

Current Account Switch Guarantee



For Business Banking Customers

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.

Crystal
Mark
20785



Clarity approved by
Plain English Campaign

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

www.bankofscotlandbusiness.co.uk

If you have a hearing or speech impairment and would prefer to use a Textphone, please feel free to call us on 0845 606 6114 (lines open 7am-8pm, Mon-Fri and 9am-2pm Sat).

Bank of Scotland plc Registered Office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland no. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS).

Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.