

## Current Account Switch Guarantee



We have designed the Current Account Switch Service (CASS) to let you switch your current account from one bank or building society to another in a simple, reliable and stress-free way. It will only take seven working days.

As your new current-account provider we offer the following guarantee.

- The service is free to use and you can choose and agree your switch date with us.
- We will take care of moving all your payments going out (for example, your Direct Debits and standing orders) and those coming in (for example, your salary).
- If you have money in your old account, we will transfer it to your new account on your switch date.
- We will arrange for payments accidentally made to your old account to be automatically redirected to your new account. We will also contact the sender and give them your new account details.
- If there are any issues in making the switch, we will contact you before your switch date.
- If anything goes wrong with the switch, as soon as we are told, we will refund any interest (paid or lost) and charges incurred on either your old or new current accounts as a result of this failure.

For more information go to [www.simplerworld.co.uk](http://www.simplerworld.co.uk).

**Crystal  
Mark  
20785**

Clarity approved by  
Plain English Campaign



Please contact us if you'd like this in Braille, large print or on audio tape.

[www.lloydsbank.com/business](http://www.lloydsbank.com/business)

If you have a hearing or speech impairment and would prefer to use a Textphone, please feel free to call us on 0345 601 6909 (lines open 7am-8pm, Mon-Fri and 9am-2pm Sat). Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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