

# SWITCHING

## Questions and answers

We're happy to answer any queries you have about transferring your everyday banking. Please give us a call on **0345 900 0900**. Meanwhile, we hope these questions and answers are useful.

### **Can I choose my switch date?**

Yes, you can choose and agree a switch date with your new bank or building society. Just make sure you allow seven working days for the switch to take place and that your chosen date isn't a Saturday, Sunday or bank holiday.

### **Who provides the guarantee?**

As a participant of the Current Account Switch Service, your new bank or building society guarantees your switching process. Bacs, the people behind Direct Debits and Direct Credits in the UK, manage and oversee the service.

### **Are account opening and account switching all part of the same process?**

Account opening and account switching are separate processes. Your new bank or building society has to carry out 'know your customer' security checks as part of their account opening process. Once these are complete to the satisfaction of the new bank or building society, you can choose and agree your switch date.

### **My new bank says I need to update my personal details with my old bank. Why?**

If the details you provide to your new bank do not match those held by your old bank you may be asked to contact your old bank and update them. Examples include if you

have got married and not changed your maiden name to your married name, or if you have moved house and not told your old bank your new address. When you are updating your details with your old bank you do not have to tell them that you will be switching to a new bank.

### **What happens if there is a mistake or unnecessary delay in the switching process?**

In the unlikely event that there are any issues in starting the switch, we will inform you before your switch date. If anything goes wrong, we will ensure that any charges or interest incurred on your old and/or new account as a result of the error will be refunded. It is for your new bank to decide whether you receive compensation above and beyond the refund.

### **What happens to payments that people send to my old account?**

All incoming and outgoing payments will be automatically redirected to your new account. Each time a payment is redirected, an automatic message is sent back to the originator advising them of your new account details so they can update their records. Some organisations may contact you directly to confirm your details have changed. If you do not want your new details to be given to someone who sends a one-off payment, contact your new bank.

**What if I change my mind?**

You can cancel your switch up to seven working days before your switch date. After that only certain elements can be cancelled. Your new bank or building society will guide you through this process if you decide to cancel your switch.

**What happens to any debit card transactions or Direct Debits that I have asked my old bank to stop?**

The Current Account Switch Service will not interfere with this process and any debit card or Direct Debit transactions that you have asked your bank to stop should remain stopped after your switch.

**I've allowed third parties (such as financial comparison websites, money management apps and payment services) access to my financial data. Will this be switched too?**

No, you'll need to cancel and re-authorise these with your new account details. If your old account is still open, they will be able to tell you which third parties you've given permission to make payments on your behalf, and/or access your financial data.

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call us on 0345 900 0900  
or pop into your nearest branch.**

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