

Account Transfer Form

Customer Name

Address

Address

Address

Contact Phone Number Mobile

Home

Date of Switch¹

Do you wish to be contacted on the progress of your transfer? Yes No

The "Old" Bank

Bank

Customer Account Number

Sort Code

Please select one of the following options*:

Option A Close my old account and transfer the balance

Option B Do not close my old account

*If the account you are switching from is a payment account with basic features, you must select Option A. You are not allowed to hold a payment account with basic features and another payment account at any one time.

Customer Account Number

Description 1

Customer Account Number

Description 2

Ulster Bank (Internal use)

Branch

Contact Name

Contact Phone

Sort Code

Customer Account Number

IBAN

BIC

1. Date of switch is the date your switching process will commence. When selecting a date of switch, please allow at least 5 working days to accommodate potential postal delays.



To: The Manager, The "Old" Bank

- A. I/We hereby request and authorise you to prepare and supply to Ulster Bank and to me/us a Schedule of active Direct Debit Instruction details (excluding SEPA Direct Debits) and active Standing Order details ("the Schedule") held by you in relation to each of my/our accounts(s) at your branch as listed above ("the Account(s)").²
- B. If requested above to close my old account I/we further request and authorise you to transfer the remaining credit balance of my/our Account(s) to Ulster Bank (and to the account thereat) as listed opposite as soon as all other normal procedures for account transfer are completed, upon or following which transfer you are authorised to close my/our Account(s).³
- C. If I/we have requested you to close our old bank account(s) – without any responsibility on your part, I/we understand that:
- You will endeavour to redirect debit/ATM transactions presented on my/our account after it has been closed, to my/our Ulster Bank account(s).
 - Cheques presented on my/our old bank account(s) will not be forwarded to my/our new bank account(s) for payment but will be returned to the presenting bank with the following reply: "Account Switched", "Account Closed", or "Account Transferred".⁴
 - Ulster Bank will pay my/our old bank the amount of any cheques drawn on the closed old bank account(s) which the old bank is obliged to pay.
- D. Please notify the originators that are located within the Republic of Ireland of Direct Debits on the Schedule of the details of the above transfer as soon as practicable following receipt of this request. I understand that I must personally contact SEPA originator(s) outside of the Republic of Ireland and arrange to transfer the SEPA Direct Debit(s) to my new accounts.⁵

To: The Manager, Ulster Bank

- A. On receipt of the Schedule as described above, I/we authorise you to pay Direct Debits and Standing Orders as so listed in the Schedule on and out of my/our account with your branch as listed above (and in accordance with the bank mandate applicable to that account(s)). I/We will inform you in writing if I/we wish to amend or cancel any part of this instruction.
- B. If I/we have indicated that I/we wish my "Old" Account to be closed then:
- If the "Old" Bank is obliged to pay any cheque presented for payment on the "Old" Account(s) opposite after the date of transfer I authorise you to pay "Old" Bank the amount of such cheques on demand and to charge the amount of such cheques to my Account(s).
 - I authorise you to pay amounts in relation to debit/ATM transactions which have not been applied to my old account by the switching date and are sought from the new bank.

Yours sincerely,

Sole Applicant

Date

Joint Applicant

Date

- For customers who are closing the old bank account(s) – if there are no standing orders or direct debits on your account(s) a nil return is required. If you have chosen to keep your old bank account(s) open and there are no Standing Orders or Direct Debits on your old bank account your switch will be cancelled.
- The customer is asked to return cards and cheque books on the Account(s) directly to the Old Bank where instructions have been given to close the old bank account(s).
- We advise you to check your cheque stubs against your old bank account(s). Cheques which you have issued but which have not yet been presented on your old bank account will not be paid after switching. You may wish to contact the payees and make other arrangements to pay them.
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Branch Action Checklist (at account opening or immediately thereafter)

1. Take the customer through the steps in the switching process.
 - Opening your Ulster Bank account
 - Switching from your Old Bank to Ulster Bank
2. If the customer has chosen to close their Old Bank account advise the customer Ulster Bank only switch credit balances (allow 7 working days from the “Start Date of Transfer”). Please ensure the customer chooses this transfer date carefully. Debit balances will not be transferred and will delay the switching process.
3. Ensure the following is completed on the Account Transfer Form:
Customer Details Old Bank Details
Ulster Bank Details Start Date of Transfer
4. Ensure the customer has signed the Account Transfer Form, in accordance with the mandate held with their Old Bank (i.e. sole/joint signatures required) after taking them through the steps in the switching process, this will enable us to:
 - Request a list of Standing Orders and Direct Debits from existing bankers
 - Instruct existing bankers (if requested) to close the account they hold
5. Give the customer the “Customer Copy” Account Transfer Form.
6. Complete Customer Contact Sheet if customer requires care calls.
7. Forward the switcher pack (ensuring the “Old Bank Copy” plus “Ulster Bank Copy” Account Transfer Form and Customer Contact Sheet (if applicable) are enclosed) to the Account Switcher Team in RCO.
8. If necessary, assist the customer in completing the relevant letters included in the pack, e.g. to request another organisation to redirect regular payments to Ulster Bank.
9. Ensure the customer understands the switching process and answer any questions they may have.