

Customer Application

Please complete the following details:

1. Name: Elizabeth Lang
2. Address: 205 Crosslet Road
Dumbarton G822LT
Post Code: _____

Post Office use:

Attach Customer Receipt Here

3. Type of documents provided:



- Passport Driving Licence Utility Bill² Bank Statement²
- Other

4. Name of the organisation / company that the certified copies are being sent to:

Aiker lawyers

Post Office Use:

1. Scan the bar code below and enter the details provided by the Customer on Horizon.
2. Complete the tick box, sign and date stamp the section below.
3. Attach the Horizon generated receipt to this form, in the space shown above.
4. Return the certified copies, original documents and this completed form to the Customer.

 9826031012345678905 <input checked="" type="checkbox"/> Original ID Seen <input checked="" type="checkbox"/> Photocopy signed & dated <input checked="" type="checkbox"/> Fee accepted (If applicable) Signed: <u>Donna Cummings</u>	Date stamp here: 
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² Usually dated with 3 months



Extract of an entry in a REGISTER of MARRIAGES

MJ

(Section 37(1) of the Registration of Births, Deaths and Marriages (Scotland) Act 1965)

MARRIAGE Registered in the district of West Dunbartonshire, Dumbarton				District No. 505	Year 2016	Entry No. 152
1. When married 2016 July Ninth						
2. Where married Masonic Hall, Dumbarton G82 1QQ						
3. Designation			Bridegroom		Bride	
4. Forename(s)			David Hunter		Elizabeth	
Surname(s)			Anderson (Signed) David Anderson		Geddes (Signed) E Geddes	
5. Occupation			Survey Analyst		Carer of the Elderly	
6. Marital or civil partnership Status			Divorced		Divorced	
7. Date of birth			Year 1963	Month 3	Day 27	Year 1973
8. Country of birth			Scotland		Scotland	
9. Usual residence			113 Cardross Road Dumbarton G82 5DY		113 Cardross Road Dumbarton G82 5DY	
10. Father's/ Parent's forename(s) surname(s) and occupation			Thomas Anderson Mechanical Engineer (retired)		Joseph Geddes Template Maker	
11. Mother's/ Parent's forename(s) surname(s) and occupation			Betty Black (ms) or Anderson Bingo Caller (retired)		Catherine Milligan Buchanan (ms) or Geddes or Boucher Hospital Manager	
12. Person solemnising/ registering with designation			(Signed) Alison Speedie Assistant Registrar			
13. Witnesses with addresses			(Signed) Derek Anderson 5 Blackwood Road, Milngavie G62 7LA			
			(Signed) L Stewart Kirkton of Coull Tarland Aboyne AB34 4TS			
14. When registered			Year 2016	Month 7	Day 11	15. (Signed) Alison Speedie Assistant Registrar
16.						
17.						

Extracted from the Register of Marriages
on Eleventh July 2016

Alison Speedie Asst.
Registrar

The above particulars incorporate any subsequent corrections or amendments to the original entry made with the authority of the Registrar General.

Warning

It is an offence under section 53(3) of the Registration of Births, Deaths and Marriages (Scotland) Act 1965 for any person to pass as genuine any copy or reproduction of this extract which has not been made by a district registrar or assistant registrar and authenticated by his signature. This includes any photocopy made by any other person.

Any person who falsifies or forges any of the particulars on this extract or knowingly uses, gives or sends as genuine any false or forged extract is liable to prosecution under section 53(1) of the said Act.

This extract is evidence of an event recorded in a register of marriages. It is NOT evidence of the identity of the person(s) presenting it.

