

UNITED KINGDOM

# ACCOUNT SWITCHING AUTHORISATION FORM AND GUIDELINES

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SOCIETE GENERALE GROUP

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# ACCOUNT SWITCHING AUTHORISATION FORM

Please complete in BLOCK CAPITALS, once completed send the form to your Private Banker

## Account Details

Kleinwort Hambros account to switch into:

Account name	
Sort code	■ — ■ — ■
Account number	

Old bank account switching from:

Bank name	
Bank address	
Account name	
Sort code	■ — ■ — ■
Account number	

## Switch Request

Tick the relevant option(s) for your switch request:

– Direct Debit switch (for UK GBP accounts only)  All  Some

– Standing Order switch (for UK GBP and EURO accounts only)  All  Some

If ticked "Some" we will send you information received from your old bank in order for you to confirm the items to be switched

– Credit transfers (please complete the Credit Redirection Form)

– Balance transfers to my Kleinwort Hambros account

– Account closure (with this choice, all the above will be applied)

Tick box to confirm that I will destroy all cheque books and cards issued to me for my old account (only required in the event of account closure)

## SWITCHING YOUR CURRENT ACCOUNT TO KLEINWORT HAMBROS

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The Switching Service is free and lets you switch your current account or payments from your old bank or building society to Kleinwort Hambros.

In order to switch, you must have an existing current account with Kleinwort Hambros.

### Benefits of the Switch Service

- You can choose and agree your switch date with us.
- You can review your regular payments to decide which Direct Debits and Standing Orders you wish to transfer to Kleinwort Hambros.
- You may request a different switch date for each payment arrangement to suit you. For Direct Debits, we will advise the Originator of the change of bank details and they should claim from your Kleinwort Hambros account from the switch date. The originator may confirm this change with you directly.
- We will move your requested payments to your Kleinwort Hambros account. However, this will be dependent to all the information being made available by your old bank or building society.
- If required, we will request that your old bank or building society, closes your account on your behalf and transfers any balance. However, you do not have to do this.

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**The Kleinwort Hambros Switch Service is not covered by the Current Account 7 Day Switch Service (CASS) Guarantee. Payments sent to your old account will not be automatically redirected to your new account unless you complete a Credit Redirection Form.**

If you have any questions regarding your switch, please do not hesitate to contact your Private Banker.

# ACCOUNT SWITCHING SERVICE GUIDE AND AGREEMENT

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## How to Switch

### Step 1

**Complete a Kleinwort Hambros Account Switching Authorisation Agreement to provide us with the following information:**

- Your Kleinwort Hambros sort code and account number;
- The name and address of your old bank or building society, sort code and account number.

**Provide confirmation if you require:**

- All or some of your Direct Debits and Standing Orders to be switched;
- The balance to be transferred to your Kleinwort Hambros account; and
- Your old account to be closed (with this choice all the above will be applied).

Credit transfers:

Please note that this switch service does not support credit transfers i.e. payments made into your account by your employer, pension provider and any other organisations who makes regular payments into your bank/building society account(s). You will need to complete Credit Redirection Letter(s) to inform them of your new Kleinwort Hambros account details. We will provide you with copies of this letter.

### Step 2

**Sign the completed Kleinwort Hambros Account Switching Authorisation form and guidelines and send it and any other relevant documents to us:**

**By post**

Kleinwort Hambros Banking Operations  
SG House, 8th floor  
41 Tower Hill  
London, EC3N 4SG

**By email**

privbank-operations.london@kleinworthambros.com

## Start of Switch

### Step 3

**Contact your old bank/building society:**

- Within 2 Business Days of receiving completed documents, we will send copies of the Authorisation Agreement and any additional documents that you have provided, to your old bank or building society.
- We will request a list of payments from them e.g. Direct Debits, Standing Orders and bill payments for the last 13 months.

# ACCOUNT SWITCHING SERVICE GUIDE AND AGREEMENT

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## Start of Switch continued

### Step 4

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#### Contact you:

- Within 5 Business Days of receipt of the information from your old bank or building society, we will write to you to ask you to confirm which Direct Debits and Standing Orders are to be transferred or to inform you if there are any payments that cannot be transferred.
- We will ask you to confirm the start of your switch date, which must be at least 5 days in the future but may be up to 60 days.
- We will ask you to confirm the dates that suit you to transfer the different payment arrangements.

### Step 5

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#### The transfer:

- Once you have confirmed details of the payments that are to be transferred, we will set them up on your Kleinwort Hambros account within 5 Business Days.
- We will inform the entities that you pay by Direct Debit to collect future payments from your Kleinwort Hambros account.
- You will need to contact anybody else who regularly sends payments to you (such as pension, savings or investment income) and inform them of your Kleinwort Hambros account details if you want these payments to be made into your new account. We can send you standard letters to aid this notification.
- We will send you your cards and Personal Identification Numbers (PINs) as well as your internet banking registration details, if you have requested them.
- It is a good idea to have enough money in your old account and your new Kleinwort Hambros account to cover your usual payments while we complete your switch.

