

Switching your account



Bank of
Ireland

Switching to us is easy

At Bank of Ireland, we make the switching process simple and fast so that you can enjoy banking with us straight away. The switching process starts on the date you indicate on your Account Transfer Form. Under the Code of Conduct on the Switching of Payment Accounts with Payment Service Providers 2016, the old bank (where you have your existing account) must ensure that all steps are taken to facilitate moving your account within 7 working days of the switching date and the new bank (where you want to switch your account to) must ensure that all steps are taken to open your new account within 10 working days of the switching date.

Here's a step by step guide to switching:

Step 1 - Open a new Current Account

- ▶ Meet a branch advisor or call our Account Opening Team on 0818 365 365 (+353 1 4044034 if calling outside the Republic of Ireland) and we will help you choose the right current account for you. Alternatively you can apply for a new Current Account online at www.bankofireland.com.
- ▶ We will take you through the current account¹ opening application process, providing all of your information and identification documents are in order. You will also receive all relevant documentation including our Terms of Business, the Terms and Conditions, and Schedule of Fees and Charges for Personal Customers that apply to your new account.
- ▶ You must complete a separate application if you wish to apply for an Overdraft. You can do this online or in branch. If you have an Overdraft on your old account, it must be cleared before you can switch to Bank of Ireland.
- ▶ To make your banking experience even more convenient, we can also set you up for phone and online banking at the same time.

Remember your Identification Documents?

In order to comply with legislation, we must obtain certain documentation from all new customers. At a minimum, we will need the following documents from you if you wish to open a new bank account with us:

True Name Verification:

Any one of:

- ▶ Current Passport*
- ▶ Current Passport Travel Card
- ▶ Current Irish Driving Licence
- ▶ Current Full UK Driving Licence
- ▶ Current EU/EEA National ID card

If you are not a resident of the Republic of Ireland, only the documents marked with an * above can be accepted.

Current Permanent Address Verification

Any one of the following items of correspondence that you received recently:

- ▶ Current household utility bill (gas, electric, household charge, home broadband and home phone) that is less than six months old
- ▶ Current original Revenue Commissioners documents, tax credits, pin verification and balance statement that is less than six months old
- ▶ Statement from a financial institution i.e. bank, credit card, mortgage statement that is less than six months old
- ▶ Department of Social Welfare Document that is less than six months old
- ▶ Household/ Motor/ Health insurance document that is less than 12 months old

If you are opening your account with us online we may need to get two proofs of your address from you.

Some other options may be available to you if you do not have these documents. Please phone us before calling in or ask a staff member and we can answer any questions you may have.

Step 2 - Let your old bank know your plans

- ▶ Complete an Account Transfer Form, confirming the date you want your account to be switched.
- ▶ Pick your switch start date, allowing at least three working days for the switch form to be received by your 'old' bank.
- ▶ Complete the switch during a quiet period when there is least activity on your account and confirm whether you wish to follow Option A or B:

Option A

Switch your personal current account(s) to Bank of Ireland including all standing orders and direct debits and close your old current account²

OR

Option B

Keep your old account open with your 'old' bank and only switch your active standing orders and direct debits to your 'new' bank.

We will then send your completed form to your 'old' bank. Your 'old' bank will

- ▶ Close your old account (Option A only)
- ▶ Send you a list of your direct debits and standing orders (Option A & B)
- ▶ Send us your closing balance (Option A only)
- ▶ Send us standing order details (Option A & B)
- ▶ Notify the Direct Debit Originators of your new account details.

Step 3: If appropriate, let people know your new details

To ensure that payments you receive are lodged correctly to your account:

- ▶ Let your employer know your new bank account details
- ▶ Re-direct any other regular payments into your new account(s) for example child benefits or share dividends etc.

We'll provide you with sample letters to help you with this.