**Extract of an entry in a REGISTER of BIRTHS**

Registration of Births, Deaths and Marriages (Scotland) Act 1965

B(P) 220607

BIRTH		District No. <i>623</i>	Year <i>1974</i>	Entry No. <i>9</i>	N.H.S. No.	<i>6</i>	<i>1</i>	<i>3</i>	<i>7</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>2</i>
REGISTERED IN THE DISTRICT OF GLASGOW													
1. Surname <i>Geddes,</i>											2. Sex <i>F.</i>		
Name(s) <i>Elizabeth</i>													
3. When born <i>19.7.3,</i> <i>February Fifteenth</i> <i>2308</i> hours						4. Where born <i>Belvidere Hospital,</i> <i>Glasgow.</i>							
5. Mother's name(s) and surname <i>Catherine Milligan Geddes,</i>							6. Maiden surname <i>Buchanan.</i>						
7. Mother's usual residence (if different from 4 above) <i>129 Allan Street, Glasgow.</i>													
8. Father's name(s) and surname <i>Joseph Geddes,</i>													
9. Occupation <i>Template Maker - Apprentice.</i>													
10. Date and place of parents' marriage		Year <i>1973</i>	Month <i>12</i>	Day <i>1</i>	Place <i>Glasgow.</i>								
11. Informant's signature and qualification <i>J. Geddes</i> <i>Father.</i>													
12. When registered		Year <i>1974</i>	Month <i>12</i>	Day <i>13</i>	13. <i>W.A. Siming</i> Registrar								
14.													

EXTRACTED from the Register of Births for the District of

this

10th

day of

Glasgow
March

19

*92**Catherine Shields*

Registrar

The above particulars incorporate any subsequent corrections or amendments to the original entry made with the authority of the Registrar General.

This extract is valid only if it has been authenticated by the signature of the district registrar or assistant registrar. If the particulars in the relevant entry in the statutory register have been reproduced by photography, xerography or some other similar process the signature must have been added after the reproduction has been made. A registrar will authenticate only the reproductions which have been produced by him.

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XB5(R)



1972 - 1995

Extract of an entry in a REGISTER of BIRTHS

Registration of Births, Deaths and Marriages (Scotland) Act 1965

11462481

BIRTH		District no. 623	Year 1974	Entry no. 9	N.H.S. No.	6	1	3	7	3	2	1	2
Registered in the District of Glasgow													
1 Surname Buchanan Lang											2 Sex		
Name(s) Elizabeth Jane											F		
3 When born 19.73					4 Where born Belvidere Hospital								
February Fifteenth					Glasgow								
2308 hours													
5 Mother's name(s) and surname Catherine Milligan Geddes							6 Maiden surname Buchanan						
7 Mother's usual residence (if different from 4 above) 129 Allan Street, Glasgow													
8 Father's name(s) and surname Joseph Geddes													
9 Occupation Template Maker - Apprentice													
10 Date and place of parent's marriage			Year 1973	Month 12	Day 1	Place Glasgow							
11 Informant's signature and qualification <i>(Signed)</i> J Geddes Father													
12 When registered		Year 19.74	Month 12	Day 13	13 <i>(Signed)</i> W H Winning <i>Registrar</i>								
14 Formerly known as Geddes, Elizabeth													
R.C.E. 601/2024/487													

EXTRACTED from the Register of Births for the District of **Glasgow**
 on **Seventeenth July 2024**

Karen B. McHugh Registrar
 District of West Dunbartonshire

The above particulars incorporate any subsequent corrections or amendments to the original entry made with the authority of the Registrar General.

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This extract is evidence of an event recorded in a register of births. It is NOT evidence of the identity of the person(s) presenting it.

Account Name
MISS ELIZABETH J BUCHANAN LANG
SELECT ACCOUNT

Account No 15042659 Sort Code 83-18-05 Page No 1 of 5



SELECT ACCOUNT

MISS ELIZABETH J BUCHANAN LANG
205 CROSSLET ROAD
DUMBARTON
G82 2LT

Summary	
Statement Date	24 DEC 2025
Period Covered	27 NOV 2025 to 24 DEC 2025
Previous Balance	£297.86
Paid In	£4,814.01
Withdrawn	£3,299.94
New Balance	£1,811.93
BIC	RBOSGB2L
IBAN	GB50RBOS83180515042659

Welcome to your Royal Bank of Scotland statement

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If you have changed your address, telephone number, email address or occupation, please let us know.

