

# Paper-Based Switching Service

## Switching Request Form

**This form is to be used to switch your current account where your existing or new bank does not offer the 7 day Current Account Switch Service**

To complete a Paper-based Switch, please print and complete the Paper-based Switching form and return it to Barclays. The form must be completed in block capitals and have all the relevant information about each party on the account and signed.

Any forms that are not complete will be returned to you. The switch cannot commence until the Paper-based Switching form is completed and returned with all relevant information.

## What types of accounts can switch using the Paper-based service?

- UK to UK GBP sterling personal current accounts (where your old bank does not offer the 7 day Current Account Switch Service)
- UK to UK personal current Currency Account (same denomination, e.g. Euro to Euro, Dollar to Dollar)
- Provision of support for cross-border switching of personal current accounts (you wish to move to an account within the EU)

In the Paper-based Switch form you should select the relevant account option and complete the corresponding sections for the account option.

## What about switching sole or joint accounts?

Paper-based Switch will support an account switch from:

- Sole account to sole account
- Sole account to joint account
- Joint account to joint account

## My new bank says I need to update my details with my old bank. Do I? Why?

If the details you provide to your new bank do not match the details held by your old bank then you may be asked to contact your old bank to update the details they hold about you. Examples include if you got married and not changed your maiden name to your married name or if you have moved house and not told your old bank your new address. When you are updating your details at your old bank you do not have to tell them that you will be switching to a new bank.

## What will we do as your new bank?

Arrange for the transfer of your Direct Debits and/or standing orders from your old bank/building society. If requested we can also facilitate set up of credit transfers on your new account.

If requested we will arrange the transfer of any credit funds in your old account to your new account and request to close your old account.

Keep you informed throughout the switch and consult you in writing if any problems occur.

## How long will it take?

It will take us a minimum of 12 working days to complete your request as we work with your old bank.

If you need support in cross-border switching of personal current accounts (you wish to move to an account in the EU) the date for when you can ask for a balance transfer and/or account closure must be at least six working days in the future.

## Can I switch my account on a date that suits me?

Yes, you can choose but the date must be a minimum of 12 working days in the future from the time the form is received by the bank (working days are Monday to Friday excluding bank and public holidays.)

If you need support in cross-border switching of personal current accounts (you wish to move to an account in the EU) the date on which you want us to transfer your balance and if you wish, close your account, must be at least six working days in the future.

## How much does it cost?

The Paper-based Switching service is free.

## When will my balance be available at Barclays?

If a balance transfer has been requested, this should normally happen between 9.00am and 11.00am on the day the switch completes.

## What happens to payments that get sent to my old account, i.e. salary, pension or benefit payments?

If you want these payments transferred over to your Barclays account you will need to complete a Credit Redirection letter (included as part of the Paper-based Switching form) for each recurring payment, these can then be forwarded to your creditors or you can inform the creditors yourself.

This is only applicable for switches in the UK. Some organisations may contact you directly to confirm that your details have changed.

## Can I switch my current account if I have a negative balance or I am overdrawn?

Yes, but you will need to make separate arrangements to repay your old bank or building society what you owe. Please note that if this is the case your old bank we will be unable to close your account until such time as the negative balance is cleared.

## What we ask you to do

To avoid any charges from your old bank, please ensure you have enough money in your old account until the Paper-based switch is complete.

If you have authorised any companies or organisations to collect regular payments from your debit card, you will need to give them 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 and standing orders.

## Please note: Possible delays to switch

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 switch date in case funds are taken from that account instead of your Barclays account.

## What if I change my mind?

If you change your mind after requesting a switch with us you can notify us via your local branch or call us on 0333 202 7458\*. Outside the UK +44 247 684 2100 (Monday-Sunday, 7am-11 pm) to stop the switch process.

Although if we have started processing your request by setting up payments on your Barclays account and asked your old bank to cancel payments, transfer balance and/or close account it may be too late to cancel the switch request.