### Step 6

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#### Completion

All of the following will happen on the switch date:

- Your new Kleinwort Hambros account will be ready to use.
- Your chosen payments will have been transferred to your new account.
- The payment mandates on your old account will be cancelled and if you have chosen to close your account with your old provider, this will be completed if there is no outstanding overdraft debit balance on the account. This would have to be cleared before the account can be closed.
- If requested, any credit balance from your old account will have been transferred to your new Kleinwort Hambros account.

## FREQUENTLY ASKED QUESTIONS

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### Does the switching service cover joint accounts?

- Yes, but all parties to the account will need to complete the relevant application form and sign this agreement.

### Will switching my current account affect my credit rating?

- No, providing you repay any outstanding overdraft(s) on your previous account(s) as required by your old bank or building society.

If there is any problem with payments (as part of the switching process) Kleinwort Hambros will correct them.

### How do I make a complaint about my switch?

- If you have a complaint about our services, please telephone us and ask to speak to your Private Banker. Alternatively, you may write to us and address your letter to the Head of Private Banking, SG Kleinwort Hambros Bank Limited, 5th Floor, 8 St James's Square, London SW1Y 4JU.

We will try to resolve it as soon as possible, however if you are not happy with the result, you may refer the matter to the Financial Ombudsman Service. Further information is available on our website <https://www.kleinworthambros.com/en/important-information/complaints/>

### What if there is an error on my account during the switching process?

- We will do everything that we can to ensure that your switch goes as smoothly as possible. However, if you have to pay any bank fees as a result of a mistake we make during the switch, we will refund any fees in full.

### Is my Kleinwort Hambros account covered by a Compensation Scheme?

- We are covered by the UK Financial Services Compensation Scheme ("FSCS"). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors, including most individuals and small businesses, are covered by the scheme. For further information about the scheme (including the amounts covered and eligibility to claim) please contact your Private Banker or refer to the FSCS website: [www.fscs.org.uk](http://www.fscs.org.uk).

### Can I cancel this Switch Agreement?

- Yes you can. Please see process below.

### How do I cancel this Switch Agreement?

- You have 14 calendar days to contact us to cancel this Agreement, which begins the day after you authorise us to switch your account. If you cancel this Agreement, any account switch processes already completed cannot be reversed or unwound.

The following points outline what will happen if you cancel the Agreement.

#### 1. At least 7 working days before the Switch Date:

- You can continue to use your old bank account.
- Details of the payment beneficiaries and regular payment mandates on your old account will not be transferred to your new account.
- No balance transfer will take place, if you have requested such a transfer.

#### 2. During the 6 working days before the switch date or on the switch date, or later (and within the 14 day cancellation period):

- If you have requested that your old account is closed, it will be closed from the switch date because your Account Closure Instruction cannot be cancelled.
- Details of the payment beneficiaries on your old account will still be transferred to your new Kleinwort Hambros account and you will need to contact them if you wish to cancel any of them. Please note that if you decide to cancel any payment arrangements with us it does not mean they will remain available to you at your old bank.

## FREQUENTLY ASKED QUESTIONS

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### How do I cancel this Switch Agreement? continued

- If you have requested the transfer of your old account balance to your new Kleinwort Hambros account, this transfer will be stopped provided we have enough time to notify your old bank that you have cancelled the Agreement before your old bank closes for business on the working day before the switch. Your old bank will contact you to find out where you would like your money (e.g. the credit balance in your old account) to be sent.
- No payment redirection activities will be undertaken after the switch date.

If you change your mind after the switch has started, you might want to consider waiting until after the switch date. You can then request another bank, building society or payment account provider to switch your account from Kleinwort Hambros. Please note that you may not be able to switch back to your old bank or to the type of current account you held with your old bank.



## ABOUT ME AND MY AUTHORISATION TO SWITCH

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All authorised parties on this account are required to complete this section as this will authorise your old bank to perform the switch out actions on their side and to provide us with the necessary information.

I/We authorise Kleinwort Hambros to switch my/our account with \_\_\_\_\_  
(existing bank name) to my/our Kleinwort Hambros account.

All parties to the account must complete the below to enable the switch to process.

### Existing Bank Party 1

First name

---

Surname

---

Address

---

Date of birth

---

Nationality

---

Country of residence

---

Signature

---

Please print name in full

---

Date **DD / MM / YYYY**

---

### Existing Bank Party 2

First name

---

Surname

---

Address

---

Date of birth

---

Nationality

---

Country of residence

---

Signature

---

Please print name in full

---

Date **DD / MM / YYYY**

---

### Existing Bank Party 3

First name

---

Surname

---

Address

---

Date of birth

---

Nationality

---

Country of residence

---

Signature

---

Please print name in full

---

Date **DD / MM / YYYY**

---

### Existing Bank Party 4

First name

---

Surname

---

Address

---

Date of birth

---

Nationality

---

Country of residence

---

Signature

---

Please print name in full

---

Date **DD / MM / YYYY**

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(Please duplicate the signature page if required for more signatories)

**SG Kleinwort Hambros Bank Limited**

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