

# Current accounts

We switch your account,  
you relax.

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There are two ways you can move your account from your old bank to a new one with us. They work in different ways, so read this guide to understand which service will suit you best.

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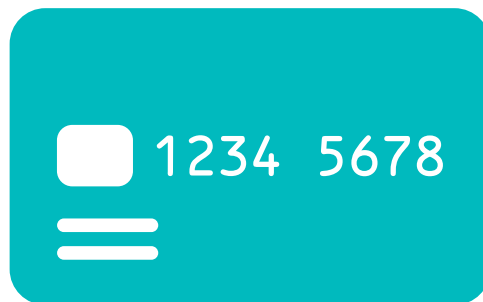
### Move your main banking to us

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# 1 Current Account Switch Service



# We'll take care of everything

It's never been easier to move your banking, with our Current Account Switch Service. We'll guarantee to switch your account in just seven working days (excluding bank and public holidays). Just choose a switch date, sign a form and leave it all to us.

We'll transfer all your regular payments, like Direct Debits, standing orders and bill payments and arrange for your old account to be closed. We'll also redirect any payments into or out of your old account to your Isle of Man Bank account and keep you up to date on how your switch is going, with texts and emails.

## We switch. You relax. Here's our seven-day guide...



### Day 1

We contact your old bank.

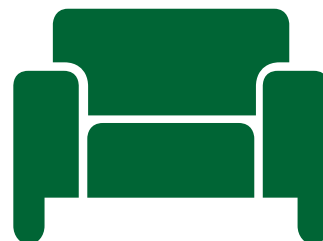
You pop out for a browse.



### Day 2

They accept.

You take a stroll.



### Day 3

We carry on behind the scenes.

You decide, Rom-Com or Action movie.



### Day 4-5

We switch your payments (like Direct Debits) and update you by text and email.

You flick through a magazine.



### Day 6

We kick off transferring your balance if you have money in your old bank.

You get back to your game.



### Day 7

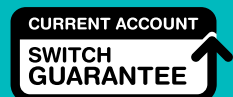
All done. Account switched. Any balance transferred.

You enjoy a little cake.

For more information



Visit [iombank.com/switch](https://iombank.com/switch)



# Current Account Switch Guide



## About the service

The Current Account Switch Service makes switching current accounts from one UK bank or building society to another simple, reliable and stress-free.

The service is available to consumers and small businesses, charities and trusts and allows you to choose a switch date that suits you.

## The benefits

The service provides all of the following benefits:

- We'll transfer your regular payments (such as standing orders and Direct Debits) to your new account.
- Any remaining credit balance in your old account will be transferred to your new account and your old account will automatically close.
- If any payments are made to or from your old account after your switch date, they'll be automatically redirected to your new account.
- If your new bank or building society agrees, bank accounts that include an overdraft can switch using the Current Account Switch Service. And if you'd like to have an overdraft with your new bank account, speak to your new bank or building society before starting your switch. Your new bank or building society will be able to advise if you're eligible for an overdraft, dependent on their lending criteria and your credit status.
- The switch process will be managed entirely by your new bank or building society and will be backed by the Current Account Switch Guarantee.

The guarantee provides the following:

The Current Account Switch Guarantee ensures your current account will switch on a day of your choice, your payments will be automatically transferred and redirected to your new account, and in the unlikely event anything goes wrong with your switch we will refund any interest and charges (incurred on your old or new current accounts) as a result of this failure as soon as it is brought to our attention.

## On your switch date

All of the following will happen on your switch date:

- Your payments (such as Direct Debits, standing orders and Bill Payments) will have all been transferred to your new account.  
We will have informed your Direct Debit originators of your new account details to enable them to begin claiming payments from your new account the day after your switch has completed.
- Any credit balance from your old account will have been transferred to your new account.
- Your new account will be ready to use.
- Your old account will be closed.

# 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.

For more information go to [www.currentaccountswitch.co.uk](http://www.currentaccountswitch.co.uk)



# Current Account Switch Agreement



- (A) This Current Account Switch Agreement (“Agreement”) is made between you (the individual(s), or entity who or which demonstrates consent to its terms) and us, The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey JE4 8PJ.
- (B) The Agreement is made up of the Consent, the Service Conditions and information about Your Right to Cancel the Agreement. Please read it carefully as you will be legally bound by it. If you do not understand any part of it, please contact us (please refer to section 5 for details of how to do this).
- (C) The Agreement will end 3 years after your selected Switch Date, e.g. if the Switch Date is 10 October 2016, this agreement would end on the 9 October 2019; or if your switch date was 8 October 2013 this agreement will end on 7 October 2016. In some circumstances, the Agreement may automatically be extended in accordance with clause 1.14 of the Agreement.
- (D) 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, building society or other payment account provider displaying the Current Account Switch Service Trustmark 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. We will complete the switch of information about your payment beneficiaries and your regular payment mandates from your Old Bank to your New Account on the same day. The Switch Date must be a working day and not a bank holiday that is observed by either your Old Bank or us.
  - For the Current Account Switch Service a ‘Current Account’ means an account in pounds (GBP) held in the name of one or more persons and used to make or receive payments.

