

Personal Current and Savings Account Closure Booklet

Facility

Current Plus

Instant Access Plus

Contents

1. Current and Savings Account(s) – Checklist to close or switch your account(s)	4
2. Closing your Current and Savings Account(s) - How do I close my account(s)?	7
3. What else do I need to know about my Ulster Bank Current and Savings account(s) closing?	9
4. Be fraud aware	10
5. Other Products with Ulster Bank	11
6. General Questions	13

This guide will provide you with important information for when you are moving and closing your Ulster Bank Personal Current and Savings accounts and should be read in conjunction with your closure letter.

We are here to support you through this change. For additional support visit the Customer Support Hub ulsterbank.ie/supporthub; call us on **0818 210 260 (00353 1804 7475** if calling from abroad).

Action Required:

You need to close your Current and/or Savings Account(s) with Ulster Bank before the date on your letter

What happens if I don't close my account before the date on my letter?

You will no longer be able to use your account. Any Direct Debits, Standing Orders or future dated payments will not be made. Any payments into your account such as your salary, pension, child benefit, social welfare will not be paid into the account. They will be returned. You will be able to transfer your remaining balance by contacting us on **0818 210 260 (00353 1804 7475** if calling from abroad).

1. Current and Savings Account(s)

Option 1: Move the account yourself - Checklist to close your Current and Savings Account(s)

- Choose which financial provider you want to open an account with. The new account will be subject to the terms and conditions of the new provider. The Competition and Consumer Protection Commission (CCPC) provides independent product comparison tools to help you find another provider, visit [**www.ccpc.ie/consumers/money-tools***](http://www.ccpc.ie/consumers/money-tools*). For information on switching your current account, visit [**www.ccpc.ie/consumers/money/banking/switching-accounts***](http://www.ccpc.ie/consumers/money/banking/switching-accounts*). When closing your account, you will need to provide us with your new account details (**BIC and IBAN**) as we will transfer your closing balance to this account.
- Contact anyone making regular payments to your account (e.g. your employer, pension provider, child benefit or Dept. of Social Welfare) and anyone who is authorised to debit your account (Direct Debits or regular payments e.g. subscriptions, memberships such as Netflix, Google Play, Apple etc) and give them your new account or card details. (For more information, please see Section 6 General Questions).
- You will need to set up any existing Standing Orders on your new account as those set up on your Ulster Bank account will be cancelled once the account is closed.
- You will need to repay any overdrawn balance before closing the account.
- We will deduct any outstanding fees/ charges before the account is closed. There is no charge applied for closing your account. Only fees, interest and charges owed are taken at closure.

- Download (via Anytime Banking/Mobile App) or order any documents you require before you close your account e.g. bank statements, certificates of interest, information on fees & charges. You will not have access to your Anytime or Mobile Banking service relating to these accounts once your accounts are closed.
- If you are transferring a credit balance yourself, note that payment limits apply, and you may require a Card Reader. (See Section 6 for details on ordering a Card Reader).

Option 2: Switch your Current Account(s) through your new provider

The switching service allows you to switch your current account to another financial provider.

- Choose which financial provider you want to open an account with. The new account will be subject to the terms and conditions of the new provider. The Competition and Consumer Protection Commission (CCPC) provides independent product comparison tools to help you find another provider, visit **www.ccpc.ie/consumers/money-tools**. For information on switching your current account, visit **www.ccpc.ie/consumers/money/banking/switching-accounts**.
- Complete a request to switch with your new provider when opening your account with them. Choose a time of the month to switch when there is little activity on your account in terms of Direct Debits, Standing Orders and salary payments and avoid using your Ulster Bank cards or cheque book once the switching process has started.
- Your new provider will contact us to start the switch and we will provide them with a list of your Standing Orders and Direct Debits (a copy will be sent to you). You won't need to contact us separately to close your account(s), this will all be done through the switching service.

- Contact anyone making regular payments to your account (e.g. your employer, pension provider, child benefit or Dept. of Social Welfare) and anyone who is authorised to debit your account (Direct Debits or regular payments e.g. subscriptions, memberships such as Netflix, Google Play, Apple etc) and give them your new account or card details. (For more information, please see Section 6 General Questions).
- Any existing Standing Orders will be set-up on your new account.
- You will need to repay any overdrawn balance before closing the account.
- We will deduct any outstanding fees/ charges before the account is closed.
- Download (via Anytime Banking/Mobile App) or order any documents you require before you close your account e.g. bank statements, certificates of interest, information on fees & charges. You will not have access to your Anytime or Mobile Banking service relating to these accounts once your accounts are closed.

