



Guide to Current Account Switching



Allied Irish Bank (GB)

Thinking of switching?

All you have to do is follow these 3 easy steps to move to your new Allied Irish Bank (GB) current account.

1

Get in touch!

Call into a branch, or phone us on 0345 6005 204†
(lines open: 9am-5pm Monday to Friday)

2

We need to see proof of your identity and address.
Most commonly, people bring in their passport, driving licence and a recent utility bill. If you are unsure of what you need contact 0345 6005 204†

3

Sign the relevant application forms and we will do the rest!

What we do

We will open your new current account and send you the details. We will help you set up an Online Banking Service tailored to your requirements.

Next, we will contact your old bank to move your standing orders, direct debits and bill payments to your new account by the agreed switch date.

Finally, once your switch is complete, we will confirm this with you.

CURRENT ACCOUNT

SWITCH
GUARANTEE

What does this Switch Guarantee mean?

The next page tells you how this guarantee makes switching your account simple, reliable and stress-free.



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.



Here's how...

A step-by-step guide to switching your current account to Allied Irish Bank (GB).

Option A - Current Account Switch Service: Switch your current account(s) to us and close your current account(s) with your old bank. The Current Account Switch Guarantee (see page 3) provides peace of mind for anyone switching current account.

Eligibility

Small/medium enterprises with an annual turnover and/or balance sheet total that does not exceed £6.5 million and less than fifty employees.

Small charities with an annual income of less than £6.5 million; and small trusts with a net value of less than £6.5 million.

Note: Larger companies and those who are not eligible for Option A can opt for a partial switch (Option B).

Or

Option B - Partial Switch: Move all or some direct debits, standing orders and bill payments (Online and Phonenumber Banking only) to us, but keep your current account at your old bank open.



Our staff will help you through this process. They will give you your new Allied Irish Bank (GB) current account details and any information you need about us.



Switching to Allied Irish Bank (GB) is free – There are no set-up charges for direct debits, standing orders and bill payments.



Option A - Current Account Switch Service

Switch your current account(s) to Allied Irish Bank (GB) and close your old account(s)

Step 1: Opening your new current account

The first step in making the switch is to open a current account with Allied Irish Bank (GB). Your Allied Irish Bank (GB) current account will be opened as soon as your application is approved.

A couple of things to think of before opening a current account:

- Transfer of a debit balance to your new current account will need to be agreed in advance with Allied Irish Bank (GB).
- You must make separate arrangements to repay your old bank overdraft, however we can assist you to make the payment.
- Any credit facilities needed on your current account must be discussed and agreed in advance.

Remember your identification documents (ID)

- To open your account, you will need to provide suitable identification (for example, a driver's licence) and proof of your address (such as a recent utility bill).

Step 2: Preparing to switch

What you will need to do

- Complete a Current Account Switch Agreement form.
- Complete a Current Account Closure Instruction Form to authorise the closure of your old account.
- Agree a switch date that is at least 7 working days after your new account has been opened.
- We will contact you if there are any payment arrangements that cannot be transferred.
- Continue to use your old account until your switch date.
- If you currently make regular payments to a supplier from your old debit card, ask the supplier to set this payment up from your new debit card to make sure any service is not interrupted.

Step 3: Up and running

On your switch date your new Allied Irish Bank (GB) personal current account will be fully operational and you can start using it.

- Your current account(s) with your old bank will be closed.
- Your payments (such as direct debits, standing orders and bill payments) will have been transferred to your new account.
- Any credit balance from your old account will have been transferred to your new account.
- If any payments are accidentally made to your old account after your switch date, they will automatically be redirected or forwarded to your new account (for at least 3 years, and longer if applicable).

Option B - Partial Switch

Move all or some of your direct debits, standing orders and bill payments to your Allied Irish Bank (GB) current account, but keep your existing account(s) with another bank open. The Current Account Switch Guarantee does not apply to a partial switch.

We will do the following:

- Tell you how the partial switch works and make sure you can use your new account within 10 working days.
- Ask your existing bank for information about your direct debits, standing orders and bill payments.
- Give you a list of your direct debits, standing orders and bill payments so that you can choose the ones you want to transfer.
- Give your new account details to organisations you have direct debits with (for example, gas, water and electricity companies and mobile-phone companies).
- Set up standing orders on your new account so that you can continue to make your regular payments.
- Set up bill payments by Online and Phoneline Banking.

Your old bank will do the following:

- Give us information about your direct debits, standing orders and bill payments.

What you will need to do:

- If you receive regular payments into your account (such as a wage), you will need to give the payer (for example, your employer) the details of your new account so that they continue making these payments.
- If direct debits continue to be paid from the old account, contact us and the company the direct debit is to.
- If you currently make regular payments from the debit card from your old account, set this up on your new debit card.
- If you want to close your old account or transfer your new balance to your new account, we can help you to do this.

Remember when switching...



Our staff will help you through this process.