## 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, a data Privacy Notice, the Service Conditions and information about Your Right to Cancel the Agreement).
- 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 even 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.
- The switch process begins 6 working days before the Switch Date.
- You have provided us with an Account Closure Instruction for your Old Account which cannot be reversed or cancelled by you any later than the close of business 7 working days before the Switch Date.
- You have given your consent to the redirection of all payments to and from your Old Account to be made to and from your New Account for 3 years after your Switch Date, or longer in accordance with clause 1.14 of the Agreement.
- You have familiarised yourself with the Privacy Notice which explains what we and your Old Bank will use your information for and is separate to this agreement.
- All information that you have given to us for the purposes of the switch is complete and correct.

## Service Conditions

### 1. THE CURRENT ACCOUNT SWITCH SERVICE

- 1.1 The Current Account Switch Service Guarantee is issued by us after you have consented to this Agreement and Account Closure Instruction. This means that if you have any questions regarding your switch these should be directed to us, unless otherwise advised.
- 1.2 There is no charge for the Current Account Switch Service, although there may be other taxes or costs that are not charged by us or paid via us.
- 1.3 You can change the Switch Date at any time up until the close of business 7 working days before the Switch Date that you have previously agreed with us.





- 1.4 The switch process begins 6 working days before the Switch Date. We will tell you that the switch is underway and when it is completed, and also if there is any reason why your switch request cannot be initiated or completed.
- 1.5 We will ensure that your existing regular payment mandates (e.g. Standing Orders, Direct Debits and bill payment mandates) are set up on your New Account and details of your existing payment beneficiaries are transferred to your New Account. In cases where we cannot match the payment frequency of your existing regular payment mandates, we will contact you to agree alternative arrangements. **Note: If you have arranged to make recurring payments using your Old Account debit card number, your Old Bank won't know your New Account debit card number so won't be able to transfer these to your New Account. This means that there is no guarantee that payment requests sent to your Old Account will be redirected to your New Account. The supplier may contact you to request the details of your New Account debit card. We recommend that you contact the supplier to set up a new recurring payment to ensure any service you receive (e.g. insurance) is not interrupted.**
- 1.6 We will also transfer any future dated payments (e.g. with a due date after your Switch Date) that you set up on your Old Account more than 6 working days before your Switch Date to your New Account to ensure these are made on the date originally requested.
- 1.7 The regular payment mandates that we will set up on your New Account as part of the switch will be in operation from the day after the Switch Date.
- 1.8 If you have any existing regular payment mandates that are non-sterling, or that quote a BIC or IBAN, these won't be switched to your New Account automatically. If we can facilitate non-sterling mandates, or ones that quote a BIC or IBAN, you will have to provide us with the relevant details separately so that we can set up them up on your New Account.
- 1.9 If you make any changes to your regular payment mandates on your Old Account or set up any new payment beneficiaries on your Old Account on or after the 6th working day before the Switch Date you must tell us, otherwise these changes will not be implemented on your New Account.
- 1.10 Your Old Bank will forward any funds remaining in your Old Account to your New Account on the Switch Date. There may be a short period when the balance is being transferred when it will not be possible to access the funds being transferred.
- 1.11 Funds will be retained by your Old Bank to cover any transactions made before the Switch Date on your Old Account which are still in the process of being cleared on the Switch Date. On the day that your Old Bank no longer needs to retain funds to cover transactions that are being cleared, it will transfer them to your New Account and they will be credited to your New Account no later than the next working day. Funds will also be retained by your Old Bank to cover debit card transactions that have already been authorised but which have not yet been paid out of your Old Account.
- 1.12 If you have outstanding debt on your Old Account (including any fees or charges) after the Switch Date, your Old Bank will tell you. You are liable for any outstanding debt on your Old Account remaining after the Switch Date.
- 1.13 For 3 years after the Switch Date if your Old Bank receives payments or requests for payments which relate to your Old Account, subject to compliance with applicable laws, it will redirect these to your New Account. However, if there is an outstanding debt on your Old Account, your Old Bank is entitled to use any funds or payments it receives (including by cheque) in full or part settlement of the debt on your Old Account. The originators of any redirected payments or payment requests will be advised of your New Account details.
- 1.14 In the unlikely event that payments continue to be redirected to your New Account during the 13 months leading up to the end of the 3 year redirection period we will automatically extend the redirection service and the term of this Agreement until such time as there is a 13 month period when no Direct Debits, Bacs Direct Credits or Faster Payment transactions have been automatically redirected by the central redirection service. Consequently payments made with intervals of more than 13 months will be disregarded.
- 1.15 For 3 years after the Switch Date, or longer in accordance with clause 1.14 of the Agreement, payments received in sterling from within the UK by your Old Bank will be redirected and credited to your New Account on the same working day that they were received by your Old Bank.
- 1.16 For 3 years after the Switch Date, or longer in accordance with clause 1.14 of the Agreement, payments received by your Old Bank in any currency other than sterling will be redirected in the same currency as your Old Bank receives them on the day that the funds are made available to your Old Bank. In certain circumstances it may be necessary for your Old Bank to redirect the payment to us in sterling. If this happens the Old Bank will provide us with full details of the exchange rate used and we will tell you.
- 1.17 Both we and your Old Bank have cut-off times (which may vary depending on the currency of the payment received) after which any payments received are treated as being received on the following working day. For details of your Old Bank's cut-off times you should contact your Old Bank and for details of our cut-off times you should contact us (please refer to Privacy Notice section 4 for details of how to do this).
- 1.18 You can stop any payment(s) being redirected by your Old Bank to your New Account by contacting us (please refer to Privacy Notice section 4 for details of how to do this). You need to do this by close of business on the working day before you expect the payment to be received by your Old Bank. **However, please be aware that if you stop your Old Bank redirecting a payment to us, this will mean that your Old Bank will stop redirecting any and all future payments and requests for payments to us from that date. Instead, any payments made to, or requests for payments from, your Old Account will be returned to the payment originator with the reason "account closed".**



