

Current Account Switch Service

When you agreed to switch to us, you provided your consent to close your 'Old Account'. The account closure instruction is detailed below.

In this agreement:

- Your 'New Account' is the account held with us that you're switching your 'Old Account' to.
- Your 'Old Account' is the account that you're switching to your 'New Account' from your 'Old Bank'.
- Your 'Old Bank' is the bank you're switching your 'Old Account' from.
- The 'Switch Date' is the date that we'll agree with you to arrange for any credit balance to be transferred from your 'Old Account' to your 'New Account'. We'll complete the switch of information about your payment beneficiaries and your regular payment mandates on the same day. Please note the 'Switch Date' must be a working day and not a bank holiday that is observed by either your 'Old Bank' or us.

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'll agree this with my New Bank.
2. Unless I have outstanding debt on my Old Account, closure of this will be effective from my Switch Date. I understand that, whether or not I have an outstanding debt on my Old Account, this won't be available for use from my Switch Date, even if I:
 - decide to close my New Account or,
 - change my mind about the switch.
3. By closing my Old Account I'm withdrawing my authority for any regular Direct Debits and standing orders on this (as I am transferring this authority to my New Account).
4. If I make any changes to regular payments or set up any new payment beneficiaries, on or after the sixth working day before my Switch Date, I must tell my New Bank, otherwise those changes or new regular payments won't be implemented on my New Account.
5. 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.
6. My Old Bank will retain enough funds to cover:
 - transactions made on my account before my Switch Date which are still in the process of being cleared and,
 - debit card transactions that have already been authorised, but which have not yet been paid.
7. I mustn't write any cheques or use the debit card for my Old Account after my Switch Date, and I'll promptly destroy my cheque book(s) and debit card(s) for this after my Switch Date.
8. Any cheque that I pay into my Old Account before my Switch Date will be cleared through this account and the value will be transferred to my New Account when it has cleared.
9. 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.
10. 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 won't 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've repaid the outstanding debt in full, at which time the Account will be closed.
11. 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 cheques) in full, or part, settlement of the debt on the Account.
12. For a period of 36 months after my Switch Date, if my Old Bank receives payments or requests for payments it will redirect these to my New Bank. However, my Old Bank will still have to comply with applicable laws (for example relating to fraud, money laundering).

Please call 03457 212 212* (6am - 10pm 7 days a week) if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.

Information correct as at 05/2017.