If you are only doing a partial switch, make sure you select a date for the switch to take place when there is least activity on your current account. During the transfer make sure you have enough money in your new and old current accounts to cover any transactions.



Frequently asked questions about the Current Account Switch Service

1. What is the Current Account Switch Service?

It's a free service that lets you switch your current account from one participating bank or building society to another. It has been designed to be simple, reliable and stress-free and is backed by the Current Account Switch Guarantee.

2. Can I switch my account on a date that suits me?

Yes, you can choose and agree a date with your new bank or building society and the process will start six working days before that date. (Working days are Mon – Fri excluding bank and public holidays.)

3. What happens to payments that people send to my old account?

The Current Account Switch Service will redirect payments to your new account. Each time an electronic payment is redirected an automatic message is sent back to the originator advising them of the new account details so they can update their records. Some organisations may contact you directly to confirm your details have changed.

4. What happens if there is a mistake or unnecessary delay in the Current Account switching process?

The Current Account Switch Service is backed by the Current Account Switch Guarantee. This guarantees that any charges or interest incurred on your old or new account, as a result of a failure in the switching process will be refunded when you bring this to your new bank or building society's attention.

5. Will switching my current account affect my credit rating?

No, providing you repay any outstanding overdraft(s) on your previous account(s) as required by your old bank or building society. If there are any problems with payments (as part of the switching process) your new bank or building society will correct them and ensure your credit rating is not affected.

6. Can I switch my current account if I am overdrawn?

Yes, and your new bank or building society may be able to provide facilities to help you pay off any overdraft, subject to their normal lending criteria. If this isn't the case you must make separate arrangements to repay your old bank or building society what you owe.

7. What if I change my mind?

You can cancel your switch up to seven working days before your switch date. After that only certain elements can be cancelled. Your new bank or building society will guide you through this process if you choose to do this.

8. When will the money in my old account be transferred to my new account?

You will be able to access the funds in your old account up to and until your switch date when they will be transferred to your new account.

9. Do all banks and building societies offer the same Current Account Switch Service?

High Street banks and building societies and Internet and Telephone banks that display the 'Current Account Switch Guarantee' Trustmark will offer the Current Account Switch Service. You can find a list of participating organisations at www.currentaccountswitch.co.uk

10. What type of accounts can I switch using the Current Account Switch Service?

The Current Account Switch Service is for current accounts only. This includes personal, small business and charity current accounts. Small business accounts are those with an annual turnover that does not exceed £6.5 million and employs fewer than 50 people. Small charities have an annual income of less than £6.5 million and small trusts with a net asset of less than £6.5 million. If you are still unsure if you qualify then please ask your new bank or building society to confirm. If you would like to switch other account types, such as a savings account, you will need to ask your new bank or building society if they are able to help you do this.

11. What happens to any debit card transactions that I have asked my old bank to stop?

The Current Account Switch Service should not interfere with this process and any debit card transactions that you have asked your bank to stop should remain so after your switch.

12. Can I prevent my new account details being given to someone who sends one-off payments to my old account?

You may be able to transfer your payments to your new bank without redirecting payments from your old account, and you should discuss this requirement with us.

Value and Service

Value and service are at the heart of our business. We aim to provide real value to every one of our customers and to deliver the highest standard of service in banking and financial services.

AIB Group (UK) p.l.c. trading as Allied Irish Bank (GB) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, our registered number is 122088. Details of how we are regulated are available on request from any Allied Irish Bank (GB) branch.

You can get impartial consumer information from the Money Advice Service's website www.moneyadviceservice.org.uk.

Allied Irish Bank (GB) subscribes to The Lending Code. Details of the Code are available from any branch or from the Lending Standards Board website www.lendingstandardsboard.org.uk.

We subscribe to the Financial Ombudsman Service, which operates at Exchange Tower, London E14 9SR, telephone 0800 023 4567, website: www.financial-ombudsman.org.uk, email: complaint.info@financial-ombudsman.org.uk. Our brochure 'How does our service measure up?' is available from any Allied Irish Bank (GB) branch and via our website www.aibgb.co.uk. This brochure explains how we deal with complaints and how you can register a complaint.

Credit is available only if you are aged 18 or over, and depends upon our assessment of your financial position. Written quotations are available upon request.

Any references to tax and tax savings are based on our understanding of current legislation and HM Revenue & Customs practice. The law relating to taxation is liable to change in the future.

Important information about compensation arrangements

In the event that AIB Group (UK) p.l.c. is unable to meet its financial obligations, your eligible deposits are protected up to a total of £75,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. This limit is applied to the total of any eligible deposits you have with First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain, each a trading name of AIB Group (UK) p.l.c. In the case of joint accounts, each account holder is protected up to this limit. Any total deposits you hold above £75,000 between these trading names are unlikely to be covered. For further information about the scheme (including the amounts covered and eligibility to claim), please ask at your local branch or refer to the FSCS website www.fscs.org.uk



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Allied Irish Bank (GB)

Information correct as at September 2016

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