

Current Account Switching Service

Customer Information

Under the terms of the UK Payment Account Regulations you may request to switch your accounts to or from The Access Bank UK Ltd. This service is available to all customers who wish to switch current accounts, of the same currency, between UK based banks. We do not charge any fees for this service whether you are switching to or from the Bank.

Please note that any requests to switch accounts to The Access Bank UK Limited will be subject to the successful completion of the Bank's account opening procedures.

If you are opening an account within the EU but outside of the UK we are also able to facilitate the provision of account information to your new bank.

Switching your account to The Access Bank UK Ltd

If you choose to switch to The Access Bank UK Ltd, upon successful completion of the account opening process your Relationship Manager will provide account switching forms for your completion in order for you to:

- Provide your authorisation to initiate a switch from your old bank.*
- Provide your authorisation and instructions for the payments that you wish to switch.
- Request information to be sent to The Access Bank UK Ltd, and if you wish to yourself, in respect of your Direct Debits, Standing orders and regular incoming payments.
- Identify particular Direct Debits, Standing orders and regular incoming payments that you wish to switch.
- Specify the date that you wish the Direct Debits, Standing orders and regular incoming payments to be executed from your new account.
- Request, if you wish, that your account with your existing bank is closed and specify the date for this to happen.

* In respect of joint accounts, authorisation is required from each account holder.

This documentation will be sent to your existing Bank, as per your instructions, within 2 working days.

Once we receive the relevant information within 5 working days we will:

- Set up your Direct Debits and Standing Orders as per your instructions.
- Unless you request otherwise, we will also inform your Direct Debit originators of your new account information and confirm the date from which Direct Debits are to be collected from your new account with The Access Bank UK Ltd. We will provide a copy of your authorisation in this respect.
- Unless you request otherwise, we will also inform payers, specified in your authorisation who regularly make payments to your existing account, of your new account details and provide a copy of your authorisation so that they may make future payments to your new Access Bank UK Ltd current account.
- If we need any further information in order to complete the account switching process, we will revert to you and/or your existing bank in order to obtain this.

- If you wish to inform your Direct Debit originator(s), or regular payers to your account in respect of your new account details, we will provide you with standard letters, including details of your new account and the date from which you have authorised to switch your payments to your new account.

Switching your account to another UK Bank

If we receive an authorisation from you to switch from your Access Bank UK Ltd to a new account within the UK we will, within 5 working days:

- Send your new bank a list of Direct Debits, Standing orders and regular incoming payments to your new bank as per your instructions.
- Cancel standing orders from the date specified in your authorisation.
- Stop accepting incoming credits and Direct Debit requests from the date specified in your authorisation.
- Transfer any remaining positive balance(s) to your new bank account on the date that you have specified in your authorisation.
- Confirm to any payee of Direct Debits, or payers of incoming credits, that are not accepted as per your instructions to close and switch your account(s), the reason for not completing the transaction.
- Providing that you have no outstanding obligations on your account and all our obligations under the payment account switching request have been completed, we will close your account as per your instructions.

Switching your account to a Bank outside the UK but within the EU

If you advise us that you wish to switch your account to a Bank outside of the UK but within the EU we will:

- provide you, free of charge, with:
 - a list of all currently active standing orders direct debit mandates on your account, where available.
 - available information about recurring incoming credit transfers and incoming direct debits on your current account in the previous 13 months.
- Transfer any remaining positive balance(s) to your new EU based bank account as per your instruction.
- Providing that you have no outstanding obligations on your account and all our obligations under the payment account switching request have been completed, we will close your account as per your instructions

Complaints

At The Access Bank UK Ltd, we aim to provide you with the highest standards of service. If you feel you have cause to make a complaint, our staff will do all they can to resolve the matter and ensure that you receive a prompt and fair response.

Should you be disappointed with the resolution of your complaint, you have the right to refer your complaint to the Financial Ombudsman Service (FOS). You can access the FOS website at www.financial-ombudsman.org.uk for further information.