- 1.19 If you have used your Old Account debit card before the Switch Date to make payments which have not been authorised and paid by your Old Bank out of your Old Account before the Switch Date, we will pay them out of your New Account (subject to the availability of funds).
- 1.20 If any cheques drawn by you on your Old Account have not been presented to your Old Bank for payment before the Switch Date, we will pay them out of your New Account (subject to the availability of funds). This is dependent on whether or not we are a cheque issuing bank and we have advised you in advance that we will not pay cheques drawn on another bank.
- 1.21 If you have asked your Old Bank to stop a cheque drawn on your Old Account and you change your mind, we may not be able to cancel that stop instruction. If you wish to place a stop on a cheque drawn on your Old Account after the Switch Date you must contact us (please refer to Privacy Notice section 4 for details of how to do this) to make this request.
- 1.22 You must not use your Old Account chequebook and debit card details after the Switch Date and you should destroy your Old Account chequebook and debit card promptly after the Switch Date.
- 1.23 The Current Account Switch Service does not include payment arrangements that are held by third party providers. If you think you may have any payment arrangements like this please contact us for advice.
- 1.24 In the event that your Old Bank withdraws from the service and your old sort code is no longer able to receive payments because it is withdrawn from the UK payment systems the redirection service will no longer be available with effect from the date your old sort code removed from the UK payment system.

## 2. ERRORS AND COMPLAINTS

- 2.1 You will see details of any funds transferred and any forwarded or redirected payments in the next statement that you receive for your New Account. You should check your statement carefully and let us know as soon as possible if you think there has been an error or if funds haven't been transferred or a payment hasn't been forwarded or redirected as expected.
- 2.2 If something goes wrong with the Current Account Switch Service (for example if a payment is not redirected, is redirected incorrectly, or is lost), we will correct the error, you will receive a refund of any interest and/or charges incurred, paid or lost on your Old Account or your New Account as a result of the failure and we will notify you of any action we have taken and the outcome.
- 2.3 If you have a complaint about the Current Account Switch Service it should be raised with us in the first instance (please refer to Privacy Notice section 4 for details of how to do this) and we will deal with it as quickly as possible under our internal complaints procedure, copies of which are available on request. We will tell you if we pass your enquiry on to your Old Bank and advise you how we intend to deal with your complaint from that point.
- 2.4 If you are not satisfied with any of our products or services, we have a complaints procedure that you can use. A leaflet, giving details of the procedure, is available from your branch upon request.

## 3. THIS AGREEMENT

- 3.1 We will give you at least 2 months' notice of changes to the redirection services provided under this Agreement. If you are not happy with the changes, you should tell us and you will be able to end the Agreement immediately and without charge before the changes take effect. If we do not hear from you, we will treat you as having accepted the changes. We may make changes:
  - to respond proportionately to changes in general law or decisions of a Financial Ombudsman Service;
  - to meet regulatory requirements;
  - to reflect new industry guidance and codes of practice which improve consumer protection;
  - to reflect the introduction of or changes to technologies or other innovations or changes to payment systems or schemes; and
  - to help us introduce new or improved systems, methods of operation and new features or services that may benefit you.
- 3.2 If you ask us, we'll provide you with a further copy of this Agreement.
- 3.3 You can end this Agreement at any time by contacting us. If you end this Agreement all payment redirection activities will stop (see paragraph 1.18 above for what will happen if payment redirection activities stop).
- 3.4 We will stop the switch and/or suspend redirection activities if we have reasonable grounds to suspect fraud perpetrated by a third party or we consider it appropriate for your protection or to comply with our statutory duties. Unless we are unable to contact you or there is a legal reason or other circumstances beyond our control preventing us from doing so, we will tell you before taking this action and provide our reasons for doing so. If we are unable to contact you beforehand, where possible we will do so as soon as we can afterwards. You are responsible for all losses incurred by you if you have acted fraudulently.
- 3.5 We may, at any time, transfer to any person or business any or all of our rights and duties under this Agreement. We will only do this if you are no less favourably treated after the transfer than beforehand.
- 3.6 This agreement is governed by the laws of the jurisdiction in which the branch where your account(s) are held is located.

## 4. CURRENT ACCOUNT SWITCH DATA PRIVACY NOTICE

### YOUR INFORMATION; HOW WE USE IT.



In order to fulfil your Current Account Switch in accordance with the terms of the Current Account Switch Agreement, we collect, process, share and keep your information. This current account switch specific privacy notice sets out a summary of what you need to know about what happens to your information when you choose to use the Current Account Switch Service, and should be read in conjunction with our full privacy notice which can be found at <https://www.iombank.com/global/privacy-notice.html>

Capitalised words are defined either in this privacy notice or in the Current Account Switch Agreement.

