

# The Big Move Guide

for personal current account holders



Bank of  
Ireland



We've created this two-part guide to take some of the hassle out of moving your bank account.

Part 1  
Our Moving Guide

Part 2  
How to move to Bank of Ireland

Before you start don't forget...be mindful of fraudsters



- ▶ There's lots of public attention around the exit of KBC and Ulster Bank at the moment, so please be extra vigilant about any emails, text or calls you receive over the coming weeks and months.
- ▶ Fraudsters may try to exploit the situation by pretending to be a bank, asking you to register or re-register details. Fraudsters can insert a fake text into a thread of genuine text messages.
- ▶ No bank will ever send you texts or emails with a link to a login page or website that asks you to share personal details, such as account information or one time passcodes. If you're unsure about who is contacting you, call us anytime on our 24hr hotline, **1800 946 764**.

# Part 1: Our Moving Guide

## Intro

Is it hard to move banks? No, but it can be a hassle. Whatever the reason for opening a new bank account and leaving your old one behind, there are certain things you can do to make the transition a smooth one.

Before you change banks, you first need to decide who you want to move your money to. Generally, your choices include a traditional bank, credit union or online bank.

With so many options, it's helpful to have a checklist of things to look for when comparing banks. As you shop around for a new bank, you might want to consider the following:

- ▶ Features and benefits you need or want.
- ▶ Fees each bank charges.
- ▶ Online and mobile banking services.
- ▶ Branch and ATM locations.

## Our top 3 tips when moving bank accounts:

- ▶ Time your move during a quiet period on your account, i.e. when the least amount of payments in and out are expected.
- ▶ Remember to give your new account details to your employer, social welfare, tenants and anyone else who regularly transfers you money.
- ▶ Grab a couple of old account statements and use them to write a list of regular and reoccurring payments. This will help a lot when contacting suppliers and providing them with your new account details.

## List of payments – In & Out

### Incoming

- Salary – 1st June
- Children's allowance – 25th June

### Outgoings

- Mortgage – 25th June
- Electricity – 25th June
- TV/Broadband – 10th June

## Our top Financial Wellbeing Tip



Use this as an opportunity to review subscriptions and see if you can make any cost savings!

## Banking comes with a lot of jargon – here’s a helpful guide to help you differentiate everything from a standing order to a direct debit

- ▶ A **Standing Order** is an automatic, fixed amount, regular payment. You are in control of setting one up and making any changes, such as the date it is paid or the payment amount – which can all be managed on your Banking 365. Rent or savings are common examples.
- ▶ A **Direct Debit** is an agreement between you and the organisation that you are paying, giving 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, you need to contact the organisation directly.
- ▶ A **Reoccurring Card Payment** is used mainly for subscription-like services; you have given your card details to a company and 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. Once your card expires or is changed, you need to provide the new card details to the company for these payments to continue.

### Now you’ve done your homework, it’s time to make the move

What you need to make the move:



Find out where you can open your account – online or in branch



Find out what documents you need to open your account – ID, Proof of address

### How to update a provider with new payment details

- ▶ There’s no easy way to do this – you will need to call or go online and share your new details with them.
- ▶ Changing banking providers mid payment cycle is always a good idea – that way you don’t miss a payment and end up with no lights!
- ▶ We’ve compiled a handy list of some of the most popular providers and their contact details to help you.
- ▶ For the full list click [here](#).



