



Switching to Barclays?

Leave it to us

 **BARCLAYS**



CURRENT ACCOUNT
SWITCH
GUARANTEE 

Moving banks is easier than ever before

The Current Account Switch Guarantee ensures your current account will switch on a date of your choice and your payments will be automatically transferred and redirected to your Barclays account.

Simply put, you sign a form (or if using the Barclays app, agree to switch your personal current account through your mobile device) and leave the rest to us. Your new Barclays account is then ready to use and seven working days later all your payments and balances will transfer to it and the account you've switched from will close. In the meantime, you can keep track of the progress of your switch through our text message update service or by calling our dedicated switch helpline.

The benefits

The service is free and provides all of the following benefits:

- All your payments, both in and out (direct debits, standing orders, salary, etc.) will be moved to your Barclays account
- Your old account will close automatically on the switch date of your choosing and any money will be transferred to your new account
- If any payments are accidentally made to your old account after your switch date, they'll be automatically redirected or forwarded to your new account
- In the unlikely event anything goes wrong with your switch, we'll refund any interest and charges incurred on either your old or new current accounts, as soon as it is brought to our attention.

Paying off an existing overdraft

We can contact your old bank to find out if any money needs to be transferred to clear an overdrawn balance. Then we can transfer the amount you're overdrawn by on the day of the switch (subject to sufficient funds in your Barclays account), so your old account can be closed. You'll need to agree a funding limit with us to do this.

If you've specified a funding limit with us, (subject to cleared funds) we'll send no more than this amount to your old bank to clear an overdrawn balance. If your funding limit doesn't cover your overdrawn balance, we won't be able to pay off the overdraft and therefore you won't be able to close your old account. In this situation you'll need to contact your old bank and discuss this with them.

Arranged overdrafts

An overdraft limit is a borrowing facility which allows you to borrow money through your current account.

Bank accounts that include an overdraft can switch using the Current Account Switch Service. If you'd like to have an arranged overdraft with us, please speak to a member of staff before starting your switch. We will be able to advise if you're eligible for an arranged overdraft subject to application, financial circumstances and borrowing history. For more general information about how overdrafts work for personal current accounts and the tools available to you to manage your use of overdrafts, please refer to **General information about overdrafts** on page 6.

Third Party Permissions

If you have given permissions to Third Party Providers to make payments on your behalf, or to access your financial data, access to these services won't be transferred automatically to your new account as part of the Current Account Switch Service.

1. Before you close your old account, check whether you have any Third Party Provider permissions set up and if so, who with.
2. Once your new account is open you can give your permission to the Third Party Provider to access your new account by providing them with your new account details. You will need to contact the Third Party Provider directly yourself to set this up.
3. If you are unsure as to whether your new bank will support the Third Party Provider permissions on your account, you will need to discuss this ahead of your switch with your New Provider who will be able to advise you of this.

Please check your new provider's terms and conditions for more information about Third Party Providers.

Switch to Barclays in just 7 working days

Day 1 – Start the switch

- Simply sign the 'Current Account Switch Agreement and Account Closure Instruction Form'.
- We start by contacting your old bank after you have given us your switching instruction.

Day 2 – Get real time updates

- We'll send letters and SMS confirmations approving your request.
- We'll start transferring your payment arrangement to your Barclays current account ready for your switch date.

Day 3-6 – We move your payments

- We'll send you a letter detailing the payments to be transferred over to your Barclays current account.
- We'll request your balances and set up redirection of payments.

Day 7 – Switch is complete

- Your switch is complete. Your old bank account is closed.
- Any payments made to your old bank account are redirected to your Barclays current account.

"Love the mobile app. To switch was painless and so simple"

"The process was very easy and the Barclays advisor was both professional and friendly"

"Excellent service, no hassle for me, very easy to switch"

"My provider was excellent and very understanding of my needs"

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.



What happens and when

Switching your account is stress-free and quick, taking just seven working days. If you're not already a Barclays customer, simply open a Barclays current account first and then the switching process can begin. You can either initiate your switch to Barclays in branch, online or for personal customers on a mobile device.

Your Personal Current Account Switch checklist

My account switch appointment is on

My switch date is

To switch your account you'll need to bring:

- Details of your old bank account (sort code, account number and names of all persons named on the account).
- Debit card(s) from your old bank, for each person named on the account.
- Your passport, driving licence or EU national identity card.* We accept centrally issued national identity photo cards.

Please see [barclays.co.uk/validid](https://www.barclays.co.uk/validid) or visit us in branch for more information.

- A utility bill, council tax bill or bank statement that's less than three months old* (please note: mobile phone bills are not accepted).

*Not required if you are already a Barclays customer.