### 4.1 STARTING THE SWITCH

#### 4.1.1 Information we process

When you set up your new current account with us, we collect and process your personal information including your name, address and contact details, and give you a new account number and sort code. If your new account is a joint account, we also collect and process the joint account holder's personal information. Together, this is your New Bank Information.

### 4.2 DURING THE SWITCH

#### 4.2.1 Use of your information

When we receive your signed Current Account Switch Agreement, we send your New Bank Information to your Old Bank to make sure that the correct account with your Old Bank will be closed and all regular payment arrangements are switched to your new current account with us. We will also send your Current Account Switch Agreement and Account Closure Instruction to your Old Bank if they request it.

When your Old Bank receives your New Bank Information from us, they send us your old bank account information so we can set up your regular payment arrangements on your new current account. Regular payment arrangements means standing orders, Direct Debits and future dated payments, unpresented cheques pre-dating the switch, as well as details of the payment arrangements that you set up using your Old Bank on-line banking system (including mobile banking Apps) more than 6 working days before your switch date.

We collect, process, share and retain your information because you have signed the Current Account Switch Agreement and requested a switch. If for any reason you object to us processing your information we cannot fulfil your switch request.

We also use your information to deal with any queries you may have during or after the switch process and any queries relating to your regular payment arrangements. This is to ensure that you are happy with the switch service and your regular payment arrangements continue to operate successfully.

#### 4.2.2 Sharing your Information

In addition to sharing your New Bank Information with your Old Bank, we also share your New Bank Information with payment system operators and the provider of the payment system software. We do this so that any regular payments initiated using automated, online and telephone banking means or single payments made by cheque whether made by you, or received by you, will continue to be made from or received into your new current account. It also helps us resolve any queries you may have. This ensures that your switch makes no difference to the people and organisations you are paying or receiving payments from.

We will also share your New Bank Information with organisations that you have payment arrangements with in circumstances where we are dealing with regular payment arrangement complaints.

### 4.3 AFTER YOUR SWITCH

#### 4.3.1 Keeping your information

Your New Bank Information is used by us for a number of purposes. The Current Account Switch Service is only one of those purposes. Your information that relates solely to the Current Account Switch Service will be kept by us so that we can complete the switch and address any future queries or disputes relating to your switch. These include queries or disputes relating to any of your payment arrangements.

We understand our legal obligations relating to your information which include minimum retention periods for accounting and legal documents. Where it is possible to minimise or reduce the amount of your information that is stored, we make sure this takes place.

#### 4.4 AT ANY TIME



##### 4.4.1 Contacting Us

- I. You can contact us by:
  - visiting your local branch
  - writing to us at Isle of Man Bank, 2 Athol Street, Douglas, Isle of Man IM99 1AN.
  - telephoning us on 01624 637000. Calls may be recorded.
- II. We will only communicate with you in English and we will use the contact details you have given us to contact you by phone, post, by e-mail or by text.
- III. Our head office details are: Isle of Man Bank, Royal Bank House, 71 Bath Street, St Helier, Jersey JE4 8PJ.
- IV. Our data protection officer contact details are: dpo@rbsint.com

##### 4.4.2 Your Information Rights

You have a number of rights in relation to your information including the right to:

- I. Access and obtain a copy of your information
- II. Require us to change incorrect or incomplete information;
- III. Require us to delete or stop using your information but only where the information is no longer necessary for the purposes of the switch; and
- IV. Object to us using your information but only where we no longer need to process it.

Please use the contact us details above if you wish to exercise any of your rights. Where possible we will let those organisations we share your information with know if we make any changes to your information, delete it or stop processing it.

If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. We hope that we can address any concerns you may have, but you can always contact the data protection authority. For more information please visit: [www.inforights.im](http://www.inforights.im)

##### 4.4.3 Multiple accounts only

Your Old Bank sends us details of your regular payment arrangements. These can include details of regular payment arrangements relating to all accounts you have with your Old Bank, not just the account you have chosen to switch. We recommend you check with your Old Bank to understand if this applies your Old Bank account before you decide to use the switch service.

## Your Right to Cancel this Agreement

You have a 14 calendar day period in which you can contact us to cancel this Agreement. The 14 day period begins the day after you authorise us to switch your account, unless you have agreed to the switch before receiving this Agreement, in which case the 14 day period begins the day after you receive this Agreement. If you cancel this Agreement, any account switch processes already completed cannot be reversed or unwound. The following points describe what will happen if you exercise this right to cancel the Agreement at key times during the switch.

