



ACCOUNT TRANSFER SERVICE

Switching your account to us

We are delighted that you have decided to open an account with us. We hope that this will be the start of a long and rewarding relationship with Cater Allen Private Bank.

Timescales for completion of the transfer process can vary and are influenced by how quickly your old bank responds to our correspondence with them. While Cater Allen is not currently participating in the Payment Council's Current Account Switch Service (CASS), which means that the Switch Guarantee and other automated payment transfers and redirections will not apply, we will ensure that your Direct Debits, Standing Orders and bill payment instructions are transferred to your new Cater Allen account as quickly as possible.

Current Account Switch

As your new current account provider we offer the following assurance:

- 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).
- If you have money in your old account, we will transfer it to your new account on your switch date.
- If there are any issues in making the switch, we will contact you before your switch date.
- If anything goes wrong with the switch from our end, as soon as we are told, we will refund any interest (paid or lost) and charges made on our accounts as a result of this failure.

Before we can start your switch, you'll need to fill in a transfer authorisation form, providing us with:

- Your old account sort code and account number;
- Your Cater Allen sort code and account number;
- Agreement from your old bank that they will stop accepting Direct Debits and incoming credit transfers on a date specified and agreed with you;
- Agreement from your old bank that they will cancel Standing Orders on a date specified and agreed with you;
- A request from you for your old bank to transfer any positive balance to your new Cater Allen account on a date specified and agreed with you;
- Agreement from your old bank that they will close your old account on a date specified and agreed with you, if you would like to do so.

The information required during the process:

- A list of all Standing Orders and Direct Debit Instructions held by your old bank.

The Switch process in detail

Starting your switch	Switch start date	Transfer	Completion
<p>You choose when your switch starts – this can be up to 60 days in the future.</p> <p>Fill in the transfer authorisation form. This gives us authorisation to start the switch process – we will send a copy of this form to your old bank within 2 Business Days of receiving it.</p>	<p>On your chosen switch start date, we'll ask your old bank for a list of your payments – for example, Standing Orders and Direct Debits – they must respond to us within 5 Business Days.</p> <p>When we receive details of your existing payment arrangements from your old bank we will write to you to confirm which Standing Orders and Direct Debits should continue.</p>	<p>We'll set up the payments on your Cater Allen Account, and we'll tell the companies you pay by Direct Debit to collect future payments from your new account.</p> <p>You will, however, need to contact anybody else who regularly sends payments to you (such as pension, savings or investment income) and inform them of your Cater Allen Account details if you want these payments into your new account.</p> <p>You'll receive your cards and PINs as well as your Internet Banking registration details, if you've requested them.</p>	<p>Your switch is complete.</p> <p>Any positive balance on your old account will be transferred to your Cater Allen Account by your old bank.</p> <p>Having checked that all payments and/or credits have been set up correctly, we will send you a letter to confirm exactly what we've done.</p> <p>If requested, your old bank or building society account will be closed.</p>

- Within 2 Business Days of receiving your authorisation to switch, or from your chosen switch start date if this is in the future, we'll request a list of all your mandates from your old bank or building society.
- Your old provider will make this list available to us within 5 Business Days of receiving our request. If they are unable to service this request, they will notify us within 2 Business Days.
- We'll set up your payment mandates within 5 Business Days of receiving the mandates list from your old bank or building society.
- The payment mandates on your old account will then be cancelled and if you have chosen to close your account with your old provider, this will be completed and any positive balance will be transferred to your new account with Cater Allen.

Avoiding any fees

It is a good idea, if possible, to have enough money in your existing account and your new account to cover your usual payments while we complete your switch to us.

We will do everything we can to make sure that your switch goes as smoothly as possible. It is unlikely that you will have to pay any bank fees as a result of a mistake we make during the switching process. However, if this happens we will refund any fees in full.

The Current Account Switch service is free to use.

Frequently asked questions

- Can I switch my current account if I'm overdrawn?
No, your account will need to be in credit.
- When will the money in my old account be transferred to my new account?
You'll be able to access the funds in your old account up to your switch date when they'll be transferred to your new account.
- Will switching my current account affect my credit rating?
No, providing you repay any outstanding overdraft(s) on your previous account(s) as required by your old bank or building society. If there's any problem with payments (as part of the switching process) Cater Allen will correct them and ensure your credit rating is not affected.
- How do I make a complaint about my switch?
If you're not happy with the switching service we're providing, please refer to the 'A guide to our complaints procedure' document which provides details of how we deal with complaints and your right to make a complaint to the Financial Ombudsman Service. This is available in the complaints section of our website, or you can request a copy by phoning our Client Team on the number below.

Further information

We hope that this guide to Cater Allen's Account transfer service has answered any questions you may have. If you require any further information about transferring your account(s), please call our Client Team on **0800 092 3300**. Lines are open from 7.00am to 9.00pm Monday to Saturday and 8.00am to 9.00pm on a Sunday. Calls may be recorded or monitored.



Cater Allen Private Bank is able to provide literature in alternative formats. The formats available are: Large Print, Braille and Audio CD. If you would like to register to receive correspondence in an alternative format please contact us on 0800 092 3300. For the hard of hearing and/or speech impaired please use the Text Relay service. Further details can be found at <http://ngts.org.uk/>

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