



CURRENT ACCOUNT

SWITCH  
GUARANTEE

# Your Current Account Switching Checklist

Use our checklist for a simple and stress-free switch.

## STEP 1: BEFORE YOU SWITCH

### Check you're able to switch

The Current Account Switch Service covers 99% of UK current accounts. The process is the same everywhere so you can feel confident when you switch, no matter which participating bank or building society you choose.

You'll find all the participating banks and building societies [here](#).

### HOWEVER YOU CAN'T SWITCH WITH

- A joint account without the permission of both parties
- Saving accounts
- ISAs
- Non-sterling payment accounts

### Find a new account

Think about how you use your current account to find the best one for you. You'll find useful advice at websites such as the [Money Advice Service](#), [moneysupermarket.com](#), [Money Saving Expert](#) and [uSwitch](#).

### Check you're eligible

Check you're eligible for the current account you want to switch to. Common eligibility examples include having a minimum number of Direct Debits, and a set amount entering the account each month. You'll also need to agree any overdraft facilities you require with them before initiating the switch (subject to eligibility status).



## STEP 2: GETTING READY

### ■ Review your existing payments

Go through your payments – if there are any you no longer use or want, it makes sense to cancel them rather than switch them to your new bank account.

### ■ Gather your documentation

If you think they'll be handy, remember to download your bank statements or request printed copies from your old bank account before you switch.

### ■ Choose your switch date

To make things easier, you can choose a switch date to suit you. Just make sure you allow seven working days for the switch to take place and that your chosen date isn't a Saturday, Sunday or Bank Holiday.

You can continue to use your old account up until your agreed switch date. This includes any use of your cards, online banking, or mobile banking. However, you should not set up new payments such as Direct Debits and standing orders on your old account during the seven working days leading up to your agreed switch date. This is because these will not be transferred across to your new bank or building society.

### ■ Start your switch

To start your switch, ask your new bank or building society to move your old account using the Current Account Switch Service. If you have agreed an overdraft facility with your new

provider, then you may transfer any existing overdraft to the new account.\*

\*Overdraft agreements are based on individual circumstances. Speak to your new bank or building society to find out more.

Before your switch, you'll need to agree to the 'Current Account Switch Agreement' and the 'Current Account Closure Instruction', both provided by your bank or building society, before the switch can go ahead.

The whole process will be handled by the bank or building society you are switching to, and they'll let you know when the switch has started and when the switch has been completed.

Any payments sent to your old account by mistake will be indefinitely redirected to your new one, if required, ensuring none of your regular payments will be adversely affected because of a switch.

### ■ Know your rights

Thanks to the Guarantee, if there are any problems with payments as a result of the switching process, you can be confident that your new bank or building society will correct them.

Read the [Current Account Switch Guarantee](#) to find out more about how you are covered.

### STEP 3: ON YOUR SWITCH DATE

#### ■ Start using your new account

On your agreed switch date, your new account will be ready to use and your old account will be closed. Your new bank will have transferred all of your regular incoming and outgoing payments to your new account, along with any remaining balance. Your saved Payee details for internet and telephone banking will also be transferred over.

### STEP 4: AFTER YOUR SWITCH DATE

#### If anything has gone wrong

In the unlikely event that anything goes wrong, your new bank or building society guarantees to refund any interest and charges you incur as a result of a delayed or incorrect switch. It's all part of the [Current Account Switch Guarantee](#).

FIND OUT MORE ON  
[WWW.CURRENTACCOUNTSWITCH.CO.UK](http://WWW.CURRENTACCOUNTSWITCH.CO.UK)