1. At least 7 working days before the Switch Date:
  - You can continue to use your Old Bank account because it will not be closed.
  - Details of the payment beneficiaries and regular payment mandates on your Old Account will not be transferred to your New Account.
  - No balance transfer will take place.
  - No payment redirection activities will be undertaken.
2. During the 6 working days before the Switch Date:
  - Your Old Account will be closed from the Switch Date because your Account Closure Instruction cannot be cancelled.
  - Details of the payment beneficiaries and regular payment mandates on your Old Account will still be transferred to your New Account and you will need to contact us (please refer to Privacy Notice section 4 for details about how to do this) if you wish to cancel any of them. Please note that if you decide to cancel any payment arrangements with us it does not mean they will remain available to you at your Old Bank.
  - The transfer of your Old Account balance to your New Account will be stopped provided we have enough time to notify your Old Bank that you have cancelled the Agreement before your Old Bank closes for business on the working day before the Switch. Your Old Bank will contact you to find out where you would like your money (e.g. the credit balance in your Old Account) to be sent.
  - No payment redirection activities will be undertaken after the Switch Date.
3. On the Switch Date, or later (and within the 14 day cancellation period):
  - Your Old Account will be closed from the Switch Date because your Account Closure Instruction cannot be cancelled.
  - Details of the payment beneficiaries and regular payment mandates on your Old Account will still be transferred to your New Account and you will need to contact us (please refer to Privacy Notice section 4 for details about how to do this) if you wish to cancel any of them.
  - The balance transfer from your Old Account to your New Account will have been completed.
  - No payment redirection activities will be undertaken after the day that you cancel this Agreement.

If you change your mind after the switch has started, you might want to consider waiting until after the Switch Date. You can then request another bank or building society to switch your account from us. Please note that you may not be able to switch back to your Old Bank or to the type of current account you held with your Old Bank.

# Current Account Switch Service – Account Closure Instruction



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, building society or other payment account provider displaying the Current Account Switch Service Trustmark 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. We will complete the switch of information about your payment beneficiaries and your regular payment mandates from your Old Bank to your New Account on the same day. The Switch Date must be a working day and not a bank holiday that is observed by either your Old Bank or us.
- For the Current Account Switch Service a ‘Current Account’ means an account in pounds (GPB) held in the name of one or more persons and used to make or receive payments.

**Please instruct my Old Bank that I wish to close my Old Account because I am switching my current account to my New Account with you.**

By consenting I/we (if more than one of us is required to authorise this account closure instruction) understand as follows.

1. My Switch Date is the date my switch completes and I will agree my Switch Date with my New Bank.
2. I confirm that I have satisfied myself that my New Account meets my needs and delivers the services I require even although the protections, features and benefits may not be the same as my Old Account.
3. Unless I have outstanding debt on my Old Account, closure of my Old Account will be effective from my Switch Date. **I understand that, whether or not I have an outstanding debt on my Old Account, my Old Account will not be available for use from my Switch Date, even if I:**
  - decide to close my New Account; or,
  - change my mind about the switch.
4. By closing my Old Account I am withdrawing my authority for any regular payment mandates on my Old Account (as I am transferring this authority to my New Account).
5. If I make any changes to the regular payment mandates on my Old Account or set up any new payment beneficiaries on my Old Account on or after the 6th working day before my Switch Date I must tell my New Bank, otherwise those changes or new regular payments will not be implemented on my New Account.
6. As at my Switch Date, any benefits or services associated with, or dependent upon, my Old Account (e.g. travel insurance or preferential rates) will terminate.
7. My Old Bank will retain enough funds to cover:
  - transactions made on my Old Account before my Switch Date which are still in the process of being cleared on my Switch Date, until those transactions have cleared; and debit card transactions (where applicable) that have already been authorised but which have not yet been paid out of my Old Account.
8. I must not write any cheques on my Old Account or use the debit card for my Old Account after my Switch Date, and I will promptly destroy my old cheque book(s) and debit card(s) for my Old Account after my Switch Date.
9. Any cheque that I pay into my Old Account before my Switch Date will be cleared through my Old Account and the cheque value will be transferred to my New Account when it has cleared.
10. After my Switch Date:
  - I should contact my New Bank if I want to stop a cheque drawn on my Old Account; and
  - I may not be able to remove any existing stop instruction on a cheque drawn on my Old Account.
11. If I have outstanding debt on my Old Account (including any fees or charges) after my Switch Date, my Old Bank will tell me. In such circumstances:
  - my Old Bank will block my Old Account and I will not be able to carry out any further transactions on it, with the exception of repaying the outstanding debt; and
  - the terms and conditions of my Old Account will continue to apply until I have repaid the outstanding debt in full, at which time my Old Account will be closed.
12. If there is an outstanding debt on my Old Account after my Switch Date, my Old Bank will be entitled to use any funds or payments it receives (including by cheque) in full, or part, settlement of the debt on my Old Account.

13. For 3 years after my Switch Date, or longer in accordance with clause 14 below, if my Old Bank receives payments or requests for payments it will redirect these to my New Bank (e.g. all incoming credits and Direct Debit requests). However, my Old Bank will still have to comply with applicable laws (for example relating to fraud, money laundering etc.), so in certain circumstances it may not be permitted to do so.
14. In the unlikely event that payments continue to be redirected to my New Account during the 13 months leading up to the end of the 3 year redirection period, the redirection service and the term of this Agreement will automatically be extended until such time as there is a 13 month period when no Direct Debits, Bacs Direct Credits or Faster Payment transactions have been automatically redirected by the central redirection service. Consequently, payments made with intervals of more than 13 months will be disregarded.

# Frequently Asked Questions





## Common questions



### 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.

### 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.

### Will the Current Account Switch Service automatically transfer new payment arrangements if I set them up at my old bank within 7 working days of the switch date agreed with my new bank?

No. The Current Account Switch Service will take care of all payment arrangements at your old bank up until 7 working days before your agreed switch date. If you want to set up new payment arrangements during the 7 working day period leading up to your switch date you must do this on your new account.