## Don't forget you'll need to update anyone who pays you...

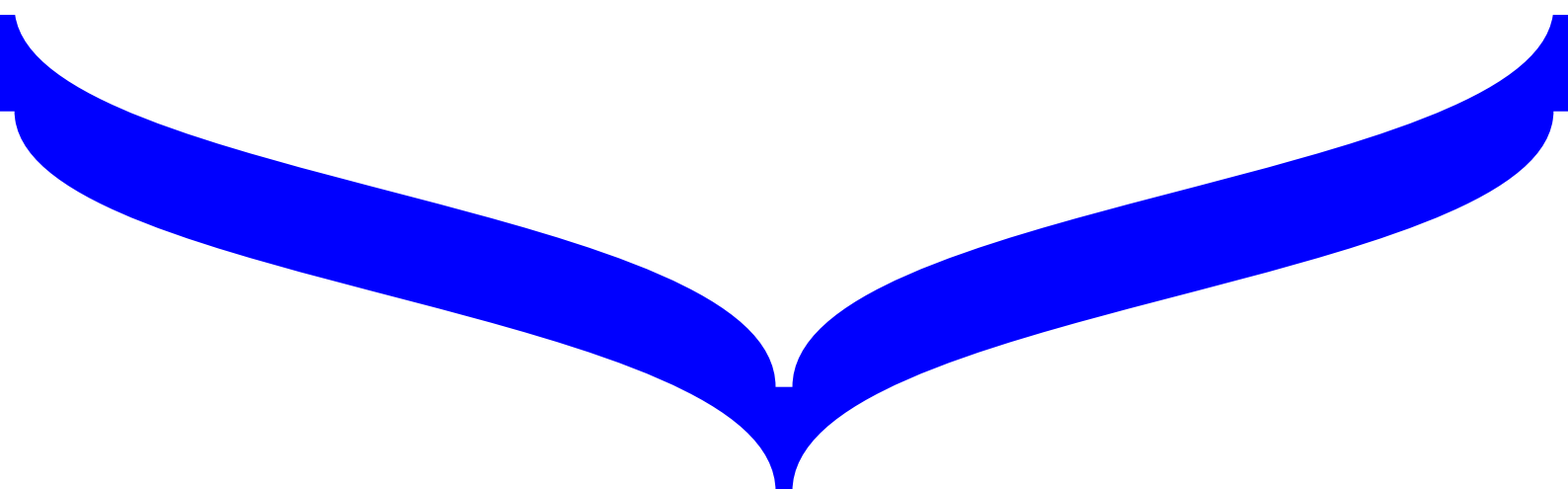
- ▶ Send your new account information to anyone who makes regular payments to you.
- ▶ Below are the details you'll need to provide to anyone who sends you payments.

**BIC: BOFIE2DXXX**

**IBAN: IEXXBOFI 90XXX XXXXXXX**

## CLOSE

- ▶ Triple check everything - try to time it so the two accounts are active for one month and that you are confident all payments are in your new account.
- ▶ Close your old account if you wish.



Part 2  
(next page)



## Part 2: How to move to Bank of Ireland

Whether you're moving banks because you have to, or just because you want to, you'll get a warm welcome here at Bank of Ireland. Our personal current account comes with loads of great features, including:

- ▶ Unlimited current account transactions, with no hidden charges, for a monthly maintenance fee of €6 including unlimited euro contactless transactions.
- ▶ Full service banking online, through our mobile app, phone and a network of 1000 outlets nationwide, across An Post and Branch.
- ▶ Secure payments on the go with Google Pay or Apple Pay.
- ▶ Great digital features within the app - like view your card PIN, freeze or unfreeze any card instantly, order a replacement and more.
- ▶ And because your financial wellbeing is our priority, a free financial wellbeing health check available for all customers.

# No matter what your needs, we have an account to suit you

- ▶ [Personal Current Account](#)
- ▶ [Second Level Current Account](#)
- ▶ [Third Level Current Account](#)
- ▶ [Graduate Current Account](#)
- ▶ [Golden Years Current Account](#)
- ▶ [Basic Bank Account](#)

## What documents do I need to set up an account:



Identification



Proof of address

For certain accounts we can accept alternative proof of address. Some examples are below:

Account Type	Documentation required
2nd Level current account	Utility Bill from Parents as proof of address
3rd Level current account	College letter as proof of address

We are aware that some customers in residential or long term care may not have access to identification or proof of address documents, in that instance please contact our Vulnerable Customer Unit on **1800 946 146** (9.30 am-4.30 pm Mon-Fri) and we will be happy to help.

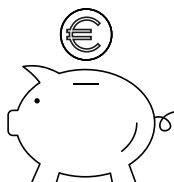


## Other products you might need

Overdrafts and credit cards are available to customers moving banks.



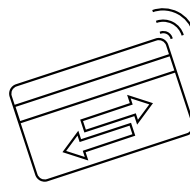
[Mortgages<sup>1</sup>](#)



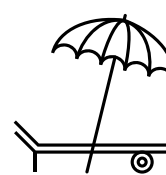
[Savings<sup>2</sup>](#)



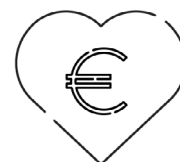
[Insurance<sup>3</sup>](#)



