

To get your salary or pension paid into your Barclays account, please complete the Income Transfer form on the back and send it to your employer or pension provider.

You can get this in Braille, large print or audio by calling **0800 400 100** (via Text Relay or Next Generation Text Relay if appropriate). Barclays also welcomes calls via SignVideo for BSL users. Visit [barclays.co.uk/signvideo](https://www.barclays.co.uk/signvideo)

[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 & 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

Barclays Bank UK PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676). Registered in England. Registered No. 9740322. Registered Office: 1 Churchill Place, London E14 5HP.

Item Ref: 9913122_UK Revised: 08/18

Partial
Switch Service



Partial Switch Service

What is a Partial Switch

You tell us what direct debits, standing orders and bill payments you would like to transfer to Barclays and your old account will remain open.

What happens next

Thank you for choosing Barclays as your current account provider. Using our Partial Switch Service means you can relax and let us do all the hard work.

What we will do

- Arrange for the transfer of your direct debits, standing orders and bill payments from your old bank/building society.

- Keep you informed throughout the transfer and consult you in writing if any problems occur.
- We will cancel or refund charges you may incur with us if there is a mistake or unnecessary delay when you transfer your regular payments to us.

How long will it take?

It will take us a minimum of 7 working days to transfer all of your regular payments to Barclays. If you wish to transfer just some of your regular payments from your old bank to Barclays this will be longer (minimum of 12 working days). The table below shows what happens and when.

	Bank	Customer
<ul style="list-style-type: none"> • Choose a transfer date from which your regular payments will be moved to Barclays from your old bank account. You can select to move some, or all of your regular payments to us. If you want an overdraft on your current account, you can also apply, subject to status for this at the same time. Please see the next page for our overdraft offers 		✓
<ul style="list-style-type: none"> • When we have received your signed Partial Switch Instruction form, we'll contact your previous bank/building society for a list of all your direct debits, standing orders and bill payments. 	✓	
<ul style="list-style-type: none"> • We will receive the list of regular payments within three working days. We'll then send a copy of this list to you. 	✓	
<ul style="list-style-type: none"> • Please select which regular payments you wish to switch to Barclays. If you are switching all of your regular payments to Barclays no response is required from you. 		✓
<ul style="list-style-type: none"> • If anything on the list is wrong or you want to cancel a regular payment, let us know. 		✓
<ul style="list-style-type: none"> • If you want to ask your employer to start paying your salary into your Barclays current account, you can use the Income Transfer Form on page 4 to do this. 		✓
<ul style="list-style-type: none"> • We'll inform the companies taking direct debits from your account of your new account details. We'll then activate the direct debit, standing orders and bill payments on your Barclays current account. 	✓	✓
<ul style="list-style-type: none"> • We'll write to let you know when your transfer is complete. 		✓
Partial Switch complete		

What we ask you to do

- Ensure you have enough money in your old account until the partial switch process is complete. This will help avoid any charges from your old bank.

the number of your new Barclays debit card if you wish the payments to be paid from your Barclays account. We can transfer only direct debits, standing orders and bill payments.

Please note: Possible transfer delays

We rely on your old bank and any companies that take direct debits from your account to act swiftly. If they don't, this will delay your transfer.

We therefore recommend that you keep an eye on your old bank account after your transfer date in case funds are taken from that account instead of your Barclays account.

Any questions?

- If you have any questions or wish to discuss your partial switch, please visit any branch or call us on 0333 202 7458**.

Alternatively, instead of using our Partial Switch Service you can switch your account to us using the simple, hassle-free Current Account Switch Service which offers an industry-backed guarantee. For more information please visit any branch or call us on 0333 202 7458**.

Your feedback

We want to hear if you feel unhappy with the service you have received from us. This gives us the

opportunity to put matters right and improve our service to all our customers. You can complain at your branch, in writing, by email or by telephone. A leaflet detailing how we deal with complaints is available on request in our branches, from the Barclays Information Line on **0800 400 100*** or at **barclays.co.uk**. Alternatively you can write to us at **Barclays, Leicester LE87 2BB**.

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR (tel: 0800 023 4567) The FOS is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the FOS.

Visit financial-ombudsman.org.uk

Applying for an overdraft

Make switching your personal current account to Barclays even easier – new customers switching to Barclays can apply for a three month fee-free overdraft

- Simply tell us your existing overdraft limit and we'll see if we can match it* (subject to status and income verification).
- After three months, you'll then pay the daily fee applicable to the type of account you hold.

Representative Example (applicable to a Barclays Bank Account):

For the first three months up to £5,000 fee-free. If you use an overdraft of £1,200 you will be charged £0 per day when you use it.

After three months the daily fees are as follows:

Account in credit	Your Overdraft Balance			
	Up to £15 ▼	Up to £1,000 ▼	Up to £2,000 ▼	Over £2,000 ▼
No fee	Buffer – No fee	75p a day	£1.50 a day	£3 a day

Representative Example (applicable to a Barclays Bank Account):

If you have an arranged overdraft of £1,200, we'll charge you £1.50 a day when you use it.

*To benefit from this offer you must have an existing arranged overdraft with your current bank. You must have conducted your account well and made regular monthly payments into the account. The maximum overdraft limit which can be matched will be no more than the lowest monthly total paid into your existing current account over the past six months, or £5,000 if lower. You will not be able to apply for another fee-free overdraft offer for that account. Overdrafts are repayable on demand.

Offer may be withdrawn at any time without notice

You will find details of charges that apply if you go above your agreed overdraft limit in 'Current Account – Our Bank Charges Explained' leaflet available in all Barclays branches.

Income Transfer Form

Customer instruction:

This letter should be completed and sent to your employer, pension provider and any other organisations who make regular payments into your bank/building society account(s), eg bank/building society interest, dividends, state benefits.

To

For the attention of

Dear Sir/Madam:

Advice of new bank/building society account details for:

Name

Salary/payment reference number^

Other reference number^

Date of birth

National Insurance number

Old branch sort code

Old account number

Old building society roll number (if applicable)

Please send all future payments to my/our new bank/building society account details shown below.

These new details should be used with effect from (insert date)

New branch sort code

New account number

New bank name: **Barclays Bank UK PLC** New account name

Yours faithfully Date

^Complete as appropriate. Please note that for a salary/pension or benefit redirection you must provide your salary/pension reference number, your National Insurance number, and your date of birth.