## All about eligibility

### Can I switch my current account?

Yes, you can use the service to switch accounts from and to any of the participating banks and building societies.

### Can I switch my savings account?

No, we can't switch savings accounts.

### I have a joint account. Can I switch my current account?

Yes, as long as both parties agree to the switch and you are switching to another joint account. It is not possible to use the service to switch a joint account to a sole account.

### Can I switch my current account if I am overdrawn?

Yes. You will need to agree any overdraft facilities you require with your new bank or building society. Alternatively, they may be able to provide facilities to help you pay off any existing overdraft you may have, subject to their normal lending criteria. If you do not come to an agreement with your new bank you must make separate arrangements to repay your existing overdraft before you switch.

### Is the Current Account Switch Guarantee the same for all banks?

Yes, all banks and building societies that display the Current Account Switch Guarantee Trustmark will follow the same switching process and must offer the same guarantees. There are over 40 participating banks and building societies in the UK and you can see them here <https://www.currentaccountswitch.co.uk/banksandbuildingsocieties/Pages/banks.aspx>

### What if my bank is not signed up to the Current Account Switch Guarantee?

If your old or new bank is not signed up with Current Account Switch Guarantee, then you won't be able to use the Current Account Switch Service. You should talk to your new bank to find out how to switch your account.

## The switching process

### Who provides the guarantee?

As a participant of the Current Account Switch Service, your new bank or building society guarantees your switching process. Bacs, the people behind Direct Debits and Direct Credits in the UK, manage and oversee the service.

### Can I choose my switch date?

Yes, you can choose and agree a switch date with your bank or building society. Just make sure you allow 7 working days for the switch to take place and that your chosen date isn't a Saturday, Sunday or Bank Holiday.

### Are account opening and account switching all part of the same process?

Account opening and account switching are separate processes. Your new bank or building society has to carry out 'know your customer' security checks as part of their account opening process. Once these are complete to the satisfaction of the new bank or building society, you can choose and agree your switch date.

### When does the switch begin?

Once you have applied for and opened your new account, you can choose the switch date to suit you. The date of your switch must be at least 7 working days from this point.

**Will the Current Account Switch Service automatically transfer new payment arrangements if I set them up at my old bank within 7 working days of the switch date agreed with my new bank?**

No. The Current Account Switch Service will take care of all payment arrangements at your old bank up until 7 working days before your agreed switch date. If you want to set up new payment arrangements during the 7 working day period leading up to your switch date you must do this on your new account.

**Do I have to close my old account?**

If you use the Current Account Switch Service to switch, your old bank will close your old account. This ensures that any payments made to your old account are automatically redirected to our new account.

If you would like to keep your old account open then you are free to do so, but you won't be able to use the Current Account Switch Service to do this, and you will not be covered by the Guarantee. Speak to your bank and they can help explain your options.

**What happens to payments that people send to my old account?**

All incoming and outgoing payments will be automatically redirected to your new account. Each time a payment is redirected, an automatic message is sent back to the originator advising them of your new account details so they can update their records. Some organisations may contact you directly to confirm your details have changed. If you do not want your new details to be given to someone who sends a one-off payment, contact your new bank.

**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 an until your switch date, when they will be transferred to your new account.

**If the switch is delayed for any reason, can I still use my new account?**

Yes, if the new account is open and you have money in it (or an overdraft agreed) than you can use it.

**What happens to any debit card transactions or Direct Debits that I have asked my old bank to stop?**

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

**What will happen to any refunds applied to my old debit card after my old account is closed?**

Any refunds which are applied to your old debit card after switching your account will be sent to your new bank. If you are expecting a refund and have not received it, please contact your new bank.

**What if I change my mind?**

You can cancel your switch up to 7 working days before your switch date. If you do want to cancel, speak to your new bank, who can guide you through this process.

**My new bank says I need to update my personal details with my old bank. Why?**

If the details you provide to your new bank do not match those held by your old bank you may be asked to contact your old bank and update them. Examples include if you have got married and not changed your maiden name to your married name, or if you have moved house and not told your old bank your new address. When you are updating your details with your old bank you do not have to tell them that you will be switching to a new bank.

**What will happen to my Paym registration when I switch?**

On your switch date your old bank or building society will de-register your mobile phone number from Paym. If your new bank or building society offers Paym then you can re-register your mobile phone number with them. You can do this on or after your switch date, or earlier if you de-register your mobile number at your old bank or building society yourself.

**I've allowed third parties (such as financial comparison websites, money management apps and payment services) access to my financial data. Will this be switched too?**

No, you'll need to cancel and re-authorise these with your new account details. You would need to contact the third party providers directly to discuss arranging set up at your new bank. If your old account is still open, your bank will be able to tell you which third parties you've given permission to make payments on your behalf, and / or access your financial data.

Not all Third Party Providers services are supported by all banks and building societies, so there's a chance that the Third Party Providers on your old account may not be able to access your new account. Please check your new provider's terms and conditions for more information about Third Party Providers.

**My new bank account doesn't allow me to give my financial data to third parties. What will happen to third-party authorisations on my old account?**

Unfortunately, you'll no longer be able to use these services and any payments you have set up through them will end. If you're not sure whether you have any third-party authorisations set up on your old account, check with your old bank before you close the account.

