

# Switching your personal current account using the Switching Code



Bank of  
Ireland

## Before we get started here are some top tips to keep in mind when switching:

- ▶ Pick your switch date at a quiet time on your account when little or no bills or payments are due.
- ▶ Remember to confirm whether or not you want to keep your old account open or to close it.
- ▶ Make sure your old account has a credit balance- if it is overdrawn we cannot complete the switch.
- ▶ Remember if you intend to keep your old account open, please note that all active direct debits and standing orders will be transferred to your new current account.
- ▶ Make sure you leave enough funds in both the new and old accounts to meet any incoming debts including standing orders, direct debits, cheques, interest, fees and charges. If you have requested that your old account is closed, the closing balance will automatically transfer over to your new account.
- ▶ If you have decided to close your old account, do not use the associated debit cards or cheque book to that account once the switch has started. Cheques presented on your old account will be returned as unpaid and will not be forwarded to your new bank.
- ▶ If you are closing your old account we recommend that you return or destroy any unused cheques or debit cards.
- ▶ Make sure you contact all your direct debit originators to double check that your new account details have been correctly updated.
- ▶ If some of your Direct Debit Originators are not based in the Republic of Ireland you'll need to contact these directly providing the new account details.
- ▶ Let people know your new debit card details for any outgoing payments made by debit card. For example, gym memberships, film and music streaming subscriptions.
- ▶ Remember to provide your new account details to your employer to ensure your salary is paid into your new account. Re-direct any other regular payments into your new account e.g. child benefits, share dividends etc.

## Switching to us using the switching code

At Bank of Ireland we make the switching process as straightforward as possible so that you can enjoy banking with us straight away.

The switching process starts on the date you indicate on your account transfer form. Remember to choose a date where the activity on your account is low i.e. no payments are due out. 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 switch date and the new bank must ensure that all steps are taken to switch to your new account within 10 working days of your chosen switch date.

## Follow this step by step guide to switching:

### Step 1- Open your new Bank of Ireland current account

You can apply for your current account here: [Features & Benefits - Personal Current Account - Bank of Ireland](#)

To get started you'll need:

- ▶ Your passport or driving license card (UK or Ireland only)
- ▶ A selfie
- ▶ Proof of your address (e.g. utility bill, revenue document)

Once your account is opened and you receive your IBAN by SMS, we will then send you an SMS with instructions on how to register your account for Banking 365. Do this at your earliest convenience for fast and convenient banking services at your fingertips 24/7.

Alternatively you can call our Account Opening Team on 0818 200 374 and we will help you choose the right current account for you.

If you already have a Bank of Ireland current account, you can skip this step.

If you require a credit facility on your Bank of Ireland current account such as an overdraft you'll need to apply for this separately.\*

\*Lending criteria, terms and conditions apply. Applicants must be over the age of 18 years old.

## Identification Documents

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

### To verify your name you will need to provide

Any one of:

- ▶ Current Passport\*
- ▶ Current Irish Driving Licence (card or paper version)
- ▶ Current UK Driving Licence (card only)

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

### To verify your address you will need to provide

Any one of the following items of correspondence that you received recently (Last 6 months):

- ▶ Current household utility bill (for example: gas bill, electricity bill, household charge bill, home broadband bill, or home phone bill) that is **less than six months old**
- ▶ Statements from a financial institution (for example: bank statement, credit card statement, mortgage statement) that is **less than six months old**.

Certain accounts may require additional documentation. Some examples of these are detailed below:

Account Type	Documentation required
3rd Level current account	College letter
Graduate account	Evidence of graduation in the last 3 years

Account Type	Key Features	Fees for Maintaining the Account and Other Service Charges
Personal Current Account*	<p>Our most popular current account which make banking easier with a Debit card with contactless and access to online and mobile banking.</p> <p>All current account types can accept SEPA payments</p>	<p>Monthly fee for maintaining the account of €6 applies</p> <p>Limited number of charges apply for other services including same day transfers and using your debit card for transactions in foreign currency**</p>
Second Level Student Account*	<p>Available to students while in full time second level education, this current account comes with a debit card with contactless and provides simple and secure access to your money. Applicants aged under 14 will need parent or legal guardian consent to open this account and to receive a debit card.</p> <p>All current account types can accept SEPA payments</p>	<p>Monthly fee for maintaining the account - not applicable</p> <p>Limited number of charges apply for other services for example using your debit card for transactions in foreign currency**</p>
Third level Student Account*	<p>Available to students enrolled in full-time third level education, this account comes with a debit card with contactless and access to online and mobile banking.</p> <p>All current account types can accept SEPA payments</p>	<p>Monthly fee for maintaining the account - not applicable</p> <p>Limited number of charges apply for other services for example using your debit card for transactions in foreign currency**</p>
Graduate Current Account*	<p>Available to people who have graduated from third level education in the last 3 years, this account comes with a debit card with contactless and access to online and mobile banking.</p> <p>All current account types can accept SEPA payments</p>	<p>Monthly fee for maintaining the account - not applicable</p> <p>Limited number of charges apply for other services for example using your debit card for transactions in foreign currency**</p>

Account Type	Key Features	Fees for Maintaining the Account and Other Service Charges
Golden Years Current Account*	Available to customers who are age 66 years or over, this account comes with a debit card with contactless and access to online and mobile banking. To qualify for a joint golden years account, both applicants must be age 66 or over.  All current account types can accept SEPA payments.	Monthly fee for maintaining the account - not applicable  Limited number of charges apply for other services for example using your debit card for transactions in foreign currency**
Basic Bank Account*	Available to customers who are over the age of 18, legally resident in the European Union, who don't already hold a personal payment account or current account financial institution in the Republic of Ireland. This account comes with a debit card with contactless and access to online and mobile banking.  All current account types can accept SEPA payments	Monthly fee for maintaining the account - not applicable  Limited number of charges apply for other services for example using your debit card for transactions in 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](http://www.bankofireland.com) or in any Bank of Ireland branch.

