

Change Account Paper-Based Switch Agreement

Service Conditions

- A. This Change Account Paper-Based Switch Agreement (“Agreement”) is made between you (the individual(s) or entity who or which demonstrates consent to its terms) and us, Change Account Limited. Registered Office:
- 48-54 Moorgate, London, EC2R 6EJ
- B. The Agreement is made up of the Consent and the Service Conditions. Please read it carefully as you will be legally bound by it.
- C. In this Agreement:
- Your “New Account” is the account held with us that you are switching to.
 - Your “Old Account” is the account that you are switching from at your Old Bank.
 - Your “Old Bank” is the bank that you are switching from.
 - The “Switch Date” is the date that we will arrange for any credit balance to be transferred from your Old Account to your New Account (if requested). We will complete the switch of information about your payment beneficiaries and your regular payment mandates from your Old Bank to your New Account. The Switch Date must be a working day and not a bank holiday that is observed by either your Old Bank or us.
- D. There is no charge for the Change Account Paper-Based Switch Service.
- E. To complete a Paper-Based Switch, please print and complete this agreement and return it to The Change Account. This form must be completed in block capitals and have all the relevant information about each party on the account and signed.
Any forms that are not completed will be returned to you. The switch cannot commence until the Paper-Based Switch Agreement is completed and returned with all relevant information.
- F. We will arrange for the transfer of your Direct Debits and/or Standing Orders* from your Old Bank/Building Society. If requested we will arrange the transfer of any credit funds in your Old Account to your New Account and request to close your Old Account. We will keep you informed throughout the switch and consult you in writing if any problems occur.
- G. The switch process will be completed in a timeous manner, however, we rely on your old bank and any companies that take Direct Debits from your old account to act swiftly. If they don’t, then delays may occur and we recommend that you check your Old Account in case funds are taken from that account instead of your New Account.
- H. To avoid any charges from your Old Bank please ensure you have enough money in your Old Account until the Paper-Based Switch is complete.
- I. If you change your mind after you have authorised the switch you can contact us to stop the process. Although if we have started processing your request by setting up payments on your New Account and asked your Old Bank to cancel payments, transfer a balance and close your Old Account it may be too late to cancel the switch request. You might want to consider waiting until the Switch date and then you can request another bank to switch your account from us. Please note that you may not be able to switch back to your Old Bank.
- You can contact us by writing to us at: - The Change Account, 48 – 54 Moorgate, London, EC2R 6EJ.
Or by telephone on:-
+44 (0) 20 3 397 1699 (option 2) if you’ve started to switch or +44(0) 1753 778 613 for everything else.
- J. If you have a complaint about the Change Account service, it should be raised with us in the first instance and we will deal with it as quickly as possible under our internal complaints procedure, copies of which are available on request.
- K. If we do not resolve your complaint to your satisfaction, you may be able to refer it to the Financial Ombudsman Service, which is the independent service for settling disputes between consumers and businesses providing financial services. Their contact details are:
Address: Exchange Tower, London E14 9SR.
Telephone: +44(0) 800 023 4567 free for people phoning from a ‘fixed line’ (e.g. a landline at home) or +44(0) 300 123 9 123 free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02.
E-mail: complaint.info@financial-ombudsman.org.uk
Web: www.financial-ombudsman.org.uk

Alternatively, you could submit your complaint to the Financial Ombudsman Service using the European Union’s Online Dispute Resolution platform.

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Consent

You (or each of you, if more than one of you is required to authorise your account switch) agree and confirm that:

- You will be bound by the terms of this Agreement (made up of this Consent and the Service Conditions).
- You have given your consent for us to switch your Old Account, which is a qualifying sterling current account, to your New Account.
- You have satisfied yourself that your New Account meets your needs and delivers the services you require although the protections, features and benefits may not be the same as your Old Account.
- You will select and agree a Switch Date with us. It will take us a minimum of 12 working days to complete your request as we work with your old bank therefore you can choose the date but it must be a minimum of 12 days in the future from the date the form is received by us (working days are Mon – Fri excluding bank and public holidays).
- All information that you have given to us for the purposes of the switch is complete and correct.

Your Switch Request (please tick the items you wish to include in your switch)

- Direct Debits
 - all of your Direct Debits
 - some of your Direct Debits (we will send you the information received from your Old Bank during the process in order for you to confirm the items to be switched)
- Standing Order
 - all of your Standing Orders
 - some of your Standing Orders (we will send you the information received from your Old Bank during the process in order for you to confirm the items to be switched)
- Credit Transfers
Please complete the Credit Redirection Letter (if required and print multiple copies as necessary).
- Balance Transfer to my New Account
- Account Closure (please note by ticking this box all of the above will be included in your switch)
- Please tick to confirm that you will destroy all cheque books and cards issued to you for your Old Bank

Switch Date This date must be at least 12 working days in the future. If this date is not achievable for any reason we will contact you to arrange an alternative date.

D	D	M	M	Y	Y	Y	Y
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- **Please ensure:-**
 - ✓ you have ticked the appropriate boxes in the 'Your Switch Request' section above;
 - ✓ all parties have completed and signed the authorisation section;
 - ✓ you have completed the Credit Redirection Letter for all organisations who make payments into your bank (if required). You can send these letters yourself or return them to us and we will forward them on your behalf.

Then return everything to us at:-

The Change Account, Customer Services, 48-54 Moorgate, London, EC2R 6EJ

* Please note your transferred Standing Order will be made as a scheduled Faster Payment.



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Authorisation to Switch

All authorised parties on this account are required to complete this section as this will authorise your Old Bank to perform the switch out actions on their side and to provide us with the necessary information.

I/We authorise the Change Account to switch my/our account with _____ (Old Bank name) to my/our New Account. (All parties on the account must complete the information below to enable the switch to proceed.)

Old Account Name

Old Account Number

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Sort Code

--	--	--	--	--	--

New Account Name

New Account Number

--	--	--	--	--	--	--	--

Sort Code

--	--	--	--	--	--

First Party

First Name

Surname

Date of Birth

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Address

Post Code

Second Party

First Name

Surname

Date of Birth

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Address

Post Code

Signature

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---



Change Account Credit Redirection Letter

Customer Instruction: This letter should be completed and sent to your employer, pension provider and any other organisations who make regular payments into your bank/building society account(s), e.g. bank/building society interest, dividends, state benefits. (Please print multiple copies as required. Send yourself or return to us to forward.)

To: _____

For the attention of: _____

Dear Sir/Madam

Advice of bank/building society account details for:

Name: _____

Salary/Payment Reference number*: _____

Other reference number*: _____

Date of birth*:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

National Insurance number*:

--	--	--	--	--	--	--	--	--	--

Old branch sort code:

--	--	--	--	--	--

Old branch account number:

--	--	--	--	--	--	--	--	--	--

Old Building society roll number (if applicable):

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Please send all future payments to my/our new bank account details below.

New branch sort code:

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New account number:

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New bank name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

New account name:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Yours faithfully

_____ (Customer Signature)

_____ (Date)

*Complete as necessary. Please note that for a salary/pension or benefit redirection you must provide your salary/pension reference number, your National Insurance number and your date of birth.