Current Account Switch Service dashboard

Issue 52: Covering the period 1 July 2026 to 30 September 2026

Market commentary

The Current Account Switch Service has now completed **13.3 million** switches since launch and successfully redirected **201.1 million** payments.

There were **411,384** switches in **Q3 2026,** the highest quarterly total since 2023. Switches took place across **54** participating banks and building societies.

The Service has completed **99%** of switches within seven working days. In **Q3 2026** awareness and satisfaction levels were **79%** and **91%** respectively.

The customer data which is three months in arrears shows that from April to June 2026, **Nationwide** had the highest net switching gains, followed by **Barclays, NatWest** and **Monzo.**

Performance overview

Consumer awareness

Consumer awareness of the Current Account Switch Service was at an average of **79%** through **Q3 2026.**

Satisfaction with the Service

During **Q3 2026, 91%** of those that had used the Current Account Switch Service in the last three years said they were satisfied with the overall process.

Seven day switch completion

99% of switches were completed in the seven working day timescale.

Advertising reach

In **Q3 2026,** the Current Account Switch Service conducted an advertising campaign to raise awareness of the benefits of switching. The campaign was designed to reach 90% of the population, in line with the Service's mandated performance criteria.
The results will be published in the next dashboard.

Switching data

The central switching engine has successfully processed **13.3 million** switches since launch.

In the past 12 months (1 October 2025 to 30 September 2026) there were **1,362,572** switches.

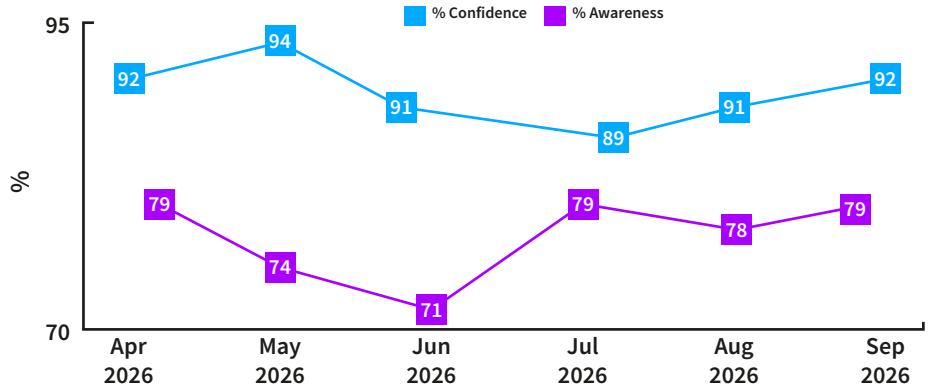
Over **201.1 million** payments have been successfully redirected using the Service.

54 brands are now participating in the Current Account Switch Service.

Performance overview

Consumer awareness and confidence

End user awareness of the Current Account Switch Service is currently at **79%** for Q3 2026. The Confidence Index is at **91%** for the same period.

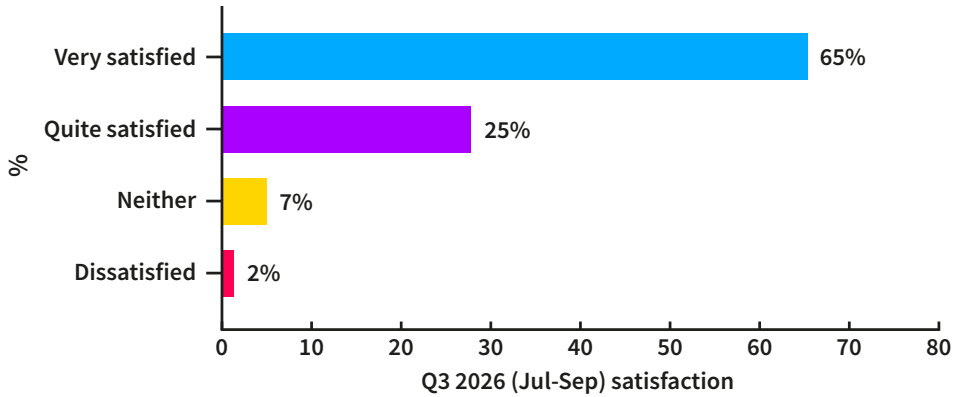


To measure end user awareness, confidence, and satisfaction of the service, a monthly online omnibus survey is undertaken with people aged 18 and over, using a sample size of over 2,000 respondents across Great Britain and Northern Ireland. For 'end user awareness', an end target of 75% was set in the middle of 2015.