## Step 2 - Start the switch

Complete the digital account transfer form online at [digital.bankofireland.com/current-accounts/personal-account-switching](http://digital.bankofireland.com/current-accounts/personal-account-switching), confirming the date you want your account to be switched from your "old" bank over to Bank of Ireland.

Alternatively you can print this document and fill in the forms enclosed and drop these into your nearest branch.

When filling out the account transfer form you will be asked to:

- ▶ Pick your switch start date, allowing at least five working days for the switch form to be received by your "old" bank. Choose a switch date during a quiet period, where there is low or no activity on your old account. If there is a lot of activity i.e. payments coming in or out, on your old account during the 10 day switching period after your chosen switch date, your old bank may reject the switch and you will need to start again.
- ▶ Choose whether or not you would like your old account to be closed by choosing option A or option B.

### Option A

Switch your personal current account to Bank of Ireland including all standing orders and direct debits and close your old current account. If you are switching from a "Basic bank account" you must select for your old account to be closed as you are not allowed to hold a basic bank account and another payment account at any one time.

**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 who will:

- ▶ Close your old account (option A only)
- ▶ Send you a list of your direct debits and standing orders
- ▶ Send us your closing balance (only if you have requested to close the account)
- ▶ Send us standing order details
- ▶ Notify the Direct Debit originators of your new account details\*

\*Please note that some Direct Debit originators **do not** accept Direct Debit instructions from 3rd parties. In this instance your "old" bank is considered a 3rd party. It is very important that you personally contact your Direct Debit originators to ensure that your Direct Debit details have been updated to avoid any missed payments.

## What's the difference between a Standing order, a Direct Debit and a reoccurring card payment?

A Standing Order is an automatic regular payment where the amount is fixed. You can set up a standing order and only you can make changes to it such as a change in the date it is paid or the payment amount. This can all be managed on your Banking 365.

A Direct Debit is an agreement between you and the organisation that you are paying, which gives them permission to take money out of your account at regular intervals. The organisation will set this up and they can alter the amount on your instruction. Direct Debits are mainly used for paying bills such as electricity, gas, phone etc. If you wish to cancel a Direct Debit, you need to contact the organisation directly.

A reoccurring card payment is used mainly for subscription like services. This is where you have given your card details to a company and have agreed for them to deduct a set amount from your account at regular intervals. Many gym payments, streaming services, charity payments etc. are set up this way. In some cases, when your card expires you will need to provide your new card details for these payments to continue. Please remember to double check with your providers that your payment details are correct so as not to miss payments.

## Step 3 - Let people know your new account details to ensure that payments you receive are lodged to the correct account

- ▶ Let your employer know your new bank details
- ▶ Re-direct any other regular payments into your new account for example, child benefit payments, share dividends, rental income etc. We will provide you with sample letters to help you with this.

## Step 4- Ensure your bills are paid in time

Check the list of existing standing order and/ or Direct debits that your "old" bank sent to you. Let us know if you want to make any changes to your standing orders, you can also do this through Banking 365. To change or cancel Direct Debits you must contact your provider (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.

## How to make a complaint

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](http://www.bankofireland.com/help-centre/customer-complaints-process) provides further details about these channels and our complaint process.

**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:

**Bank of Ireland account details:**

BIC

IBAN

**Old bank account details:**

BIC

IBAN

When would you like your account switch to begin?   /   /

Pick a date at least five working days ahead to allow this form to reach your 'old' bank

(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.

\_\_\_\_\_  
Applicant 1 Applicant 2   /   /

Customer signature(s) This must match the signature(s) sample held by your old bank.

**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).

\_\_\_\_\_  
Applicant 1 Applicant 2   /   /

Customer signature(s) This must match the signature(s) sample held by your old bank.

<sup>1</sup> The customer(s) must return cards, and chequebooks on the account(s) directly to the "Old" bank



# Redirect Credit Payments

PLEASE COMPLETE IN BLOCK CAPITALS

## Section 1 - Company Details

PLEASE COMPLETE IN BLOCK CAPITALS

To:

Company name:

(your home address)

Company Address:

Date: / /

## Section 2 - 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

## Section 1 - Company Details

PLEASE COMPLETE IN BLOCK CAPITALS

To: The Accounts/Payroll Department

Company name:

(your home address)

Company Address:

Date: / /

## Section 2 - 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 International SEPA Direct Debit Originators

PLEASE COMPLETE IN BLOCK CAPITALS

## Section 1 - Letter to International 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)



Bank of Ireland is regulated by the Central Bank of Ireland.



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