

Your full guide to switching

Three simple steps which will guide you through the switching process.



1. Find the right account for you

2. Check you can switch

3. Open your new account



Bank accounts are not all the same – and our banking needs change with time. It is important that you have the best bank account to suit your needs.

Have a look at the [‘Why Switch?’](#) page on our website. This will give you a list of trusted independent sites that give advice about the things to think about when you’re weighing up bank accounts.

Every six months, the Competition and Markets Authority (CMA) publishes independent data that enables people to compare banks’ service levels. See what others are saying about their bank accounts in the CMA’s independent survey [here](#).

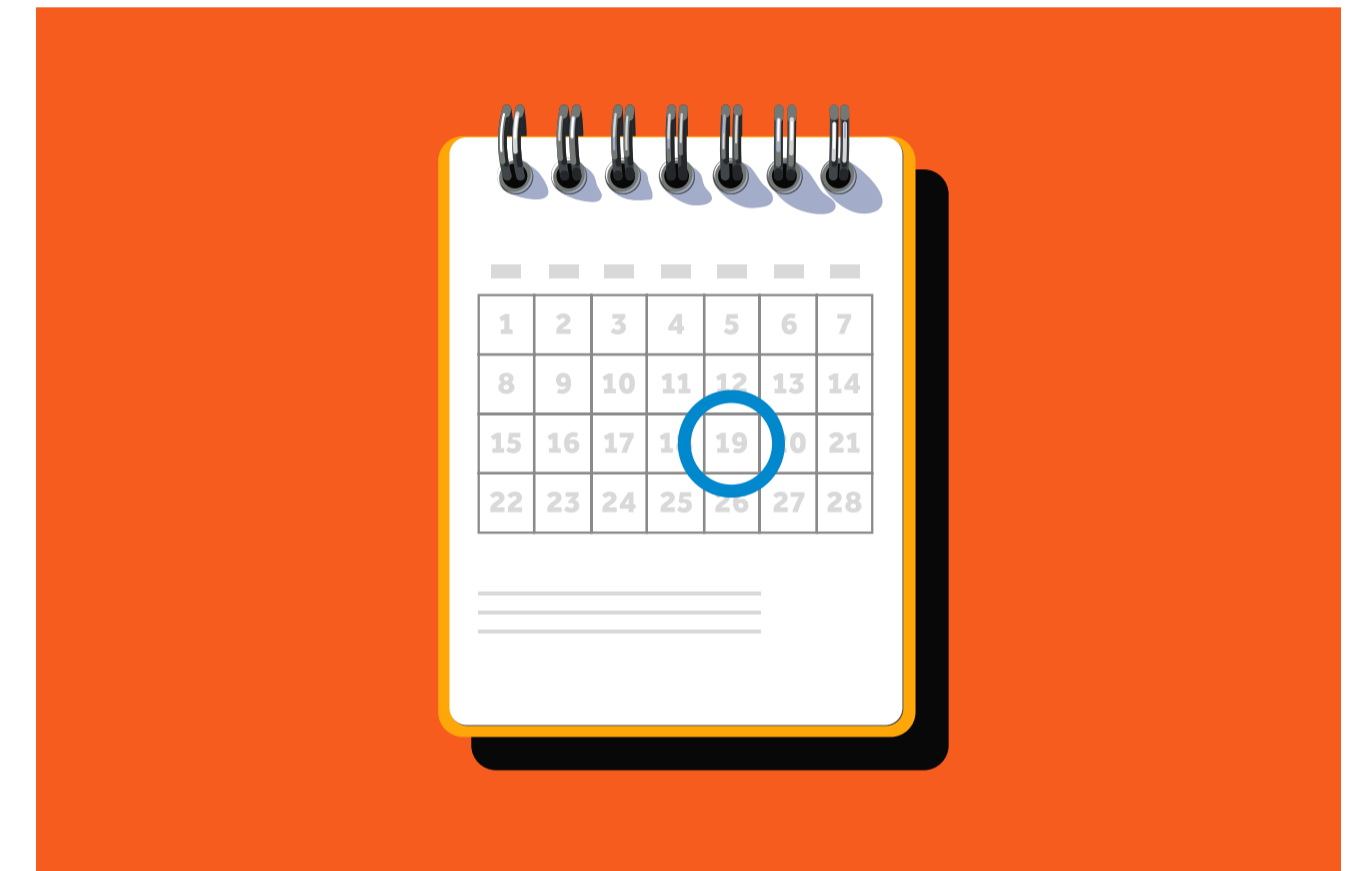


Some banks ask for:

- A minimum amount of money coming into your account every month.
- A minimum number of Direct Debits leaving your account each month.
- Some banks ask you to agree an overdraft if you require one.

You’ll need to agree any overdraft facilities you require with your new bank before starting the switch. This will be subject to eligibility status.

Collect all your statements from your old bank and keep them somewhere safe. You never know when you might need them!



Request the switch, and choose your switch date. You’ll need to allow 7 working days for the switch, and it can’t be a weekend or a Bank Holiday. You’ll be able to use your old account until your agreed date – just don’t set up any new payments during this 7-day period as these will not be transferred.

You’ll need to agree and sign the Current Account Switch Agreement and the Current Account Closure Instruction. Your new bank or building society will give you these and the switch is handled by them. All your regular payments in and out will be transferred automatically to your new account.

Congratulations – you've successfully switched!

Your new bank will have transferred all your regular incoming payments (like your salary or benefits) and outgoing payments (Direct Debits, standing orders, bills) to your new account, along with your balance. Your saved Payee details will also be transferred over.

- ① If there are any problems with payments because of the switching process, your new bank or building society will correct them – it's all part of the Current Account Switch Guarantee.

Current Account Switch Guarantee

We have designed the Current Account Switch Service to let you switch your current account from one bank or building society to another in a simple, reliable and stress-free way. It will only take seven working days. As your new current-account provider we offer the following guarantee.

- The service is free to use and you can choose and agree your switch date with us.
- We will take care of moving all your payments going out (for example, your Direct Debits and standing orders) and those coming in (for example, your salary).
- If you have money in your old account, we will transfer it to your new account on your switch date.
- We will arrange for payments accidentally made to your old account to be automatically redirected to your new account. We will also contact the sender and give them your new account details.
- If there are any issues in making the switch, we will contact you before your switch date.
- If anything goes wrong with the switch, as soon as we are told, we will refund any interest (paid or lost) and charges made on either your old or new current accounts as a result of this failure.