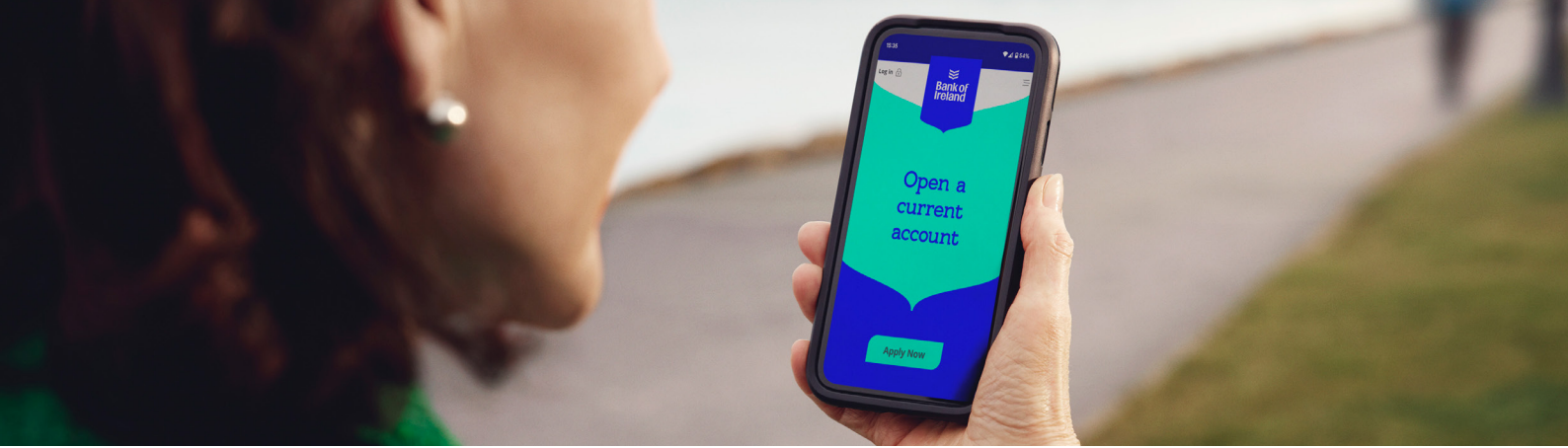
[Credit Cards<sup>4</sup>](#)



[Loans<sup>4</sup>](#)



[Financial WellBeing](#)



## Opening an account

### Step 1: Open a personal current account

**Option 1**  
Apply online [here](#)

**Option 2**  
Scan the QR Code



- ▶ Once your account is opened, we will send you a BIC and IBAN via SMS.
- ▶ Once your account is open you'll get a text with instructions on how to activate your 365 Online profile\*.
- ▶ Once this happens you can start using Apple and Google Pay immediately to make purchases with no limit.
- ▶ In the following days you'll receive your card.

### Step 2: Begin the move

- ▶ **Transfer some money into your new account**  
Make sure you leave enough money to cover any bills or payments due on your old account.
- ▶ **Give your new bank details to anyone who pays you**  
Tell your employer you've changed bank accounts.
- ▶ **Tell anyone who makes regular payments to you to make them to your new account**  
This includes everything from child benefits to share dividends.
- ▶ **List all your regular payments**  
Download your recent statements from your old bank and make a list of all regular and recurring payments on your account (e.g. utility bills, landlord, mortgage repayments).
- ▶ **Set up Standing Orders and payees**  
It's super easy to add Standing Orders and Payees to your account through the Bank of Ireland Mobile App.

\* Terms and conditions apply.



### ► **Change any outgoing payments made by Direct Debit or debit card**

Contact your direct debit originators and give them your new IBAN and BIC for payment. Here's [a list of Direct Debit Originators](#) to help.

- And don't forget to update your details for any payments made by debit card, like gym memberships or streaming subscriptions.

## **Step 3: Bring your balance to zero and close your old account**

- Once you're happy that all incoming and outgoing payments are in order, you can transfer the balance from your old account and close it (if you want).
- And that's it! Welcome to Bank of Ireland and easy everyday banking.

## **Use our Switching Service**

Lots of people moving to Bank of Ireland let us do the work, using the formal bank-to-bank moving process. To do this, simply fill out the account transfer form (which you'll find in our Switching Pack) and drop it to us at any branch.

This form will let us contact your old bank and request the move. We'll set up your standing orders and your old bank will notify your Direct Debit Originators of your new bank details. However, we do recommend also contacting your Direct Debit Originators to let them know that your bank details will be changing.

The moving process takes 10 working days, during which time you won't be able to use your old bank account.

For more information, search Bank of Ireland Switching Pack at [www.bankofireland.com](http://www.bankofireland.com).

<sup>1</sup> Lending criteria, terms and conditions apply. Over 18s only. Bank of Ireland Mortgage Bank u.c. trading as Bank of Ireland Mortgages is regulated by the Central Bank of Ireland.

<sup>2</sup> Terms and conditions apply.

<sup>3</sup> Underwriting, terms and conditions apply. Car and Home Insurance are arranged by Bank of Ireland Insurance Services and underwritten exclusively by RSA Insurance Ireland DAC. Bank of Ireland Insurance Services Limited trading as Bank of Ireland Insurance and Bank of Ireland Insurance Services is regulated by the Central Bank of Ireland. A member of the Bank of Ireland Group. RSA Insurance Ireland DAC trading as RSA is regulated by the Central Bank of Ireland.

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