

Helping You Manage Your Account

Understanding Power of Attorney
(POA)

March 2026



MANSFIELD
BUILDING SOCIETY

There may come a time when you need extra help managing your money, or you might be stepping in to help a loved one. At Mansfield Building Society we want to make this transition as easy as possible.

What is Power of Attorney (POA)?

Setting up a Power of Attorney is a useful thing to do for yourself and your loved ones. It can make sure that if life takes an unexpected turn, the people you trust the most have the legal authority to look after your affairs.

It's a legal document that allows you (the donor) to choose one or more people (the attorneys) to help you make decisions or make them on your behalf.

There are two main types you should know about:

- **Health and Welfare:** Covers things like your daily routine, medical care or moving into a care home
- **Property and Financial Affairs:** Covers managing bank account, paying bills or even selling your home

Mansfield Building Society would only ever request the Property and Financial Affairs document.

Why Register with Mansfield Building Society?

Registering your POA means we know exactly who is authorised to help manage your accounts. It doesn't stop the donor from using their account – it simply adds support when needed.

How to register with Mansfield Building Society

We're here to support you and make registering the POA as easily as possible. Here's what we'll need:

- The original POA document or a certified copy, already registered with the Office of the Public Guardian.
- A completed Registration Form – you can find this on our website or by visiting us in branch
- ID and address verification for the attorneys (we'll try to do this electronically first).
- You can bring everything to your local branch or post it to: Regent House, Regent Street, Mansfield, Notts NG18 1SS
- Please allow up to 10 working days for us to register the Power of Attorney

Top tip: We also accept the Access Code provided by the Office of the Public Guardian (OPG) for Lasting Power of Attorney. This allows us to verify the document digitally.

Responsibilities of an Attorney at Mansfield Building Society

Acting in the Donor's best interest

The Attorney must always make decisions that benefit the account holder (the donor). This includes managing the money carefully and only using the account for the donor's needs.

If the donor still has mental capacity, you should involve the donor in decisions and support them to manage their own money as much as they can.

Managing the Donor's Finances Safely

Attorneys may be responsible for everyday financial tasks such as:

- Paying bills
- Managing savings
- Handling standing orders or direct debits

These actions must stay within the authority given in the Power of Attorney. We might request evidence of withdrawal requests, or refuse transactions.

Keeping the Donor's Money Separate

An attorney must keep their own finances completely separate from the donor's. All transactions must be clear, traceable, and for the benefit of the donor.

Quick Checklist: Registering Power of Attorney

Bring these with you when registering POA with Mansfield Building Society

Power of Attorney Document or OPG Access Code Original or certified copy, already registered with the Office of Public Guardian	✓
Completed POA Registration Form Available in branch or on our website	✓
Attorney identification We'll try to verify this electronically. If not, we'll need proof of ID and address	✓
Where to take or send your documents Visit your local branch or post to: Regent House, Regent Street, Mansfield, Nottinghamshire NG18 1SS	✓

Understanding Court of Protection

If someone loses mental capacity and there is no POA in place, the Court of Protection can appoint a deputy to make decisions for them.

Our priority is to protect our customers, where we are informed that the customer has lost the ability to manage their own account, unless a withdrawal is specifically to pay a utility in the customer's name, we will temporarily stop all withdrawals until a COP is received.

Short Orders from the Court of Protection

A Short Order gives someone limited authority to manage specific financial matters for a person who lacks capacity. It's commonly used when someone has lost mental capacity it sets out exactly what they can and can't do.

Power of Attorney FAQs?

How do I get Power of Attorney?

If this is something that you feel would benefit please visit gov.uk/power-of-attorney/make-lasting-power to start the application process (either online or on paper) or get more information.

What if I've got an 'older' version of Power of Attorney?

Lasting Powers Attorney (LPAs) are the most common, but there are some older versions. We'll still accept these, but they may work a little differently. Here's some information to help:

Enduring Power of Attorney:

If your document was signed before 1st October 2007, it's likely to be an Enduring POA.

Why it's different:

- It covers Property and Financial Affairs only.
- Unlike the newer versions, it doesn't have to be registered with the Office of the Public Guardian while the donor still has mental capacity. However, if the person starts to lose their capacity, the attorney must register it before they continue to use it.

Ordinary (General) Power of Attorney:

Why it's different:

- It gives someone authority to act for you on specific financial matters
- It's only valid while you have mental capacity
- They are usually for a temporary period of time.

Head Office:

Regent House, Regent Street, Mansfield, Notts NG18 1SS

Branch Offices:

25 Market Place, Mansfield, Notts NG18 1JA

22-26 Low Street, Sutton-in-Ashfield, Notts NG17 1DG

91 New Square, Chesterfield, Derbys S40 1AH

48 Station Street, Kirkby-in-Ashfield, Notts NG17 7AS