For a more detailed Switcher Checklist and further information on the switching process, visit the Switching your Account section of our Customer Support Hub at ulsterbank.ie/supporthub.

2. Closing your Current and Savings Account(s) - How do I close my account(s)?

Online

The most convenient way to close your sole or joint current and savings account(s) is through our **Anytime Banking service**. You can use this service through the Anytime Banking website or our secure Mobile App. If your account has limited access, please see 'Other ways you can choose to close your account' on page 8.

Please note, where there is limited access to your joint account(s), consent is needed from all named account holders to close the account. Otherwise, consent is only required by one named account holder to close the account. Any decision to close a joint account should be discussed with all owners named on the account, as it may have an impact on accounts that other named parties hold.

You can be registered on Anytime Banking in minutes by visiting **www.ulsterbank.ie** and under the 'Ways to Bank' section at the top of the page select "Anytime Banking" and then "Getting Started on Anytime Banking".

Before you register

Have your Sort Code, Account Number and Ulster Bank Debit card (if you have one) to hand.

After you register

We will send your activation details by text message (once we have your most up-to-date mobile number) or by post.

Previously registered

Locked out of Anytime Banking or forgotten your PIN or password? You can quickly reset these details on the Anytime Banking website. To re-register, go to **www.ulsterbank.ie/anytime**

How to close your account online

If you wish to close your account through the **Anytime Banking Service/ Mobile App**, you can follow these steps once you have logged in:

1. Select the account you wish to close. Close Account option will be available on this screen.
2. Select '**Need to close your Current / Savings Account' (Anytime Banking Service) or 'Close Account'** (Mobile App).
3. You will be brought to an online form where you will input your account details and the details of the account you wish to transfer the balance to.
4. **Submit** the online form and you will receive email confirmation that it's been submitted to us.

Other ways you can choose to close your account(s)

If you're closing an account that has limited access (e.g. you requested that all named account holders must consent to access any money in the account or payments in/out have been blocked on your account by the bank); you wish to use another channel or need further support, you can contact us:

- **By Telephone** - Call our dedicated closure team on **0818 210 260** 8am – 8pm 7 days a week (or if calling from abroad **00353 1 804 7475**).
- **Write to us:** Fill in and sign the Account Closure Request Form which can be found on **ulsterbank.ie/closemyaccount**. You can return the form by free post to: Ulster Bank - Freepost, Customer Service Centre, PO Box 5168, Dublin 2. If posting the form from outside of the Republic of Ireland please return this form to Ulster Bank Ireland DAC, Block B, Central Park, Leopardstown, Dublin 18.
- **Visit the Customer Hub** section on **ulsterbank.ie/supporthub**.

3. What else do I need to know about my Ulster Bank current and savings account(s) closing?

<p>Your account has an overdraft facility or is overdrawn</p>	<p>If there is an outstanding overdrawn balance on your account(s) you must repay it. We retain the right to pursue outstanding amounts through our collections and recoveries process. If the overdrawn balance is not repaid in full prior to your account(s) being closed, your credit rating may be affected, and you may find it difficult to borrow money in the future. If you need support in repaying your overdrawn balance, are in financial difficulty, or are in a vulnerable situation we continue to be here to help you, please contact us on 0818 210 260 (00353 1804 7475 if calling from abroad) to discuss your options.</p> <p>If you rely on an overdraft facility you will no longer have access to this on your account(s) from the date on your letter. You may need to consider this when opening an account with your new provider. The new account and any application for an overdraft facility will be subject to the new provider's terms and conditions and may take more time compared to opening an account without an overdraft facility.</p>
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4. Be fraud aware

These circumstances may prompt fraudsters to attempt to take advantage of the situation. We will ensure our security measures continue to keep you protected. Please stay alert and watch out for scams and visit **ulsterbank.ie/security** for more information and support. We will never:

- ask you for FULL details of your PIN and password or security credentials
- ask you to use your card reader over the phone or when you log into Anytime Banking
- send you a text directing you to a link which requires you to log into Anytime Banking
- send you message on WhatsApp or Facebook Messenger directing you to a link which requires you log into Anytime Banking
- ask you to reveal information like your card reader code or one-time passcode (OTP) to anybody
- ask you to move your money to a safe account

And remember, never approve a payment in your mobile app that you don't recognise. If somebody is asking you to do any of these things, it's a scam.