Consumer awareness is measured by respondents answering 'Yes' to the question: 'Have you heard of the Current Account Switch Service?'

Satisfaction with the Service

During **Q3 2026, 91%** of those that had used the Current Account Switch Service in the last three years said they were satisfied with the overall process.



Due to rounding, combined figures do not always add up to 100%. Consumer satisfaction is measured by respondents who are identified as having used CASS in the last three years, answering to the question:

'How satisfied were you with the overall process of switching banks.' The target for satisfaction is 90%.

Seven day switch completion

In **Q3 2026 99%** of switches were completed in the seven working day timescale.

Advertising reach

In Q3 2026, the Current Account Switch Service conducted an advertising campaign to raise awareness of the benefits of switching. The campaign was designed to reach 90% of the population, in line with the Service's mandated performance criteria. The results will be published in the next dashboard.

Switching data

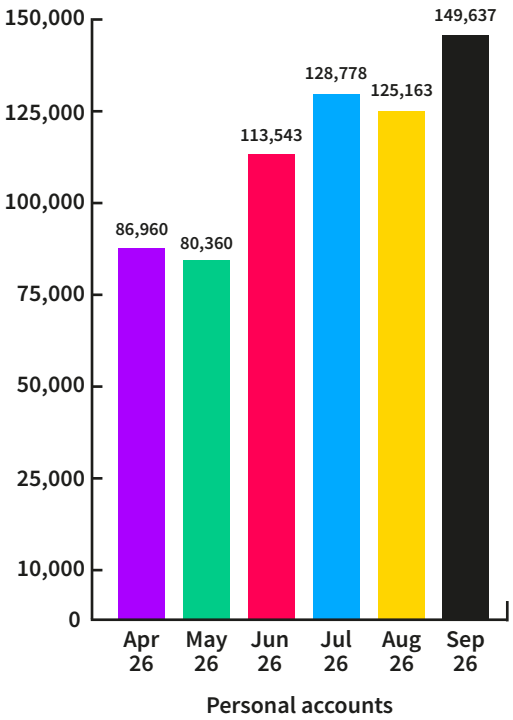
The total number of switches since the Service launched in 2013 now stands at **13.3 million.**

In the past 12 months (1 October 2025 to 30 September 2026) there were **1,362,572** switches.

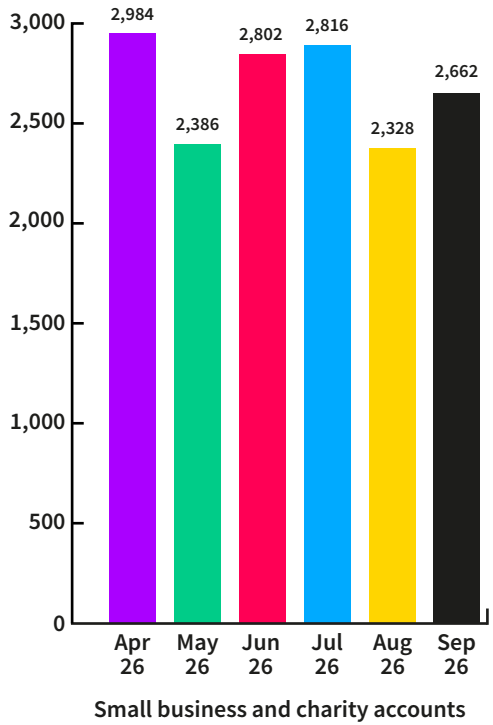
A total of **411,384** switches were completed between April and June 2026.

The Service has successfully redirected **20.1 million** payments from a switched end user's old account to their new one.

Monthly switching volumes



Personal accounts



Small business and charity accounts

Period	Total Switches	% personal vs small business and charity[1]	Switches with Guarantee	Switches without Guarantee[2]
Apr-26	89,908	96.7/3.3	88,753	1,115
May-26	82,746	97.1/2.9	81,939	807
Jun-26	116,345	97.5/2.4	115,421	924
Jul-26	131,594	97.9/2.1	130,563	1,031
Aug-26	127,491	98.2/ 1.8	126,467	1,024
Sep-26	152,299	98.3/1.7	151,171	1,128

[1]Small business and small charity switches

Small business and small charity switches are collated as one figure because many banks and building societies record their small charity accounts as small businesses. Additionally, as this information is based on the type of account and not the type of end user, the percentage of small businesses and small charities that have switched will be higher than the figure shown. This is because many small businesses – especially sole traders – might use an additional personal current account for their business transactions rather than a small current account.

