

**Important information for completing this Mandate:**

- Please use **BLOCK CAPITALS** and **TICK** any boxes which apply.
- Please make sure you sign and date in the boxes provided.
- Please return your completed Mandate to: **Customer Service, Cynergy Bank, PO Box 80030, London EC4P 4NG.**
- For accounts held jointly, each account holder must sign this Mandate.

**Account Switching to Cynergy Bank**

You can use this Mandate to instruct us to switch your current account from your existing bank or building society to Cynergy Bank

Please read the guidance notes carefully before completing the Mandate.

If you need help with any part of this form please call us on 0345 850 5555 (calls may be recorded for monitoring and training) or email us at [customerservice@cynergybank.co.uk](mailto:customerservice@cynergybank.co.uk)

Cynergy Bank account number:

Is the Cynergy Bank account you want to switch to:  Sole  Joint

Names of all account holders:

Account holder 1

Account holder 2

Your direct debit originators and people who make recurring credit transfers into your account will need to be informed about your account switch. Please let us know if you would like us to do this for you or if you would prefer to do it yourself by selecting the relevant option given below.

Please note that if you would like Cynergy Bank to do this for you then you should provide us with the contact details of people that make recurring credit transfers into your account (eg your employer) on page 3 of this Mandate.

**Switch Instruction to Cynergy Bank**

I instruct and authorise Cynergy Bank to:

- Make all the required arrangements with my existing current account provider to switch my current account and where instructed and relevant, execute my direct debits, standing orders and recurring incoming credit transfers to Cynergy Bank from the Switch Date on page 2 of this instruction, and to contact my direct debit originators and payers of recurring credit transfers with the details of my new account along with a copy of this Mandate.
- Contact me or my existing current account provider for any missing information required to complete this switch.

I instruct and authorise Cynergy Bank to make all the required arrangements with my existing current account provider to switch my current account, direct debits, standing orders and recurring incoming credit transfers to Cynergy Bank and **not to contact** my direct debit originators and payers of recurring credit transfers as I will do this myself.

If you select this option Cynergy Bank will send you standard letters with your new account details that you can use. We will also send you a list of your direct debits, standing orders and any information on recurring credits when received from your existing current account provider.

## Your existing current account provider

Name of your existing current account provider

Sort code

 -  - 

Account number

Name(s) as shown on your account

This is an account held in my sole name

This account is held in joint names

How many joint account holders are there?

Please note that each account holder must sign this Mandate

## Instructions to existing current account provider

I intend to switch All, None or Some of the payments as indicated below

All None Some\*

Provide Cynergy Bank with a list and details of my Direct Debits

  

Provide Cynergy Bank with a list and the details of my existing Standing Orders

  

Send Cynergy Bank a list of my recurring incoming credit transfers received in the past 13 months

  

Send Cynergy Bank details of my creditor-driven direct debits executed in the past 13 months

  

Also provide me a copy of all of the above details

Yes

No

My **Switch Date** is  /  /  (this is the date you want Cynergy Bank to start making and receiving your payments)

This date must be at least 13 Working Days after we receive this Mandate from you.

**Please note:** The Switch Date may be delayed if:

- Your existing current account provider does not provide the requested information within five working days.
- There are any outstanding obligations on your existing account preventing a switch, such as an overdrawn balance.
- We have to contact you or your existing current account provider for any missing information.
- If you wish to switch some of your payments, we will contact you to confirm your selection.

If there is any delay or reason why we cannot meet your Switch Date, we will be in touch. The Switch Date could be delayed depending on when we receive your instructions from you.

\*If you tick "Some", we will send to you the list of payments we receive from your existing current account provider for you to indicate the payments you wish to switch and which you want to keep with your existing current account provider. We will write to your existing current account provider to notify them of the payments you want to keep with them. Please provide the contact details of any people that make regular incoming credit transfers to your account on page 3.

### Please complete the actions below on the day before the Switch Date

Stop accepting direct debit claims, that are being switched, with effect from the switch date.

Stop accepting recurring incoming credit transfers, that are being switched, from the switch date.

Cancel Standing Orders, that are being switched, with effect from the switch date.

Transfer any remaining credit balance to Cynergy Bank

Yes

No

Close the account

Yes

No

Date

 /  / 

## Instruction confirmation

I instruct my existing current account provider to carry out my above instructions and provide Cynergy Bank with the information required to switch my account. I instruct Cynergy Bank to carry out my switching instructions and provide my existing current account provider with any information required to complete the switch of my account.