Date	Description	Paid In(£)	Withdrawn(£)	Balance(£)
27 NOV 2025	BROUGHT FORWARD			297.86
	Card Transaction 2088 26NOV25 TIKTOK SHOP LONDON GB		33.45	264.41
	Card Transaction 2088 26NOV25 C HOME BARGAINS CUMBERNAULD GB		23.27	241.14
	Card Transaction 2088 27NOV25 TIKTOK SHOP LONDON GB		12.53	228.61
	Card Transaction 2088 26NOV25 COSTCO WHOLESALE #103 GLASGOW GB		53.47	175.14
	Card Transaction 2088 26NOV25 C HOME BARGAINS CUMBERNAULD GB		11.70	163.44
	Card Transaction 2088 26NOV25 GOOGLE PLAY APPS LONDON GB		5.99	157.45
	Direct Debit SKY TV		43.50	113.95
28 NOV	Automated Credit DEBORAH BLACKWOOD MINOGE FP 28/11/25 1618 CBBPI1618168310987	170.00		283.95
	Automated Credit WEST DUNBA COUNCIL	2,237.56		2,521.51
	OnLine Transaction DIANE LANG NEW SHOES VIA MOBILE - PYMT FP 28/11/25 10 52120107995345000R		120.00	2,401.51
	OnLine Transaction DEBBIE BLACKWOOD MINOJE MONEY VIA MOBILE - PYMT FP 28/11/25 10 14051831289991000R		40.00	2,361.51
	Card Transaction 2088 28NOV25 ZABLE CARDS LONDON GB		60.00	2,301.51
	Cash Withdrawal BANK OF SCOT 28NOV		200.00	2,101.51
	Direct Debit ANIMAL HEALTH CARE		13.85	2,087.66
	Direct Debit ADMIRAL INSURANCE		6.23	2,081.43
	Direct Debit OVO ENERGY		150.00	1,931.43
	Direct Debit WEST DUNBA COUNCIL		108.00	1,823.43
01 DEC	Card Transaction 2088 26NOV25 INTENBYXSL6 13173662448 HK		29.47	1,793.96
	Card Transaction 2088 28NOV25 GOOGLE PLAY APPS LONDON GB		3.99	1,789.97
	Card Transaction 2088 28NOV25 GOOGLE PLAY APPS LONDON GB		5.99	1,783.98
	Card Transaction 2088 28NOV25 C BLACKFRIARS GLASGOW GB		37.80	1,746.18
	Card Transaction 2088 28NOV25 C EJPJ LIMITED DUMBARTON GB		70.00	1,676.18
	Card Transaction 2088 28NOV25 GOOGLE PLAY APPS LONDON GB		4.99	1,671.19