[2]End user elects to leave old account open and is therefore not covered by the Switch Guarantee. Switches (with and without the Guarantee)

Some end users choose to move their Direct Debits, standing orders and bill payments to a new bank or building society – using the switching system – whilst keeping their old account open. This means that the end user does not receive the Guarantee or benefit from the redirection service. These switches are included to allow a proper comparison between switching levels now with those before the service launched.

Participant data

Pay.UK is publishing the data below on behalf of CASS participants who have consented to its disclosure. This commercial data is owned by the individual participants and any questions should be directed to the organisations concerned. This data will be published every quarter. The data provided is for **Q2 2026** (so for switches completing between 1 April and 31 June 2026 and is therefore **three months in arrears).**

This table presents the number of full account switches* completing in the reporting period.

* This data includes personal end users, small businesses and small charities that have switched using the Current Account Switch Service and received the benefits of the Guarantee and payment redirection services.

AIB Group (UK) p.l.c. includes the Allied Irish Bank (GB) and (NI) brand switches.

Co-operative includes the Smile brand switches.

HSBC includes First Direct brand switches.

RBS includes Coutts and Isle of Man brand switches.

Virgin Money and Clydesdale Bank merged in 2020.

Low Volume Customers comprises Arbuthnot Latham, Allica Bank, C Hoare & Co, ClearBank, Coventry BS, Cumberland BS, Habib Bank Zurich plc, Hampden & Co, Investec, Reliance Bank, Spectrum Financial Group, Think Money Ltd, Unity Trust & Weatherbys Bank switches.

Participant switching volumes			
Brand	**Gains**	**Losses**	**Net Gains**
Brand	Gains	Losses	Net Gains
AIB Group (UK) p.l.c.	105	396	-291
Bank Of Ireland	39	334	-295
Bank of Scotland	6,441	4,241	**2,200**
Barclays	48,983	27,814	**21,169**
Co-operative	3,635	7,117	-3,482
Danske	720	732	-12
Halifax	2,123	22,851	-20,728
HSBC	28,699	30,188	-1,489
J.P Morgan CHASE	2,593	13,365	-10,772
Lloyds Bank	27,034	34,209	-7,175
Monzo Bank Limited	30,565	13,021	**17,544**
Nationwide	42,206	18,570	**23,636**
NatWest	44,947	24,660	**20,287**
RBS	7,889	6,369	**1,520**
Santander	23,376	37,500	-14,124
Starling Bank Ltd	4,274	8,313	-4,039
Triodos Bank	247	120	**127**
TSB	1,348	18,356	-17,008
Ulster Bank	1,602	589	**1,013**
Virgin Money	3,019	7,521	-4,502
Low Volume Participants	1,537	1,706	-169

Market commentary

The Current Account Switch Service facilitated **411,384** switches in **Q3 2026,** the highest quarterly total since 2023.
This was largely driven by September, with **152,299** switches. This was followed by July **(131,594)** and August **(127,491)**.

Across the last 12 months, the Service has overseen **1,362,572** switches.

The customer data, which is three months in arrears, shows that from April to June 2026, Nationwide had the highest net switching gains, followed by Barclays, NatWest and Monzo.

During **Q3 2026, 99%** of switches were completed within seven working days. During this period, awareness levels for the Current Account Switch Service sat at 79%. Satisfaction levels totalled **91%** and **89%** of switchers would recommend the Service.

Confidence in the Service, determined by end users agreeing with the following statements: it would be easy for me to switch, it would be quick for me to switch, I think it is a secure and reliable process, and any problems would be dealt with effectively, remained high at **79%** over the quarter.

Overall, **79%** were aware of the Current Account Switch Service in **Q3 2026.** Awareness peaked at **95%** among those aged over **65. 81%** recognised the Service's Trustmark and **73%** recognised the Current Account Switch Guarantee.

Of those who switched in **Q3 2025, 74%** state that they prefer their new account, while only **2%** saying it's worse. Online or mobile app banking **(43%**) remains the top reason why consumers preferred their new accounts, followed by customer service **(34%),** interest earned **(31%),** spending benefits **(27%),** and account fees or charges **(24%).**