporate account arrangements and struggle to provide you with the information that you need. All corporate accounts are created and managed by Barclays central office. They are training local teams about the Diabetes UK umbrella account system to make sure that your group experiences excellent customer service. If you run into problems, and need some help, please do get in touch with volunteering@diabetes.org.uk