

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.



This publication is also available in Braille, in large print, on tape and on disk. Contact a member of staff for details.

Switching your personal current account to Danske Bank using the Current Account Switch Service

Danske Bank is a trading name of Northern Bank Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register, reference number 122261.

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Northern Bank Limited is a member of the Danske Bank Group.

danskebank.co.uk



Current Account Switch Service

This guide will help you if you want to switch your sterling current account to Danske Bank from another UK bank or building society that offers the Current Account Switch Service to help you move your current account.

What is switching?

Switching is moving your current account including direct debits and standing orders to a new bank or building society. The Current Account Switch Service is a free service that UK banks and building societies offer, it makes the move quick, easy and stress-free.

What type of switch can you do?

- Full switch - the Current Account Switch Service is a guaranteed service that allows you to transfer your old current account, and all payment arrangements (direct debits, standing orders and bill payments) associated with your account to a new account within seven working days (Monday to Friday, except Bank holidays). Further details are set out in the Current Account Switch Service Guarantee.
- Payment Transfer Service - this is where you transfer some or all of your payment arrangements. Your old account will not be closed but you can transfer some or all of your payment arrangements (direct debits, standing orders and bill payments) from your old bank to Danske Bank. The Current Account Switch Service Guarantee does not apply to this service.

What you will need to do?

- Contact us to confirm the date you want to switch and give us your old bank account details. You can contact us by phone on 0800 660 033* or by visiting our website at danskebank.co.uk
- You will need to destroy your old chequebook and cards from your switch date.

We will do the rest

You can get details of terms and conditions, fees, service charges and interest rates that may apply to Danske Bank personal current accounts from all our branches and on our website at danskebank.co.uk.

For a list of frequently asked questions, go to the Current Account Switch Service website at: www.currentaccountswitch.co.uk/help-support

* You can find all of our contact numbers and up-to-date opening hours information at danskebank.co.uk/contact

Call charges may vary. Please contact your phone company for details. We may record or monitor calls to confirm details of our conversations, and for verification and quality purposes.



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