Applying for an arranged overdraft

If you are a new customer switching your personal current account to Barclays, you can apply for an arranged overdraft facility (subject to application, financial circumstances and borrowing history). Interest will be charged on overdrawn balances up to your arranged overdraft limit at an annual rate of interest of 35.0% (variable).

Representative Example (applicable to a Barclays Bank Account)

If you use an arranged overdraft of £1,200, the annual rate of interest that we will charge you is 35.0% (variable), 35.0% APR Representative (variable).

How does my overdraft compare?

A good way to compare the cost of our overdraft with other overdrafts or other ways of borrowing is to look at the APR. The APR shows the cost of borrowing over a year.

Maximum arranged overdraft limit is £5,000. Overdrafts are repayable on demand and you must be over 18 and a UK resident to apply. Overdrafts are subject to application, financial circumstances and borrowing history.

General information about overdrafts

An overdraft limit is a borrowing facility which allows you to borrow money through your current account. There are two types of overdraft – arranged and unarranged:

An arranged overdraft is a pre-agreed limit, which lets you spend more money than you have in your current account. It can be a safety net to cover short-term outgoings, like an unexpected bill. It is not suitable for longer-term borrowing. We charge you for every day of the month that you use your arranged overdraft where you go beyond any interest-free limit you may have.

An unarranged overdraft is when you spend more money than you have in your current account and you have not agreed an arranged overdraft limit with us in advance or you have exceeded an existing arranged overdraft limit.

You can only make payments from your account if you have enough money in your account or through an arranged overdraft to cover them. Barclays will always attempt to return any transaction that could take your account into an unarranged overdraft position. Having enough money in your current account or having an arranged overdraft limit could help prevent payments such as priority bills from being returned unpaid. On very rare occasions we may be unable to return a payment (e.g. due to an offline transaction made on a flight) and the account may enter an unarranged overdraft. No additional charges will be applied in this situation.

Information regarding the conduct of your account may be sent to credit reference agencies. As with any debt or borrowing, this may affect your ability to get credit in the future.

Our Eligibility tool can show you the likelihood of getting an arranged overdraft and the overdraft calculator lets you see how much it could cost to use an overdraft. To use these tools and find out more about overdraft charges, please visit **[barclays.co.uk/youoverdraft](https://www.barclays.co.uk/youoverdraft)**.

You can reduce or remove an agreed limit by visiting a branch or by calling us on **0345 734 5345***. Limits cannot be reduced to a position below any existing debit balance. Any debit balance must be paid off before a limit can be removed.

If we hold a valid mobile number for you, we'll automatically enrol you to receive relevant alerts regarding borrowing and refused payments, to help you avoid charges. You can also choose to receive additional alerts, including Low Balance and Large Credit or Debit. Tailor your alerts to your personal needs online, by phone or in branch. To find out more, visit **[barclays.co.uk/alerts](https://www.barclays.co.uk/alerts)**.

* To maintain a quality service, we may monitor and record calls. Calls to 03 numbers use free plan minutes if available. Otherwise they cost the same as 01/02 prefix calls.

Keep track of your switch

By phone

If you have submitted your account switch application or have any general questions about switching accounts, please call **0345 7 345 345***.

If you're a Barclays Premier Banking customer, call **08009 247 365***.

By text

From day 2 of the switch process you'll automatically receive text updates, if you have provided a mobile number when you submitted your application.

In person

Come in to any Barclays branch.

Your Business Current Account checklist

My account switch appointment is on

My switch date is

To switch your account you'll need to bring:

- Details of your old bank account (sort code, account number and names of all persons named on the account).
- Debit card(s) from your old bank, for each person named on the account.

You'll need a Barclays Business Current Account to start the switching process. Details of the documents you'll need to bring to open your account can be found in the Business Banking brochure – please ask in branch for a copy.

Why make the switch to Barclays?

- Day-to-day support with your banking through our Business Banking Telephony team, including our Service Guarantee.
- Banking in the palm of your hand through the Barclays app.
- Manage your money day and night with online banking.

Keep track of your switch

By phone

Call Barclays Business Telephony on **0345 605 2345.***

In person

Come in to any Barclays branch.

Frequently Asked Questions

1. Can I choose my switch date?

Yes, you can choose and agree a switch date if you start the switch in one of our branches. 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.

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

Yes. You will need to agree any overdraft facilities you require with Barclays. Alternatively, we may be able to provide facilities to help you pay off any existing overdraft you may have, subject to our normal lending criteria. If you do not come to an agreement with us you must make separate arrangements to repay your existing overdraft before you switch.

3. What if I change my mind?

You can cancel your switch up to seven working days before your switch date. If you do want to cancel, speak to us and we can guide you through this process.

4. 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.