## Any other questions?

If you have any questions or wish to discuss your switch, please visit your local Barclays branch or call us on 0333 202 7458\*. Outside the UK +44 247 684 2100 (Monday-Sunday, 7am-11 pm).

Alternatively if you are switching from Bank of England, Brown Shipley, Citibank NA, ING Bank NV, Secure Trust Bank, Silicon Valley Bank, Turkish Bank (UK) Ltd, EFG, Prepaid Financial Service or RBS you can use the Partial Switch service. For more information please visit your local Barclays branch or call us on 0333 202 7458\*. Outside the UK +44 247 684 2100 (Monday-Sunday, 7am-11 pm).

## 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](http://financial-ombudsman.org.uk)

## Your Information

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your account(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with our trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to **barclays.co.uk/control-your-data** or you can request a copy from us.

## Credit Reference Agencies and Fraud Prevention Agencies

In order to process your application we will supply your personal information to credit reference agencies and fraud prevention agencies and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity. These agencies may in turn share your personal information with other organisations. If fraud is detected, you could be refused certain services, finance or employment. Once you open an account with us, we will share account data with the credit reference agencies on an ongoing basis.

If false or inaccurate information is provided to us and fraud is identified, details may be passed to credit reference and fraud prevention agencies to prevent fraud and money laundering and to verify your identity.

The Credit Reference Agency Information Notice (CRAIN) describes how the three main credit reference agencies in the UK each use and share personal data. The CRAIN is available on the credit reference agencies' websites:

- [callcredit.co.uk/crain](http://callcredit.co.uk/crain)
- [equifax.co.uk/crain](http://equifax.co.uk/crain)
- [experian.co.uk/crain](http://experian.co.uk/crain)

Or you can ask us for a copy of these.

For more details on how information held by credit reference agencies and fraud prevention agencies may be used, please go to **barclays.co.uk/control-your-data** or you can request a copy from us.

\*Calls may be monitored or recorded for quality and training purposes. 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.

# Paper-Based Switching Form:

Please complete in BLOCK CAPITALS, once completed send the form to the following address:

PO Box 6539  
Leicester  
LE87 2BB

Please tick the type of service you require (only one selection):

- Switch your Pound sterling (GBP) bank account from another UK bank (Complete Sections 1, 2, 4 and Appendix A)
- Switch your Euro or other foreign currency account from another UK bank (Complete Sections 1, 3, 4 and Appendix A)
- Help with switching your current account to a bank in another EU country (Complete Section 5)

This form should be completed if you hold a personal current account and are switching one of the accounts selected above.

## Section 1 – Account Details

Barclays (New Bank) account to switch into

Account name

Sortcode   –   –

Account number

Old bank account switching from

Account name

Sortcode   –   –

Account number

## Section 2 – Switch Request

**(Complete this section if switching your UK GBP account to Barclays)**

Tick the relevant option(s) for your switch request:

- Direct Debits  
Select type of Direct Debit Switch  All  Some  
(If ticked “Some” we will send you the information received from your old bank during the process in order for you to confirm the items to be switched)
- Standing orders  
Select type of Standing order Switch  All  Some  
(If ticked “Some” we will send you the information received from your old bank during the process in order for you to confirm the items to be switched)
- Credit transfers  
Please complete Credit Transfer form Appendix A overleaf
- Balance transfer to my Barclays account
- Account closure (with this choice all the above will be applied)
- Tick box to confirm that I will destroy all cheque books and cards issued to me for my old account (only required in event of account closure)

New Bank Information provision request

(tick which information you want Barclays to send once received from your old bank):

- None
- Direct Debits
- Standing orders
- Credit transfers
- Creditor Driven Direct Debits or a single euro payment to an EU country, also known as SEPA if available

## Section 2 continued

Old bank Information provision request

(tick any of the below if you want to instruct your old bank to send any of the information directly to you):

- None
- Direct Debits
- Standing orders
- Credit transfers
- Creditor Driven Direct Debits or a single euro payment to an EU country, also known as SEPA if available

Switch Date

–  –  (The date on which your old account will be closed. If this date cannot be achieved for any reason we will contact you to discuss an alternative date, this date must be at least 12 working days in the future).