Step 4: Ensure your bills are paid on time

Check the list of existing standing orders and / or direct debits that your 'old' bank will send you. Let us know if you want any changes made to your standing orders. To change or cancel any direct debit(s) you must contact your provider (the direct debit originator) directly.

Step 5 - Complete the Switch

We will lodge the balance to your new account (Option A only) and set up your standing orders (Option A & B) on your new account. Once your new current account is open your branch advisor will be happy to assist you with any further queries, or you can call 01 404 4000.

Account Type	Key Features	Fees for Maintaining the Account and Other Service Charges
Personal Current Account*	Our most Popular Current Account which makes banking easier with a Debit card and access to online and mobile banking	Monthly fee for maintaining the account of €6 applies Limited number of charges apply for other services including same day funds transfers and using your debit card for transactions in a foreign currency**
Young Saver Account*	This is your child's first bank account and is available from birth to 12 years old	Not applicable
Second Level Student Account*	Available to students while in full time second level education, this account comes with a debit card and provides simple and secure access to your money. Applicants aged under 14 years will need parent or legal guardian consent to open a second level student account and to order a debit card.	Monthly fee for maintaining the account - not applicable Limited number of charges apply for other services including using your debit card for transactions in a foreign currency**

Account Type	Key Features	Fees for Maintaining the Account and Other Service Charges
Third Level Student Account*	Available to students who are aged 25 years or younger and are enrolled in full-time third level education, this account comes with a debit card and access to online and mobile banking.	Monthly fee for maintaining the account - not applicable Limited number of charges apply for other services including same day funds transfers and using your debit card for transactions in a foreign currency**
Graduate Current Account*	Available to people who have graduated from third level education in the past three years, this account comes with a debit card and access to online and mobile banking	Monthly fee for maintaining the account - not applicable Limited number of charges apply for other services including same day funds transfers and using your debit card for transactions in a foreign currency**
Golden Years Account*	Available to customers who are 66 years or over, this account comes with a debit card and access to online and mobile banking. To qualify for a Golden Years Joint Account, both applicants must be aged 66 years or older.	Monthly fee for maintaining the account - not applicable Limited number of charges apply for other services including same day funds transfers and using your debit card for transactions in a foreign currency**

* Terms and Conditions apply

** Please refer to the Schedule of Fees and Charges for Personal Customers for information on fees, charges and government duties that may apply. The Schedule of Fees and Charges for Personal Customers is available on www.bankofireland.com or in any Bank of Ireland branch.

Top Switching Tips:

- ▶ Don't forget to confirm if you want to close your old account (Option A) or keep it open (Option B).
- ▶ Pick your switch start date, allowing at least three working days for the switch form to be received by your 'old' bank.
- ▶ Complete the switch during a quiet period when there is least activity on your account.
- ▶ Remember to provide your new account details to your employer to ensure your salary is paid into your new account.
- ▶ Ensure your old account balance is in credit. We cannot switch your account if it is overdrawn. Make sure you leave enough to cover any interest or fees as well as any standing orders, direct debits, cheques, ATM or debit card transactions that may be due. If your account(s) is in credit, this amount will simply transfer automatically.
- ▶ If you choose to close your old account, do not use your old cards or chequebook once the switching process has started. Cheques presented on your old account will not be forwarded to your new bank account after the account has closed. They will be returned to the presenting bank unpaid, marked "Account Closed/Switched/Transferred".
- ▶ Contact all your direct debit originators to advise them of your new account details.

Complaints

We're committed to providing you with excellent service at all times and hope we do not give you grounds to complain. However, if you wish to make a complaint you may do so in a number of ways. You can call or write to us, avail of our online complaints form, and advise our branch teams. Our website www.bankofireland.com/help-centre/customer-complaints-process provides further details about these channels and our complaints process.

If we cannot resolve your complaint within five working days, we will respond to your complaint in writing or if we hold an email address or mobile contact details for you, you agree we may respond by email or another durable medium.

