CURRENT ACCOUNT SWITCH GUARANTEE

Hampden Bank

Current Account Switch Guide

About the service

The Current Account Switch Service makes switching current accounts from one UK bank or building society to another simple and hassle-free.

The service is available to consumers and small businesses, charities and trusts and allows you to choose a switch date that suits you.

The benefits

The new service provides all of the following benefits:

- All your payments (in and out) will be moved to your new account.
- Any remaining credit balance in your old account will be transferred to your new account and your old account will automatically close.
- If any payments are accidentally made to your old account after your switch date, they'll be automatically redirected or forwarded to your new account for 36 months.
- The switch process will be managed entirely by your new bank or building society and will be backed by the Current Account Switch Guarantee.

The guarantee provides the following:

The Current Account Switch Guarantee ensures your current account will switch on a day of your choice, your payments will be automatically transferred and redirected to your new account, and in the unlikely event anything goes wrong with your switch, we will refund any interest and charges (incurred on your old or new current accounts) as a result of this failure as soon as it is brought to our attention.

How to switch

Step 1. Complete a Current Account Agreement Form so your new bank can set up your switch.

Step 2. Complete a Current Account Closure Instruction Form to authorise closure of your old account.

Step 3. Agree a switch date that is at least 7 working days after your new account has been set up.

Step 4. Relax as your new bank manages the switch (you will be contacted if there are any payments that cannot be transferred).

Step 5. Continue to use your old account until your switch date.

On your switch date

All of the following will happen on your switch date:

- Your payments (such as Direct Debits, Standing Orders and Bill Payments) will have all been transferred to your new account.
- Any credit balance from your old account will have been transferred to your new account.
- Your new account will be ready to use.
- Your old account will be closed.

April 2025
Hampden & Co plc (trading as Hampden Bank). Registered office at 20/21 Charlotte Square, Edinburgh EH2 4DF. Registered in Scotland No SC386922.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.