5. 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 at

<https://currentaccountswitch.co.uk/banks-building-societies/>

6. When will the money in my old account be transferred into 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 Barclays account.

7. Can I switch my savings account?

No, we can't switch savings accounts or ISAs.

8. 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 transactions or Direct Debit transactions that you have asked your bank to stop should remain stopped after your switch.

9. 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 us know if you do not want us to provide your details to anyone.

10. 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 your 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.

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, Barclays Bank UK PLC, 1 Churchill Place, London E14 5HP.
- (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 your Switch Date is 10th October 2016, this Agreement will end on 9th October 2019; or if your switch date was 8th October 2013 this Agreement will end on 7th 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 (CASS) 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, 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 current account in pounds, to your New Account.
- You have satisfied yourself that your New Account meets your needs and delivers the services you require even though 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 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 in a foreign currency, or that quote a BIC or IBAN, these won't be switched to your New Account automatically. If we can facilitate foreign currency mandates, 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 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 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, payments received in pounds 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, payments received by your Old Bank in any currency other than pounds 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 pounds. 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) 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 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 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).

1.21 If you have asked your Old Bank to cancel a cheque drawn on your Old Account and you change your mind, we may not be able to cancel that instruction. If you wish to cancel a cheque drawn on your Old Account after the Switch Date you must contact us (please refer to 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 is 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 section 4 for details of how to contact us) 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 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:

Exchange Tower, London E14 9SR

Telephone: **+44 (0)800 023 4567***

Email:

complaint.info@financial-ombudsman.org.uk

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 the 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 1.8 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 If your address is in Scotland or Northern Ireland, the laws of Scotland or Northern Ireland apply to this Agreement and the courts of Scotland or Northern Ireland may settle any related dispute. If you live elsewhere, the laws of England apply to this Agreement and the courts of England and Wales have non-exclusive jurisdiction to settle any related dispute.

4. Contacting us

4.1 You can contact us by:

- Visiting your local branch
- Writing to us at: Barclays, Leicester LE87 2BB
- Telephoning us on: **0345 7 345 345***
- Telephoning us on **08009 247 365***, if you are a Premier Banking customer
- Telephoning us on **0345 605 2345***, if you are a Barclays Business customer.

4.2 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 email, or by text.

4.3 Our head office details are: Barclays Bank UK PLC, 1 Churchill Place, London E14 5HP.

4.4 We are authorised by the Financial Conduct Authority with registration number 9740322.

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 section 5 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 section 5 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, building society or payment account provider 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.

Cancelling your switch

Your right to cancel your switch doesn't depend on whether you started the switch in the app, on our website or in one of our branches. However, the following information outlines what happens if you cancel your switch when you start it in the app.

- If you start a switch in the app before 5pm on a working day, you'll have until 5pm the same day to cancel your instruction in branch and prevent the switch from starting
- If you start a switch in the app after 7.30pm on a working day, you'll have until 5pm the next working day to cancel your instruction in branch and prevent the switch from starting.

However, if you start a switch in the app between 5pm-7.30pm on a working day, you won't be able to prevent the switch from starting.



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 privacy notice sets out everything you need to know about what happens to your information when you choose to use the Current Account Switch Service.

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

1 Starting the switch

1.1 Information we process

When you set up your new current account with us, we collect and process your name, address, contact details and other relevant information required 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 name, address, contact details and other relevant information required. Together, this is your New Bank Information.

2 During the switch

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 mean Standing Orders, Direct Debits and future dated payments, unprinted cheques pre-dating the switch, as well as details of the payment arrangements that you set up using your Old Bank online 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.

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.

3 After your switch

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 At any time

4.1 Contacting us

- I. You can contact us by:
 - Visiting your local branch
 - Writing to us at: Barclays, Leicester LE87 2BB
 - Telephoning us on: **0345 7 345 345***
 - Telephoning us on **08009 247 365***, if you are Premier Banking customer
 - Telephoning us on **0345 605 2345***, if you are a Barclays Business customer
- 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 email or by text
- III. Our head office details are: Barclays Bank UK PLC, 1 Churchill Place, London E14 5HP.

4.2 Your information rights

You have a number of rights in relation to your information. You can:

- 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 believe that we have not complied with our data processing obligations, you can complain to the Information Commissioner, the data protection regulator in the UK. Website www.ico.org.uk and telephone number **0303 123 1113***.

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 to your Old Bank account before you decide to use the switch service.



You can request this in braille, large print or audio. For information about all of our accessibility services or ways to contact us, visit **[barclays.co.uk/accessibility](https://www.barclays.co.uk/accessibility)**

Call monitoring and charges information

*Calls may be monitored or recorded for quality and training purposes. Calls to 0800 numbers are free if made from a UK landline. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

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