If you are not satisfied with our response you can refer the matter to the Financial Services and Pensions Ombudsman by writing to them at The Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29. You can find more information on how to access their resolution process by visiting their website at www.fspo.ie.

1. The Deposit Guarantee Scheme is administered by the Central Bank of Ireland and is funded by the credit institutions (including Bank of Ireland) covered by the scheme. The DGS protects eligible deposits up to a limit of €100,000 per depositor per credit institution covered by the Scheme. For additional information on the Deposit Guarantee Scheme please refer to www.depositguarantee.ie.
2. If you wish to switch from a payment account with basic features to one of our other current accounts, you may do so but you will have to select Option A (full closure) on the Account Transfer Form. It is not possible to switch into a payment account with basic features.

Branch Instructions:

- 1. Scan this form to Account Switching Unit
- 2. Give customer a copy of this form and file original form with scanned items of the day



Account Transfer Form - Personal

Customer Name(s) [] / []

Address: []

Phone: []

Mobile: []

Branch: _____

Contact: _____

Phone no: _____

Name: _____

New account and bank details:

BIC [B][O][F][I][I][E][2][D] N.S.C. [9][0][][][][][][]

IBAN 1 []

Account No.1 [][][][][][][][][][]

IBAN 2 []

Account No.2 [][][][][][][][][][]

Old account and bank details:

BIC [][][][][][][][][][] N.S.C. [9][][][][][][][][]

IBAN 1 []

Account No.1 [][][][][][][][][][]

IBAN 2 []

Account No.2 [][][][][][][][][][]

(Please tick only one of the options below)

Option A: I would like my "Old" Account(s) to be closed

Option B: I would like my "Old" Account(s) to remain open

Please note if you are switching from a payment account with basic features you must choose option A.

To: The Manager, "Old" bank:

- 1. I/we hereby request and authorise you to prepare and supply to the "New" bank and to me/us a schedule of active direct debit instruction details (excluding SEPA direct debits) and active standing order details ("the Schedule") held by you in relation to each of my/our account(s) at your branch as listed above ("the Account(s)"). Please send this list to: Account Switching Unit, BSC, Bank of Ireland, Operations Centre, Cabinteely, Dublin 18 and send copy to me/us at the above address.
- 2. If I/we have indicated above by ticking the box that I/we would like my "Old" account(s) to be closed, then:
 - i) I/we further request and authorise you to please transfer the remaining balance of my/our account(s) to the new account(s) listed above once all normal procedures for account transfer are completed. Once this transfer is completed I/we instruct you to close my/our account(s) in your bank.
 - ii) Without responsibility on your part, I/we understand that you will redirect any debit card transactions presented on my/our account(s) after it has been closed to my/our Bank of Ireland account(s).
 - iii) I/we acknowledge that cheques and other items which are presented for payment on my "Old" account(s) after the date of transfer will be returned unpaid.
- 3. I/we acknowledge that direct debits (please allow 10 days for transfer) presented for payment on my "Old" account(s) after the date of transfer will be returned unpaid.
- 4. Please notify the direct debit originators that are located within the Republic of Ireland of all my/our direct debits on my/our accounts as soon as possible after you receive this request. I/we understand that I/we must personally contact SEPA originator(s) outside of the Republic of Ireland and arrange to transfer the SEPA direct debit(s) to my new account.
- 5. Please indicate preferred date for your old bank to begin switching your account to us. ___/___/____ This date should allow a minimum of three days for this switch form to reach your 'old' bank.

_____ [][][]/[][][]/[][][][][]
Customer signature(s) in accordance with Old Bank Mandate

To: The Manager, Bank of Ireland

- 1. On receipt of the Schedule as described above, I/we authorise you to pay direct debits and standing orders as so listed in the Schedule on and out of my/our account(s) with your branch as listed above (and in accordance with the bank mandate(s) applicable to that account(s)). I/we will inform you in writing if I/we wish to amend or cancel any part of this instruction.
- 2. If I/we have indicated above by ticking the box that I/we would like my "Old" account(s) to be closed, then I/we further request and authorise you to apply and pay any debit card transactions redirected to you from my/our "Old" bank, to my/our new account(s) in accordance with the Terms and Conditions applying to my/our account(s).
- 3. On receipt of the schedule of my/our phone/online banking details from my/our "Old" bank, please set up the same details on my/our behalf. I/we will contact the phone/online banking unit of Bank of Ireland if I /we wish to make any changes.