Account Name
MISS ELIZABETH J BUCHANAN LANG
SELECT ACCOUNT

Account No 15042659 Sort Code 83-18-05 Page No 2 of 5



Date	Description	Paid In(£)	Withdrawn(£)	Balance(£)
	BROUGHT FORWARD			1,671.19
	Card Transaction 2088 28NOV25 ALLIANZ INSURANCE BOURNEMOUTH GB		70.38	1,600.81
	Direct Debit MOTONOVO FINANCE L		319.75	1,281.06
02 DEC	Card Transaction 2088 01DEC25 BONPRIX BRADFORD GB		20.00	1,261.06
03 DEC	Card Transaction 2088 02DEC25 C ASDA STORES DUMBARTON GB		8.94	1,252.12
04 DEC	Card Transaction 2088 03DEC25 C ASDA STORES DUMBARTON GB		17.98	1,234.14
	Card Transaction 2088 03DEC25 GOOGLE PLAY APPS LONDON GB		8.49	1,225.65
	Card Transaction 2088 03DEC25 C B&M 550 - DUMBARTON DUMBARTON GB		8.00	1,217.65
	Card Transaction 2088 03DEC25 C MORR DUMBARTON DUMBARTON GB		56.00	1,161.65
	Card Transaction 2088 03DEC25 C PETS AT HOME LTD GLASGOW GB		11.99	1,149.66
	Card Transaction 2088 03DEC25 C CARD FACTORY CLYDEBANK GB		17.50	1,132.16
	Card Transaction 2088 03DEC25 C WM MORRISONS STORE DUMBARTON GB		15.97	1,116.19
	Card Transaction 2088 03DEC25 C SEMICHEM 3400 DUMBARTON GB		48.26	1,067.93
	Card Transaction 2088 03DEC25 T K MAXX CLYDEBANK GB		40.29	1,027.64
05 DEC	OnLine Transaction FIRST GLASS 205 CROSSLET ROAD VIA MOBILE - PYMT FP 05/12/25 10 41090248284953000R		8.00	1,019.64
	Card Transaction 2088 03DEC25 C FARMFOODS 240 DUMBARTON GB		8.97	1,010.67
	Card Transaction 2088 04DEC25 TIKTOK SHOP LONDON GB		23.34	987.33
	Card Transaction 2088 03DEC25 C PRIMARK CLYDEBANK GB		56.40	930.93
08 DEC	Card Transaction 2088 06DEC25 GOOGLE PLAY APPS LONDON GB		12.99	917.94
	Card Transaction 2088 04DEC25 ICELAND FOODS FLINTSHIRE GB		47.10	870.84
	Card Transaction 2088 05DEC25 NATIONAL LOTTERY WWW.NATIONAL- GB		15.00	855.84
	Card Transaction 2088 07DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		8.99	846.85
	Card Transaction 2088 06DEC25 GOOGLE PLAY APPS LONDON GB		8.49	838.36
	Card Transaction 2088 06DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		1.99	836.37
09 DEC	Card Transaction 2088 08DEC25 C WM MORRISONS STORE DUMBARTON GB		25.75	810.62
10 DEC	Card Transaction 2088 09DEC25 C COMPANY SHOP LTD RENFREW GB		25.10	785.52
	Card Transaction 2088 09DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		3.99	781.53
	Card Transaction 2088 09DEC25 BONNYPACK SCOTLAND LTD GLASGOW GB		58.98	722.55
11 DEC	Card Transaction 2088 11DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		3.99	718.56
	Card Transaction 2088 09DEC25 C BP MILTON CONNECT DUNBARTON DUN GB		5.00	713.56
	Card Transaction 2088 10DEC25 AMAZON* Z99TI56S4 LONDON GB		9.99	703.57
12 DEC	Card Transaction 2088 11DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		11.99	691.58