## Section 3 – Switch Request

**(Complete this section if switching your currency (Non GBP) account to Barclays)**

Tick the relevant option(s) for your switch request:

- Credit transfers  
Please complete Credit Redirection form Appendix A
- Balance transfer to my Barclays account
- Account closure (with this choice all the above will be applied)
- Tick box to confirm that I will destroy all cheque books and cards issued to me for my old account  
(only required in event of account closure)

New Bank Information provision request

(tick which information you want Barclays to send once received from your old bank):

- None
- Credit transfers
- Creditor Driven Direct Debits or a single euro payment to an EU country, also known as SEPA if available

Old bank Information provision request

(tick any of the below if you want to instruct your old bank to send any of the information directly to you):

- None
- Credit transfers
- Creditor Driven Direct Debits or a single euro payment to an EU country, also known as SEPA if available

Switch Date

–  –  (The date on which your old account will be closed. This date must be at least 12 working days in the future. If this date cannot be achieved for any reason we will contact you to discuss an alternative date.)

## Section 4 – About Me and my Authorisation to Switch

All authorised parties on this account are required to complete this section as this will authorise your old bank to perform the switch out actions on their side and to provide us with the necessary information.

I/We authorise Barclays to switch my/our account with  (old bank name) to my/our Barclays account. All parties to the account must complete the below to enable the switch to proceed.

### Existing bank party 1

First name	<input type="text"/>	Date of Birth	<input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/>	Date	<input type="text"/>

### Existing bank party 2

First name	<input type="text"/>	Date of Birth	<input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/>	Date	<input type="text"/>

### Existing bank party 3

First name	<input type="text"/>	Date of Birth	<input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/>	Date	<input type="text"/>

### Existing bank party 4

First name	<input type="text"/>	Date of Birth	<input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/>	Date	<input type="text"/>

## Section 5 – Help with switching your account to a bank in another EU country

This form is to instruct Barclays to help you with switching your bank account to a bank in another EU country.

### Account Details

Existing Barclays account details

Account name

Account sort code    –    –

Account number

Information provision request (tick which information you want sent):

- None
- Direct Debits (not available for currency accounts)
- Standing orders (not available for currency accounts)
- Credit transfers
- Creditor Driven Direct Debits or a single euro payment to an EU country, also known as SEPA if available

Tick the box below if you would like to receive a balance transfer:

- Balance transfer to my new Bank account in another EU country

Provide details of the bank account:

Bank name

Account name

IBAN

SWIFT Code

Bank Address  
(if non EUR transfer)  
– Street Name, City,  
Zip Code, Country

Transfer date

–   –     (The date on which you want us to transfer your balance and if you wish, close your account. This date must be at least 6 working days in the future. If this date cannot be achieved for any reason we will contact you to discuss an alternative date.)

## Section 5 continued – My Authorisation

All authorised parties on this account are required to complete this section if you want information provided to support you switching to a bank account in another EU country.

All parties to the account must complete the below to enable the switch to proceed.

### Existing bank party 1

First name	<input type="text"/>	Date of Birth	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Existing bank party 2

First name	<input type="text"/>	Date of Birth	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Existing bank party 3

First name	<input type="text"/>	Date of Birth	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

### Existing bank party 4

First name	<input type="text"/>	Date of Birth	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Surname	<input type="text"/>	Nationality	<input type="text"/>
Address	<input type="text"/>	Country of Residence	<input type="text"/>
		Signature	<input type="text"/>
Post Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

# Appendix A: Credit Transfer Form

## Customer instruction:

This form 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. If you require more than one credit transfer form, please print multiple copies of this page and fill them in and send accordingly.

To

For the attention of

Address of Creditor

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

Customer signature

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.