

Account Switching Service Information sheet

Credit Suisse (UK) Limited ("Credit Suisse") offers an Account Switching service for clients wishing to move their payment account to, or away from, Credit Suisse.

1. Moving your payment account to Credit Suisse

Start the switch

- Contact your Relationship Manager to initiate the Account Switching service.
- Your Relationship Manager will ask you to complete an Authority to Request Payment Information form. If there are two or more account holders, authorisation must be given by each of you.
- We will start the Account Switching process once the standard Credit Suisse account opening steps have been completed.
- Choose a date from which you would like your payments to be transferred to your payment account (must be at least seven days after your request).

Information gathering – Day 1

- We will ask your previous bank for details of your standing orders and a list of payers that regularly pay into your account.
- Please note that Credit Suisse does not facilitate Direct Debit payments.

Transfer – Day 2 to 6

- We will set up the payments on your new account, and notify your regular payers of your new account details.

Completion – Day 7

- Your switch is complete - your payments will have been transferred to your new account.
- Any positive balance from your previous bank will have been transferred to your Credit Suisse account.

2. Moving your payment account to a new payment account provider

- Your new payment account provider is expected to offer an Account Switching service.
- Upon their request, Credit Suisse will provide them with the information required to switch your payment account.

Important note:

All days are stated in Business Days.

Timeframes are dependent on your previous bank providing your payment information in a timely manner.

We are dedicated to providing a high level of service to all clients. If however, you are dissatisfied with our service, please visit our [complaints page](#) or contact your Relationship Manager.



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