_____ [][][]/[][][]/[][][][][]
Customer signature(s) in accordance with New Bank Mandate

1 The customer(s) must return cards, and chequebooks on the account(s) directly to the "Old" bank
Bank of Ireland is regulated by the Central Bank of Ireland.

Redirect Credit Payments

PLEASE COMPLETE IN BLOCK CAPITALS

To:

Company name: (your home address)

Company Address:

Date: //

Request to redirect my direct credit payments to my new bank account

My payment reference number:

Dear Sir/Madam,

I am writing to you to instruct that all payments due to me after (date) // be paid directly to the following account:

Bank:

Branch name:

Name of account:

BIC: (Bank Identifier Code)

IBAN (International Bank Account No.)

Branch NSC:

Account number:

Thank you for your help.

Yours faithfully

(your signature)

(your name printed)

Payroll Letter

PLEASE COMPLETE IN BLOCK CAPITALS

To: The Accounts/Payroll Department

Company name:

(your home address)

Company Address:

Date: / /

Request to credit my salary to my new bank account

My staff/employee number:

Dear Sir/Madam,

Please note from (date) / / I wish to have my salary paid directly into the account detailed below:

Bank:

Branch name:

Name of account:

BIC: (Bank Identifier Code)

IBAN (International Bank Account No.)

Branch NSC:

Account number:

Thank you for your help.

Yours faithfully

(your signature)

(your name printed)

Letter to Non-Domestic SEPA Direct Debit Originators

PLEASE COMPLETE IN BLOCK CAPITALS

To: The Accounts Department

Company name:

(your home address)

Company Address:

Date:

Dear Sir/Madam,

Please note that my/our bank account details have changed. Please debit payments from my new account from (date)

/ / as per the details below.

Name of Account:

Reference number (if applicable):

Bank:

Branch Name:

BIC: (Bank Identifier Code)

IBAN (International Bank Account No.)

Thank you for your help.

Yours faithfully

(your signature)



(your name printed)

Letter to Non-Domestic SEPA Direct Debit Originators

PLEASE COMPLETE IN BLOCK CAPITALS

Customer Name:

Home Phone:

Customer Address:

Email Address:

Date of birth:

Old Bank account(s) set up for Phone/Online

My staff/employee number:

BIC: (Bank Identifier Code)

Branch NSC:

Account type:

Account number:

IBAN (International Bank Account No.)

Account type:

Account number:

IBAN (International Bank Account No.)

New Bank account number(s)

Register for 365 phone 365 phone (tick as required)

BIC: (Bank Identifier Code)

Branch NSC:

Account type:

Account number:

IBAN (International Bank Account No.)

Account type:

Account number:

IBAN (International Bank Account No.)

To:

(My "old Bank")

Please arrange to send me/us details of all fund transfer beneficiaries and/or bills set up for payment by phone/online from the above account(s).

Please include the following for each item:

- ▶ Name of payee
- ▶ Payee account number/IBAN and branch code/BIC
- ▶ Payer's reference

Please send a copy of the details on the back to Bank of Ireland 365, Registration Department, P.O. Box 365, FREEPOST, Dublin 14.

Note: For joint account customers separate forms are required for each customer.

Thank you

Customer signature

Date:

(In the absence of a customer signature - form can be signed / branded by Bank of Ireland staff member with customer consent.) Terms and conditions apply to Bank of Ireland 365 phone and online services. Bank of Ireland is regulated by the Central Bank of Ireland.



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