

# Switching your account to Danske Bank - Full Switch

## To be used in the following circumstances only:

- When you are switching your account and your Old Bank is not a member of the Current Account Switch Service (CASS)
- When you are switching an EEA currency account (in the same currency)

## What you can expect



- Our Adviser will open your new account and begin the Manual Account Switching process
- You will be advised that there is a 12 day turnaround
- You must sign the documents and agree the Switch Date with the Adviser which should be no less than 12 days after the date of signature
- You should agree a date during a time when there will be the least activity on your account with your Old Bank



### Account Switching Process Commences

- We begin to Switch In your old account
- On receipt of your signed permission, our Account Switch team will contact your Old Bank to request details of any direct debits, standing orders and regular credits that are set up on your old account.
- You can request a copy of this information



- Your old Bank has 5 days in which to reply to us with details of your direct debits, standing orders and regular credits



### Completion of Switch

When we receive the details from your Old Bank we will:

- set up all required direct debits and standing orders on your new account;
- assist you in setting up any regular credits received on your old account; and
- request a transfer of any remaining balance on your old account on the agreed date.

**Any payments will commence from the day after your agreed switch date**

## How you can help us

- Destroy your old cheque book and cards prior to the switch date and confirm to your old bank they have been destroyed
- Do not forget about any recurring payments you may have ie Amazon, Paypal etc to ensure that we can register your new card details correctly

## Any queries

### Contact us:

- Via secure mail on your ebanking, by telephone or by visiting our website [www.danskebank.co.uk](http://www.danskebank.co.uk)

If you are not happy with any part of our service, please ask us for a copy of our leaflet 'Putting things right for you' or visit our website. We aim to deal with complaints in a way our customers are satisfied with. If you have followed our published complaint procedures and you disagree with the final response we have made, you can refer the matter to the Financial Ombudsman Service. Details are available from us or from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Alternatively, if you have a complaint about any product or service you bought from us online and you disagree with the response we have given, you may use the online dispute resolution platform, which is available on [www.ec.europa.eu/odr](http://www.ec.europa.eu/odr) to refer the matter to the Financial Ombudsman Service. You will also be able to contact the Financial Conduct Authority (FCA) if you think that we have broken the Payment Services Regulations 2009. The FCA will use this information to inform its regulatory activities.

**Danske Bank**

# Switching your account to Danske Bank - Partial Switch

## To be used in the following circumstances only:

- When you are switching your account and your Old Bank is not a member of the Current Account Switch Service (CASS)
- When you are switching an EEA currency account (in the same currency)

## What you can expect



- Our Adviser will open your new account and instigate the Manual Account Switching process
- You will sign the documents and agree the Switch Date with the Adviser which should be no less than 12 days after the date you sign the documents
- You should agree a date during a time when there will be the least activity on your account with your Old Bank



### Account Switching Process Commences

- We begin to Switch In your old account
- On receipt of your signed permission, our Account Switch team will contact your Old Bank to request details of any direct debits, standing orders and regular credits that are set up on your old account



- Your old Bank has 5 days in which to reply to us with details of your direct debits, standing orders and regular credits



### Completion of Switch

When we receive the details from your Old Bank we will:

- send the information to you for your confirmation of the direct debits and standing orders you wish to set up on your New Account;
- advise you of any regular credits you had on your old account; and
- as soon as you return the completed forms, we will set up all the required payment agreements.

## How you can help us

- Do not forget about any recurring payments you may have ie Amazon, Paypal etc to ensure that we can register your new card details correctly
- Advise us in a timely manner of the payment arrangements you wish to set up on your new account

## Any queries

### Contact us:

- Via secure mail on your ebanking, by telephone or by visiting our website [www.danskebank.co.uk](http://www.danskebank.co.uk)

If you are not happy with any part of our service, please ask us for a copy of our leaflet 'Putting things right for you' or visit our website. We aim to deal with complaints in a way our customers are satisfied with. If you have followed our published complaint procedures and you disagree with the final response we have made, you can refer the matter to the Financial Ombudsman Service. Details are available from us or from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Alternatively, if you have a complaint about any product or service you bought from us online and you disagree with the response we have given, you may use the online dispute resolution platform, which is available on [www.ec.europa.eu/odr](http://www.ec.europa.eu/odr) to refer the matter to the Financial Ombudsman Service. You will also be able to contact the Financial Conduct Authority (FCA) if you think that we have broken the Payment Services Regulations 2009. The FCA will use this information to inform its regulatory activities.

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