Signature

Name

Date

 /  / 

Signature

Name

Date

 /  /

## Account Switching to Cynergy Bank: Recurring Incoming Credit Transfer Details

Please use this page to:

Provide us with the contact details of any people that make recurring incoming credit transfers to your account that you would like us to inform of the switch of your account to Cynergy Bank.

### Details of recurring credit transfers to be switched 1

Name

Address

Contact name

Payment reference (if any)

Payment date

/   /

### Details of recurring credit transfers to be switched 2

Name

Address

Contact name

Payment reference (if any)

Payment date

/   /

### Details of recurring credit transfers to be switched 3

Name

Address

Contact name

Payment reference (if any)

Payment date

/   /

### Details of recurring credit transfers to be switched 4

Name

Address

Contact name

Payment reference (if any)

Payment date

/   /

## Account Switching to Cynergy Bank: How switching works

### Please retain these guidance notes for your reference.

You can apply to switch your existing current account to Cynergy Bank:

- when you apply for a new Personal Current Account or
- to your existing **Cynergy Bank** Personal Current Account.

Simply fill in our switch Mandate and we will do the rest.

Any current account held with any UK bank can be switched to Cynergy Bank providing:

- You meet our account opening requirements
- The accounts switched are held in the same currency (pounds or euros)
- All the account holders complete a switch Mandate

If you let us know when you are applying for a new Cynergy Bank Personal Current Account that you want to switch your existing current account, we will send you a switch Mandate as soon as your new account is opened.

If you already have a Cynergy Bank Personal Current Account you can download a switch Mandate from the Document Library on our Website.

Alternatively, you can call us and we will send you an Account Switching Mandate with a stamped addressed envelope.

The switch Mandate lets you tell us and your existing current provider which of your eligible types of payments you want to switch and the date you want the switch to take place.

The eligible types of payments we can help you switch are:

- Recurring incoming credit transfers, for example your salary, received in the previous 13 months
- Direct debit payments; and creditor-driven direct debits
- Standing orders

You can also:

- tell us to switch all of these payments or only some of them
- ask for your existing current account to be closed and any credit balance switched over
- tell us the date you want the switch to take place (known as the Switch Date).

The Switch Date must be at least **13 working days** after we receive your fully complete Mandate.

Cynergy Bank will send your switch Mandate to your existing current account provider within **2 working days** of receiving it from you.

Please ensure your switch Mandate is fully completed and signed.

An incomplete Mandate could delay the switch if we need to contact you for missing details; or

Your existing current account provider is not given all the information needed to identify your account.

Your existing current account provider must send us the list and all relevant information of your eligible payments you want to switch within **5 working days** of receiving your switch Mandate from us.

Your existing provider will send us the details of the direct debits, standing orders and recurring credits that you want to switch.

They will also send these details to you if you ask them to on the switch Mandate.

We may need to contact you if any of the details we receive are incomplete.

Within **5 working days** of receiving the information we will set up your payments on your Cynergy Bank account.

We will also write to any of your direct debit originators and to anyone you receive recurring credits from, such as your employer, to let them know they should use your new Cynergy Bank details.

Please be aware that there could be a delay if we need to contact you or your existing current account provider for missing information or if you wish to switch some of your payments. See page 2 for further details.

Alternatively, you can choose to let your direct debit originators or people such as your employer know about your switch, yourself. You should give them your new account number, sort code and the Switch Date using the letters that we will provide to you. You can choose this option on page 1.

Your existing current account provider will stop making or accepting your payments on the date you give in the switch Mandate. They will also send any credit balance to us and close your old account, if instructed.

It's a good idea to choose a Switch Date that is not close to any important payments dates such as the date your mortgage is paid or you receive your salary.

From the next day onwards Cynergy Bank will start making and accepting your payments on the existing regular dates. We will also send you an email to let you know that we have completed your switch.

Your existing current account provider is required to inform anyone they refuse a direct debit to, or recurring incoming credit transfer from, that you have switched your account.

Your existing current account provider will let you know immediately if there are any outstanding obligations that may prevent them transferring any credit balance or closing your account on the Switch Date.

We may also need to contact you regarding the contact details for your direct debit providers if your existing current account provider does not provide us with the required details.