Account Name
MISS ELIZABETH J BUCHANAN LANG
SELECT ACCOUNT

Account No 15042659 Sort Code 83-18-05 Page No 3 of 5



Date	Description	Paid In(£)	Withdrawn(£)	Balance(£)
	BROUGHT FORWARD			691.58
	Card Transaction 2088 10DEC25 AMAZON* Z93256IJ4 LONDON GB		28.68	662.90
15 DEC	Automated Credit DIANE LANG ANGELLIZZY HOLIDAY FP 13/12/25 1522 HUBX2C163EDAB887B1	27.84		690.74
	OnLine Transaction PAUL DO GRANEL BIRTHDAY gift VIA MOBILE - PYMT FP 14/12/25 10 38144326996652000R		50.00	640.74
	Card Transaction 2088 13DEC25 C MARKS&SPENCER PLC SF CUMBERNAULD GB		28.60	612.14
	Card Transaction 2088 15DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		3.99	608.15
	Card Transaction 2088 10DEC25 AMAZON* ZE9UC7FP4 LONDON GB		29.96	578.19
	Card Transaction 2088 13DEC25 C TESCO STORES 2361 CUMBERNAULD GB		36.50	541.69
	Card Transaction 2088 15DEC25 TIKTOK SHOP LONDON GB		6.98	534.71
	Card Transaction 2088 14DEC25 CUCINA ALEXANDRIA GB		120.00	414.71
	Card Transaction 2088 13DEC25 C ICELAND CUMBERNAULD GB		31.50	383.21
	Card Transaction 2088 14DEC25 C WM MORRISONS STORE DUMBARTON GB		32.72	350.49
	Card Transaction 2088 13DEC25 AMAZON* ZE5VK5004 LONDON GB		9.99	340.50
	Card Transaction 2088 14DEC25 TESCO PAY AT PUMP 4094 CUMBERNAULD GB		46.00	294.50
16 DEC	Card Transaction 2088 15DEC25 C CARD FACTORY DUMBARTON GB		4.28	290.22
	Card Transaction 2088 15DEC25 C B&M 719 CLYDEBANK CLYDEBANK GB		24.50	265.72
	Card Transaction 2088 15DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		3.99	261.73
17 DEC	Card Transaction 2088 16DEC25 AMAZON* ZP1PS3J94 LONDON GB		19.97	241.76
	Direct Debit VODAFONE LTD		21.10	220.66
19 DEC	Automated Credit WEST DUNBA COUNCIL	2,108.61		2,329.27
	OnLine Transaction DEBBIE BLACKWOOD MINOJE MONEY VIA MOBILE - PYMT FP 19/12/25 10 15035138619536000R		40.00	2,289.27
	Card Transaction 2088 16DEC25 C BP MILTON CONNECT DUMBARTON DUN GB		7.00	2,282.27
	Card Transaction 2088 18DEC25 C PPOINT_*KEystore 23633 DUMBARTON GB		7.25	2,275.02
	Card Transaction 2088 18DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		12.99	2,262.03
22 DEC	Automated Credit SCOTWEST CREDIT UN 00000000010754036 FP 22/12/25 1453 000000040436173801	200.00		2,462.03
	Card Transaction 2088 19DEC25 CASH.COMPLE TESA.VE.CO.U 08003896960 CH		18.00	2,444.03
	Card Transaction 2088 19DEC25 C B&M 550 - DUMBARTON DUMBARTON GB		12.93	2,431.10
	Card Transaction 2088 21DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		12.99	2,418.11
	Card Transaction 2088 16DEC25 AMAZON* ZP2P18UX4 LONDON GB		27.68	2,390.43
	Card Transaction 2088 20DEC25 ZABLE CARDS LONDON GB		60.00	2,330.43
	Card Transaction 2088 21DEC25 BONPRIX BRADFORD GB		20.00	2,310.43
	Card Transaction 2088 19DEC25 C BP MILTON CONNECT DUMBARTON DUN GB		5.00	2,305.43
	Card Transaction 2088 21DEC25 GOOGLE *GOOGLE PLAY AP G.CO/HELPPAY# GB		3.99	2,301.44