5. Other Products with Ulster Bank

Personal Loans

If you hold a personal loan with Ulster Bank Ireland DAC, you have been contacted separately about this product. You will need to ensure that you continue to make repayments in accordance with the terms of your relevant lending agreement. Failure to do so could result in arrears arising on your loan and could have consequences for you, for example negative impact on your credit rating.

When you are closing the Ulster Bank current account that is being used to repay your personal loan, it is important that you set up a new Direct Debit to ensure that you continue to make the repayments on your Personal Loan.

If you choose to close your account yourself, you will need to contact us to provide the details of your account with your new provider and sign a Direct Debit mandate to allow your loan repayments to continue to be made. You can do this by:

- Calling us on **0818 210 260** (or if calling from abroad **00353 1 804 7475**) and provide us with the new BIC and IBAN for your new account.

If you choose to switch your current account through your new provider, your Personal Loan Direct Debit will be transferred to your account with your new provider as part of this process.

Mortgages

If you have a mortgage with Ulster Bank Ireland DAC, you have been contacted separately. In the meantime, you will need to ensure that you continue to make repayments in accordance with the terms of your lending agreement. Failure to do so could result in arrears arising on your mortgage and could have consequences for you, for example negative impact on your credit rating. To help you update your Ulster Bank mortgage payment instruction, we've provided some guidance on how to do this.

How to update your Ulster Bank mortgage payment details:

- If you pay by Direct Debit, you will need to update the payment account details on your Direct Debit. You can do this in a few simple steps by visiting **ulsterbank.ie/managemymortgage** and selecting the “change payment account” option. You'll need your mortgage account number and the BIC and IBAN of the account you wish to pay your mortgage from.
- If you choose to switch your current account through your new provider, your mortgage Direct Debit will be transferred to your account with your new provider as part of the switching process.
- Alternatively, you can call us on **0818 210 275** (or **00353 818 210 275** if calling from abroad) and provide us with the new payment account BIC and IBAN and the change to your mortgage payment instruction will be applied.
- If you pay by Standing Order, you will need to complete a new Standing Order mandate with your new current account provider.

6. General Questions

1. What does “switching” mean?

Switching means moving your current account from your existing provider to a new provider which involves opening a new account with the new provider and closing your old account with Ulster Bank. All payments in and out of your account will need to be moved to your new account. You can contact your new provider to complete the switch for you under the switching service.

2. How do I know which Direct Debits and Standing Orders I have on my account?

For Direct Debits, you will find the company / organisation contact information and your service account details on your most recent bill or correspondence from them. It is recommended that you use the information from this source in the first instance. You can find a list of your Direct Debits and Standing Orders on your Ulster Bank mobile app or in Anytime Banking. If you do not bank online the Direct Debit details will be listed within the transaction sections of your bank statements. If you need further support finding this information, please contact our dedicated service team on **0818 210 260**.

We recommend you give the Direct Debit originator at least 14 days’ notice in advance of the monthly Direct Debit date. This notice period timeline may vary across companies/organisations.

If you think you might miss your repayment or you have missed your repayment (Direct Debit or regular payments e.g., subscriptions, memberships or other payments made regularly through your bank card), immediately contact the companies directly and see how the payment can be made.

3. What happens to credit interest that may be due if you don't move your account(s) before the date specified in your letter?

Any credit interest earned up to and including the date specified in your letter will be applied to your account. However, credit interest will no longer be earned on any balance remaining in your account(s) after this date.

4. What should I do with my debitCARD/serviceCARD/cashCARD once the account is closed?

When closing your account, please destroy your card by cutting it up (through the signature box and magnetic strip, and if you have a chip card ensure the chip is cut in half). Please ensure you also delete your debitCARD/serviceCARD from your Apple Pay or Google Pay wallet.

5. What if you have not been using the account?

Even accounts with small residual balances will have to close. If your account falls into this category – don't worry, we will take all of the necessary steps and close the account for you and send you the remaining balance, where not closed before the date on your letter.

