

## 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. Speak to a member of staff for details.

*Switching your business 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.

Registered in Northern Ireland R568.

Registered Office:  
Donegall Square West  
Belfast BT1 6JS

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

[www.danskebank.co.uk](http://www.danskebank.co.uk)



## Switching your business current account is easy using the Current Account Switch Service

We are a local bank, committed to meeting the needs of business customers and helping them achieve their commercial objectives now and in the future.

Moving your business account is an important decision. Our staff can explain the features and benefits of our business accounts, and allow you to make an informed decision about the right banking solutions for your business.

### Current Account Switch Service

Switching is a free service that UK banks and building societies use to make the process of moving your current account quick and easy.

The switching service only applies where you are switching your sterling business current account from one UK bank or building society to another UK bank or building society.

You can call into any of our branches, or contact us on 0345 850 9515\*, or email us at [newbusiness@danskebank.co.uk](mailto:newbusiness@danskebank.co.uk). More information on switching and the flexible banking solutions we can offer business customers is available on our website at [www.danskebank.co.uk](http://www.danskebank.co.uk).

\*We may record or monitor calls to confirm details of our conversations, and for training and quality purposes. Call charges may vary. Please contact your phone company for details. Lines are open between 8am and 8pm Monday to Friday and between 9am and 4:30pm on Saturdays, except for bank holidays or other holidays in Northern Ireland when the bank is not open for business.

## What we will do for you?

When you ask to switch your current account to us, we will:

- explain the entire switching process and discuss the options available to you. We will, on completion of the Current Account opening process agree with you a suitable date on which your old bank account will switch to Danske Bank
- Our dedicated Danske Bank switching team will make your switch as smooth as possible, take care of all your bank details and keep you informed every step of the way.

## What are the options available to you?

- A full switch. Your current account at your old bank will be closed and any credit balance and all the associated payment arrangements will be switched to Danske Bank.

The whole process will take seven working days (Monday to Friday, except Public and Bank holidays) and you will have the benefit of the Current Account Switch Guarantee.

This is available if:

1. Your business employs fewer than 50 people and your annual turnover and/or annual balance sheet total does not exceed £6.5 million. Or,
2. You are a Charity whose annual income is less than £6.5 million and is :

- In England and Wales a Charity as defined by section 1 (1) of the Charities Act 2006
- In Scotland, a Charity, as defined by section 106 of the Charities and Trustees Investment (Scotland) Act 2005
- In Northern Ireland, a Charity as defined by section 1(1) of The Charities Act (Northern Ireland) 2008, or, until that section comes into force, a body which is recognised as a Charity for tax purposes by Her Majesty's Revenue & Customs.
- A partial switch 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 Guarantee does not apply to this service.
- If you do not meet the criteria for the Current Account Switch Service you can still switch your accounts to Danske Bank. Please ask for details if this is the service you require.

For a list of frequently asked questions, go to the Current Account Switch Service website at: [www.currentaccountswitch.co.uk/helpandsupport](http://www.currentaccountswitch.co.uk/helpandsupport)



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