**What happens to my old bank statements after I switch?**

Your transaction history on your old account won't be transferred through the Current Account Switch Service. If you'd like your old statements get in touch with your old bank.

## Your rights

### **What happens if there is a mistake or unnecessary delay in the switching process?**

In the unlikely event that there are any issues in starting the switch, we will inform you before your switch date. If anything goes wrong, we will ensure that any charges or interest incurred on your old and/or new account as a result of the error will be refunded. It is for your new bank to decide whether you receive compensation above and beyond the refund.

### **Will switching my current account affect my credit rating?**

Simply switching from one bank to another using the Current Account Switch Service will not affect your credit rating.

However, when you open a new bank account, your new provider may run a credit score check which could affect your credit rating.

In the unlikely event that during the switch you encounter any problems with payments (such as a standing order), your new bank or building society will correct them and ensure your credit rating is not affected.

### **Can I be sure that all payments made to my old account are redirected?**

Yes, any payments made to your old account will automatically be redirected to your new account. Each time a payment is redirected, an automatic message is sent back to the originator advising them of your new account details so they can update their records. Some organisations may contact you directly to confirm your details have changed. Let your new bank know if you do not want them to provide your details to anyone.

## If something goes wrong

### **My switch is not going as promised. Who do I contact?**

If there's a problem with your switch you should contact the bank of building society you are switching to. If you've got any questions about the switching process, take a look at our how to switch page.

### **My Direct Debit hasn't moved across after I've switched. What do I do?**

If you're missing a Direct Debit and your switch is complete, contact your new bank. Remember all payments are covered by the Current Account Switch Guarantee and any charges or interest incurred on your old or new account as a result of the error will be refunded.

### **Who do I tell if I think the Current Account Switch Services does not meet my requirements? (Please note: if you have a complaint about the way the service has been delivered by your new bank please contact them directly.)**

If you think you have found a flaw, or missing feature, in the service design, or in the way that Bacs operates the service, please contact:

By email: Complete the Contact us form, including a summary of the issue that you would like to raise.

By post: CASS Advisor, Bacs payment Schemes Limited, 2 Thomas More Square, London, E1W 1YN. Enclosing a summary of the issue that you would like to raise.

Bacs will acknowledge receipt within 2 working days of receiving the email / letter and for more complex questions provide a detailed (initial) response within 10 working days.



## 2 Transfer regular payments

**Move your regular payments to your account with us, without having to close your old one.**

# If you opt to keep your old account open as part of your switch, you will not receive the same features as the Current Account Switch Service.

## Agreement

The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ.

### Consent

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

- You have given your consent for us to switch your existing sterling current account to your New Account.
- All information that you have given to us is complete and correct.
- You will be bound by the terms in this Consent and the Service Conditions.
- You will select and agree a switch date with us.
- The switch process begins six working days before your Switch Date.

### Service Conditions

- This “Agreement” comprises of the Consent and these Service Conditions. Please read the Agreement carefully as you will be legally bound by it. If you do not understand any part of it, please contact us (please refer to section 5 for details of how to do this).
- 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 you are switching from.
- Your “New Bank” is the bank you are switching to.
- The “Switch Date” is the date we will complete the switch of your payments arrangements from your Old Bank to your New Account with us. The Switch Date must be a working day and not a bank holiday that is observed by either your Old Bank or us.

#### 1. Transfer your regular payments

- 1.1 There is no charge for the Service.
- 1.2 You can change the Switch Date at any time up until the close of business seven working days before your Switch Date.
- 1.3 We will tell you that the switch is underway and when it is completed, and also if there is any reason why your switch request cannot be initiated or completed.
- 1.4 We will ensure that your existing Direct Debit originators are informed of your New Account details. We will ensure that standing orders and Bill Payment mandates are set up on your New Account. We will contact you in cases where we cannot match the payment frequency in order to agree alternative arrangements. It is your responsibility to contact your Direct Debit originators if they have not acted upon our instruction to request payments from your new account.
- 1.5 Any non-sterling payment mandates that debit your Old Account won't be switched automatically and if we offer this account feature you will have to provide us with the relevant details so that we can set up these payments on your New Account.
- 1.6 If you make any changes to your regular payment arrangements on your Old Account or set up any new payment arrangements once the switch has started you must tell us otherwise these changes will not be implemented.
- 1.7 The regular payment arrangements that we will set up on your New Account as part of the switch will be in operation from the day after the Switch Date.
- 1.8 Future debits and credits will not be redirected. This means any regular credits, such as your wages, will not automatically redirect to your new account as part of the switch and your balance will not be transferred. If you wish for these to be paid to your account with us, you will have to advise them directly of your new account details.
- 1.9 Your Old Account will remain open and you will not be covered by the Current Account Switch Guarantee.

## 2. Your Instructions

By requesting the Service, you:

- 2.1 Agree that we and your Old Bank can share personal data that we hold about you, your New Account and your Old Account and other parties to the account with each other, and with the people and organisations that need to know that you have switched your current account to us. This means that details of your New Account will be passed to people and organisations that want to send you money or collect money from you.

Agree that we will share with the New Bank details of any payment beneficiaries that you have set up on your Old Account or any other payment account (such as a current account) that you hold with us. This means that any joint or additional holders of your New Account will be able to see the beneficiaries of payments that you have made on any payment account you hold with us.

