

It's easy to switch – here's how:

What you do	What we do
Complete our transfer forms	Write to your old bank for details of your standing orders, Direct Debits and bill payments
Give your new account details to anyone who pays money into your account – we'll give you some forms to do this	Write to you with: <ul style="list-style-type: none">• The standing order, Direct Debit and bill payment information provided by your old bank• The date when we'll start paying these from your new account
Check that the standing order, Direct Debit and bill payments information is correct. You also need to make sure there's enough money in your new account to cover these payments	Set up your standing order and bill payments and tell your Direct Debit originators to start collecting payments from your new account
Check with your old bank that they have stopped all payments from your account	Write to your old bank and tell them to close your account and transfer the balance to your new one. We'll also remind your old bank to stop any payments from your account
Return any unused cheques and/or cards to your old bank	Write to you when we've completed your transfer

The law governing the financial management of pension funds means that we can't tell your pension provider to collect your payments from your new account. So remember that you will need to do this yourself.