Account Name
MISS ELIZABETH J BUCHANAN LANG
SELECT ACCOUNT

Account No 15042659 Sort Code 83-18-05 Page No 4 of 5



Date	Description	Paid In(£)	Withdrawn(£)	Balance(£)
	BROUGHT FORWARD			2,301.44
	Direct Debit TV LICENCE MBP		14.95	2,286.49
23 DEC	Automated Credit DIANE LANG ANGELLIZZY HOLIDAY FP 23/12/25 1219 HUBXA3B745F8F56D59	70.00		2,356.49
	Card Transaction 2088 22DEC25 GOOGLE PLAY APPS LONDON GB		12.99	2,343.50
	Card Transaction 2088 20DEC25 AMAZON* ZD5NF3QY4 LONDON GB		13.99	2,329.51
24 DEC	Card Transaction 2088 21DEC25 C BP MILTON CONNECT DUNBARTON DUN GB		12.75	2,316.76
	Card Transaction 2088 23DEC25 NATIONAL LOTTERY WWW.NATIONAL- GB		10.00	2,306.76
	Card Transaction 2088 23DEC25 C POUNDLAND LTD - 2715 GLASGOW GB		1.00	2,305.76
	Card Transaction 2088 23DEC25 COSTCO PFS GLASGOW G21 GB		48.01	2,257.75
	Card Transaction 2088 23DEC25 COSTCO WHOLESALE #103 GLASGOW GB		194.82	2,062.93
	Cash Withdrawal CASHLINE 24DEC		200.00	1,862.93
	Direct Debit SKY DIGITAL		51.00	1,811.93

Interest (variable) you currently pay us on overdrawn balances

When you stay within your arranged overdraft limit

Amount Account overdrawn by:

Over £0 33.75% NAR 39.49% EAR

When you go over your arranged overdraft limit

Rate that applies on the amount:

Up to your arranged limit 33.75% NAR 39.49% EAR
Above your arranged limit 33.75% NAR 39.49% EAR

When you do not have an arranged overdraft limit

Applicable rate on full amount 33.75% NAR 39.49% EAR

Interest (variable) we currently pay you on your credit balance

We do not pay credit interest on this account.

Overdraft Arrangements

For charging periods starting on or after 18th October 2023, we reduced unpaid transaction fees from £2.15 to £1.55 for personal accounts. For more information please go to rbs.co.uk/current-accounts/rates-and-charges.html.

Any overdraft related charges will be notified to you in your 'Pre Advice of Interest and Charges'. For personal accounts, we will not charge you more than £19.40 in a monthly charging period for an unarranged overdraft or any unpaid transactions. For charging periods starting on or after 18th October 2023, this will be reduced to £18.80 in a monthly charging period.

NAR - the Nominal Annual Rate is the annual rate of interest you'll pay on your overdraft. It doesn't take into account that you'll pay interest on any interest that has been added to your overdraft balance in the previous month.

EAR - the Effective Annual Rate is the real cost of an overdraft shown as a yearly rate, which takes into account how often we charge interest to the account, if this applies.

AER - the Annual Equivalent Rate is used for accounts where you earn interest, if this applies. It shows what the gross interest rate would be if we paid it to the account every year and you then received interest as part of the account balance.