Agree that we and your Old Bank will only share the information that is necessary or desirable to complete your current account switch.

## 3. Errors and Complaints

- 3.1 When brought to our attention if something goes wrong with the Service you will receive a refund of any interest and charges incurred on your old or new current accounts as a result of this failure.
- 3.2 If you have a complaint about the Service it should be raised with us in the first instance (refer section 5 for details of how to do this) and we will deal with it as quickly as possible under our internal complaints procedure, copies of which are available on request. We will tell you if we pass your enquiry on to your Old Bank and advise you how we intend to deal with your complaint from that point.
- 3.3 If you are not satisfied with any of our products or services, we have a complaints procedure that you can use. A leaflet, giving details of the procedure, is available from your branch upon request.

## 4. This Agreement

This agreement is governed by the laws of the jurisdiction in which the branch where your account(s) are held is located.

## 5. Contacting Us

You can contact us by:

- visiting your local branch.
- telephoning us on 01624 637000. Calls might be recorded.
- We will only communicate with you in English and we will use the contact details you have given us to contact you by phone, post, by e-mail or by text.
- Our head office details are: Isle of Man Bank, Royal Bank House, 71 Bath Street, St. Helier, Jersey JE4 8PJ.
- Details of our regulators are set out on the last page of this leaflet.

## Your Right to Cancel

- You can cancel this agreement up to seven working days before the Switch Date (This will be prior to your switch request initiating):
- If you cancel prior to the seven working days before your switch date: Your payments arrangements on your Old Account will not be transferred to your New Account.
- If you contact us to cancel during the six working days before the Switch Date (This will be from when your switch request is initiated) you will not be able to cancel this agreement as any switching processes initiated cannot be reversed or unwound:

Your payment arrangements on your Old Account will still be transferred to your New Account and you will need to contact us (please refer to section 5 for details about how to do this) if you wish to cancel any of them.

# Frequently Asked Questions

## Transfer Regular Payments

### 1. How does the Transfer Regular Payments differ from a Current Account Switch Service?

There are some important differences between the two types of services, as follows:

	Current Account Switch Service	Transfer Regular Payments Service
Transfer regular payments (including Direct Debits, standing orders and bill payments)	Yes	Yes
Payment redirection service	Yes	No
Transfer Balance	Yes	No
Close Old Bank Account	Yes	No
Covered by the Current Account Switch Service Guarantee	Yes	No

We will notify your Direct Debit originators of your account details with us. Until they update your details they may claim payments from your old account and therefore they will not be claimed from your account with us.

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

Yes, you can select and agree a date with us and the process will start six working days before that date. (Working days are Monday to Friday excluding bank and public holidays.)

### 3. What happens to payments (debits and credits) that people send to my old account?

Any future credit payments that are sent to your old account will continue to credit your old account, as they will not be redirected. If you require future credits to be sent to your account with us, you must advise the person or company making the payment to send it to your account with us.

### 4. Can I choose which Direct Debits I bring across?

No. Our Transfer Regular Payments will only update those that are active on your Old Account.

### 5. What if I change my mind?

You can cancel your switch up to seven working days before your switch date. After that your regular payment arrangements will still be transferred.

# 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.

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For the attention of: \_\_\_\_\_

Dear Sir/Madam,

Advice of new bank/building society account details for:

Name: \_\_\_\_\_

Salary/payment reference number\*: \_\_\_\_\_

Other reference number\*: \_\_\_\_\_

Date of birth\*: \_\_\_\_\_ National Insurance number\*: \_\_\_\_\_

Old branch sort code: \_\_\_\_\_ Old account number: \_\_\_\_\_

Old building society roll number (if applicable): \_\_\_\_\_

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

These new details should be used with effect from \_\_\_\_\_ (insert date)

New branch sort code: \_\_\_\_\_ New account number: \_\_\_\_\_

New building society roll number (if applicable): \_\_\_\_\_

New bank name: \_\_\_\_\_ New account name: \_\_\_\_\_

Yours faithfully

Customer signature: \_\_\_\_\_

Date: \_\_\_\_\_

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



# Here's how to get in touch

 Pop into your local branch

 Visit us at [iombank.com/switch](https://iombank.com/switch)

 Call us on **01624 637000**

The Royal Bank of Scotland International Limited trading as Isle of Man Bank (Isle of Man Bank). Registered Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850. Regulated by the Jersey Financial Services Commission.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637000. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business and registered as a General Insurance Intermediary.

Isle of Man Bank is a member of the Isle of Man Depositors' Compensation Scheme (DCS) as set out in the Depositors' Compensation Scheme Regulations 2010. To understand your eligibility under the scheme you may wish to visit <https://www.iomfsa.im/consumer-material/isle-of-man-depositors-compensation-scheme-dcs/>

Isle of Man Bank is a member of NatWest Group. NatWest Group plc - Registered in Scotland No 45551. Registered office: 36 St Andrew Square, Edinburgh EH2 2YB. The latest report and accounts are available at [www.investors.natwestgroup.com](http://www.investors.natwestgroup.com). Isle of Man Bank places funds with other parts of NatWest Group and thus its financial standing is linked to the Group. Depositors may wish to form their own view on the financial standing of Isle of Man Bank and the Group based on publicly available information. The latest report and accounts are available at [com/financial-results](http://com/financial-results).