

Payment Transfer Service Guide

Transferring your payments

This guide explains how we can help you if you want to transfer your regular payments arrangements (such as Direct Debits and Standing Orders), to your Clydesdale Bank account.

The service is available to all customers including larger corporate customers.

Transferring your payment arrangements to your Clydesdale Bank account is straightforward and free of charge. You can either open a new account with us or transfer details of your payment arrangements to an existing Clydesdale Bank account. We will then tell you how the Payment Transfer Service works, and who is responsible for each step in the process, so that you can decide if you want to use it.

What we will do as your new bank:

- We will capture key information from you and get you to complete a Payment Transfer Agreement form in order to start the process
- We will ask your old bank for a list of all the Direct Debits, Standing Orders and Payment Beneficiaries that you have set up on your old account. Your old bank will provide this list within 1 working day of receiving the request
- We will send you a list of your payments so that you can choose the Direct Debits and Standing Orders that you wish to set up on your new account and the date you want this to happen
- We will advise you how to set up your Payment Beneficiaries
- We will set up your chosen Direct Debits and Standing Orders on your new account on the date that you have selected for each
- We will give your new account details to anyone with whom you hold a Direct Debit Instruction where you have chosen to switch that instruction to us. We will ask them to update their records
- We will ask your old bank to cancel the Direct Debits and Standing Orders that have now been set up on your new account
- We will let you know if there are any Direct Debits and Standing Orders that we can not set up on your new account and give you any options for other ways to make these payments.

In addition, you can also use this process to transfer other payment arrangements to your new account for a further 3 month period after your transfer is initiated.

What you will have to do:

Advise your employer or pension provider and anyone else who regularly sends payments to you of the new account details.

Frequently Asked Questions

Q: Where can I find out more about the Payment Transfer Service?

A: You can find out more about the Payment Transfer Service in any Clydesdale Bank branch by asking a member of staff.

Q: What happens if I'm changing my name or the parties to the account?

A: You will need to discuss this with us. It may mean that the Payment Transfer process will take a little longer.

Q: Do all banks and building societies offer the same Payment Transfer Service?

A: Most banks and building societies, including internet and telephone banks, offer a way of transferring payments. Some banks and building societies may also offer additional or enhanced services, which they will tell you about.

Q: Does the Payment Transfer Service apply to business accounts as well as personal current accounts?

A: Yes.

This document is available in large print, Braille and audio. Please speak to a member of staff for details.