Account Name
MISS ELIZABETH J BUCHANAN LANG
SELECT ACCOUNT

Account No 15042659 Sort Code 83-18-05 Page No 5 of 5



Royal Bank
of Scotland

<p>Take control of your finances Stay on top of your finances with our digital banking services. To apply, visit www.rbs.co.uk/mobile or to register for Digital Banking, visit www.rbs.co.uk/digital App is available to personal and business customers aged 11+ using compatible iOS and Android devices and a UK or international mobile in specific countries</p>	<p>Switching to paperless statements By switching to paperless statements if applicable, you could cut down on the clutter and reduce paper waste. For more information, visit www.rbs.co.uk/paperless You can change your paperless preferences in Digital Banking, by selecting the Paperless Settings option</p>
<p>Need help with your finances Whether you want to set up a savings goal to fund your dreams or make a financial plan for the future, we're here to help with our free financial health check. To find out more visit: www.rbs.co.uk/financial-health-check.html</p>	
<p>Statement Abbreviations N-S TRN FEE = Non Sterling Transaction Fee VRATE = Variable Payment Scheme Exchange Rate OD = Overdrawn</p>	
<p>How to contact us Message Us via the mobile app Ask Cora, our digital assistant at: www.rbs.co.uk 24hr Lost/Stolen Cards: 0370 600 0459 Telephone Banking 8am-8pm: 03457 242 424 To register for Telephone Banking: 03457 222 345 24hr Business Telephone Banking: 03456 002 230 To use Relay UK add 18001 in front of the numbers above. Branch Address: Dumbarton Branch, 37 High Street, Dumbarton, G82 1LX.</p>	
<p>Important information about compensation arrangements Your deposit is eligible for protection under the Financial Services Compensation Scheme (FSCS). Your eligible deposits with The Royal Bank of Scotland plc are protected by the Financial Services Compensation Scheme. This means that all deposits with one or more of The Royal Bank of Scotland, Drummonds, Child & Co, Holt's and The One Account are covered under the same FSCS limit. If you receive paper statements, a FSCS Information Sheet and list of exclusions will be provided to you on an annual basis. If you receive paperless statements, you can access the FSCS Information Sheet and list of exclusions: www.rbs.co.uk/fscs-information-sheet If you can't open this link, please type the above URL into your web browser (ideally from a secure device in a private location). For further information about the compensation provided by the FSCS, refer to the website: www.FSCS.org.uk</p>	
<p>Dispute Resolution If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman. If you need to contact us about a complaint, you can:</p> <ul style="list-style-type: none">• Message Us via the mobile app• Visit www.rbs.co.uk/complaints• Telephone 03457 242 424 (to use Relay UK add 18001 in front of the number)	
<p>For a Braille, large print or audio versions of your statement call 03457 242 424 or contact your local branch (to use Relay UK add 18001 in front of the number).</p>	



Account number

26271280

Date generated

22nd January 2026



Elizabeth Buchanan Lang
205
CROSSLET ROAD
DUMBARTON
G822LT

Your energy charges for 14th Dec 2025 - 13th Jan 2026

Summary of charges

Cost of electricity	£50.15
Cost of gas	£70.75
VAT 5% of £120.90	£6.05
Total charges	£126.95

Your balance

Starting balance
£133.47 in debit
14th December

Direct Debit 29th December +£150.00 in

Total charges £126.95 out

Closing balance
£110.42 in debit
13th January

How is my balance calculated?

We start with last month's closing balance, then add your payments and deduct your energy costs (and any upgrades). To see your most up-to-date balance, log into your account my.ovoenergy.com/login. Or, if you're Pay As You Go, check your In-Home Display or meter.



Supply address 205
CROSSLET ROAD
DUMBARTON
DUNBARTONSHIRE
G822LT

Meter Serial Number 24M0017909

MPAN 1800025027117

S	01	0393	100
	18	0002	5027 117

Electricity in detail 14th Dec 2025 - 13th Jan 2026

Detailed charges

Energy use	126.424 kWh at 22.95p	£29.01
Standing charge	31 days at 68.18p a day	£21.14
Cost of electricity		£50.15

Meter readings

Opening read on 14th December	Smart meter	386.701
Closing read as of 13th January	Smart meter	513.125
Total units		126.424 kWh

Your electricity tariff

Plan name	2 Year Fixed 13 August 2025
Payment method	Direct Debit
Unit rate	22.95p per kWh
Standing charge	68.18p a day
Contract start date	15th August 2025
Contract end date	14th August 2027
Exit fee	£95.00 if you end your contract

A kilowatt hour (kWh) is a measure of how much energy you're using. Find out more: www.ovoenergy.com/guides/energy-guides/what-is-a-kwh-kw-and-kwh-explained.html

For comparison, in the same period a year ago, you used 262.116 kWh.