6. How can I close my account if it is already non-operational?

If your account is already non-operational, please call our Account Closure team on **0818 210 260 (00353 1804 7475** if calling from abroad), opening hours 8am- 8pm: Monday - Sunday for help in moving or closing your account(s).

You will need to have some information to hand when closing your account(s) such as your new account details (BIC and IBAN) as we will transfer your closing balance to this account and we may also require proof of identification and address. Please ensure you have this to hand when contacting us.

7. Why do I have limited access on my account?

There are a number of reasons why you might have limited access:

E.g. you requested that all named account holders must consent to access any money in the account or payments in/out have been blocked on your account by the bank. We may need additional information from you to allow the account to be closed or to access any remaining balance in your account. Please call us on **0818 210 260** if you need further information.

8. I need to let Ulster Bank know that I need additional support or adjustments to make banking easier. How do I do this?

We offer a free service called Banking My Way that allows you to record information about the support or adjustments you need to make banking easier. You can also let us know any additional support you may need to ensure all of our colleagues are aware of this. The information will be shared on our internal systems and therefore you will not need to repeat these requirements every time you interact with us.

We continue to be here to help you please call us on **1800 656 001** (this dedicated Freephone line will be open from 8am to 8pm, 7 days a week. Call costs may vary and calls from mobiles may not be free).

If you have already registered for Anytime Banking, follow these simple steps. If you have not registered for Anytime Banking, you can contact our telephony team.

- Log into Anytime Banking and select 'Your Details' and you will see a section for Banking My Way.
- There will be an option to 'Find out more about Banking My Way' and this will take you to a list of FAQs.
- If you wish to create a new Banking My Way record you can select 'Manage my personal settings' which will allow you to access the self-service toolkit.

9. How do I know my contact details are correct? How do I update my email address and phone number?

You can check your contact details via the Mobile App by tapping the profile icon (top right) and selecting “Manage your personal details”.

On Anytime Banking, you can view your email address and mobile number under ‘Your details’ tab on the left and you can also request them to be updated here.

If you do not have Anytime Banking or the Mobile App, you can call us on **0818 210 260** to update your contact details.

10. All closure correspondence (closing statement etc.) will be sent to my statement address, how do I find out if it is correct? How do I update it?

You can check your correspondence details on your last statement as follows:

- Log in to Anytime Banking at **www.ulsterbank.ie/anytime**
- Select ‘Statements’ from the main menu and then ‘View, save and print PDF statements and certificates of interest (up to 7 years)’ from the ‘Your accounts’ section.
- Select the account you want the statement for, and then ‘Next’.
- From the list of available statements select the most recent date and then ‘View statement.’
- Select ‘Download Statement (PDF)’ at the start of the page. Check the address at the top of the statement.
- You can update your statement address by calling us on **0818 210 260**.
- If you do not have Anytime Banking or the Mobile App, you can call us on **0818 210 260** to update your statement address.

11. How can I order a paper statement?

If you find you can't print a PDF statement by following the above instructions, or don't have access to a printer, you can call us on **0818 210 260**.

12. How do I order a new, replacement or additional card reader?

If you have not yet ordered a card reader or your card reader is lost, damaged or out of battery power, you can order a new one. Your replacement will arrive in 3-5 working days.

To order a card reader for Anytime Banking:

1. Log in to your Anytime Banking service at **www.ulsterbank.ie/anytime**
2. Select 'Security' from the left-hand menu.
3. In the 'Using a card reader' section select 'Order a card reader'.
4. Select a reason from the drop-down menu.
5. Click 'Confirm'.

13. How do I make a complaint?

If you are not satisfied with any aspect of our service, you can tell us about your concerns in any of the following ways:

- **Online**

If you would like you can let us know what has gone wrong by completing our Online Complaint Submission Form at **www.ulsterbank.ie**

- **By phone**

To help us understand what has gone wrong and how we can help, some customers find it easier to talk through their issues. To talk to a member of staff, you can call us on **1800 200 162** or if calling from abroad **00353 1 709 2042**.

- **In writing**

Send a letter with details of your complaint, your account number and sort code to: Ulster Bank - Freepost, Customer Care, 1st Floor, Block B Central Park, Leopardstown, Dublin 18



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