Supply address 205
CROSSLET ROAD
DUMBARTON
G822LT

Meter Serial Number E6F32548282300

MPRN 1045896007

Gas in detail 14th Dec 2025 - 13th Jan 2026

Detailed charges

Energy use 1090.370 kWh at 5.63p	£61.39
Standing charge 31 days at 30.18p a day	£9.36
Cost of gas	£70.75

Meter readings

Opening read on 14th December	<small>Smart meter</small> 187.183
Closing read as of 13th January	<small>Smart meter</small> 284.354
Metered volume	97,171
Total units	1090.370 kWh

Your gas tariff

Plan name	2 Year Fixed 13 August 2025
Payment method	Direct Debit
Unit rate	5.63p per kWh
Standing charge	30.18p a day
Contract start date	15th August 2025
Contract end date	14th August 2027
Exit fee	£95.00 if you end your contract

We convert your metered gas units to kWh using the following formula:

Metered volume × metric conversion factor¹ × daily calorific value² × 1.02264 (volume correction) ÷ 3.6 = kilowatt hours (kWh) used.

¹ We convert the gas use into kWh according to your meter type – 2.83 (imperial) or 1 (metric).

² The calorific value of gas changes every day and can range from 37.5 to 43.0. To find out calorific values used to calculate your charges you can visit:

data.nationalgas.com/find-gas-data

For comparison, in the same period a year ago, you used 1161,657 kWh.



Scan this QR code to compare prices from other energy companies based on your previous energy usage.

Useful information

Gas emergencies

If you smell gas or think you have a gas leak:

- Open all doors and windows to let the gas out.
- Don't turn light switches on or off.
- Don't use doorbells, mobile phones or naked flames.
- Check that all your gas appliances are switched off.

If you're worried that carbon monoxide fumes are escaping from your gas appliance, or if you have issues with your meter call the 24-hour national Gas Emergency Hotline on **0800 111 999**.

Contacting your local electricity network

If your power goes down, or you have to move your meter or upgrade your energy supply, you'll need to contact your local network operator by calling **105** free of charge.

Get help with an energy problem

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. For Relay UK, call 18001 then 0808 223 1133. To contact a Welsh-speaking adviser call 0808 223 1144. Calls are free. If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free. For British Sign Language enquiries, go to contactscotland-bsl.org. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. If you would like a copy of the Citizens Advice Consumer Guidance leaflet please visit ovoenergy.com/help/independent-energy-advice or contact us to request a copy.

Complaints

Good customer service really matters to us and we want to put things right for you the first time you get in touch. Contact us by email, phone, letter, online form or even drop in to see us.

Here's our complaints process:

- We aim to sort things out for you in 5 working days.
- If it's more complex, we'll aim to sort it out within 8 weeks.
- If we haven't been able to sort things out after 8 weeks, we'll let you know by letter – but will keep trying. After that our final response is a deadlock letter which we only send when we've done everything we can.
- After 8 weeks, or if you're not happy with our response, you can go to the Energy Ombudsman.

The Energy Ombudsman is an independent organisation that investigates complaints for free.

Visit www.ombudsman-services.org or call on **0330 440 1624**. Its decisions are legally binding for us, but not for you.

For more info and our online form visit: www.ovoenergy.com/help/feedback.

Our ref: Gen/corr/Over 16

Date: 13 February 2025

To whom it may concern

**RECORDED CHANGE OF NAME - Elizabeth Jane Buchanan Lang
Formerly Elizabeth Geddes
D.O.B 15/2/73**

I write to confirm that we received an application to record a change of name from the above named customer. The change was recorded on **11 June 2024**.

The Registration of Births, Deaths and Marriages (Scotland) Act 1965 makes provision for recording changes of forenames or surnames provided certain conditions are fulfilled. Once the change is recorded under these provisions any extract or certificate of a birth entry subsequently issued would show the newly recorded name at the top and the original at the bottom.

This procedure is the official way to change a name for people who were born or adopted in Scotland, just as Deed Poll is the official way in England.

This new birth extract should then be used for all official purposes, and any extract prior to the change becomes automatically invalid for official use. We are no longer able to issue an extract in the previous name.

Therefore I trust that the birth extract in the name **Elizabeth Jane Buchanan Lang**, with the former name also shown, will now be accepted as the official birth extract.

Yours faithfully,



Change of Name Caseworker

For the Registrar General of Scotland