

To close your commercial card programme(s) please complete this form and return it in the prepaid envelope provided. Alternatively, you can send it to FREEPOST Ulster Bank, PO Box 13432, Dublin 18, D18 N153.

Your card programme is the term used to describe your card account. It is normally in the name of your company/organisation/sole trader name. Your programme has an overall monthly limit and can host one or multiple cardholders. When completing this form please refer to your overall programme details and not the individual card(s) on it.

Eligibility criteria

- If there is a credit balance on your account once the last direct debit has claimed, we will send the remaining balance to your direct debit account. If this account is already closed, you **MUST** provide account details in Section B, where we will transfer the remaining balance.
- Your linked direct debit account **MUST** not close until your final payment has processed.
- If you have multiple card programmes, please complete one form per programme. If you require further copies of the closure form you can access them at www.ulsterbank.ie/businessclosurehub or by contacting us on one of the Helpdesk numbers on page 2 of this form.
- Any unused card fees will be refunded to you as part of the closure process.

Important Information

Please complete Section 1 to confirm which programme you are closing.

Tip: You will find your **programme name and number in your monthly statement**. Your programme name can be found in your statement address, your 16 digit number will be in the centre of the statement, as per the below example.

Sample Statement Address – details of your programme name and number

POINT OF CONTACT NAME

PROGRAMME NAME

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Address Line 5

Address Line 6

PLEASE QUOTE THIS ACCOUNT NUMBER

XXXX-XXXX-XXXX-XXXX

IN ALL CORRESPONDENCE

Important Information - Form Submission

Once you submit your request it can take 5-7 working days for your card programme to close. Please do not continue to actively use your card(s) 7 days prior to submitting this form as this may delay or prevent closing. The card(s) should be inactive for 7 days prior to closure to allow any pending transactions to process.

Your final payment will claim via direct debit. You will receive communication of the amount due 7 days after closure. Your final direct debit will be claimed 14 days after this.

You will receive a closing statement detailing your card programme closure and confirmation of the stamp duty amount paid.

NB If you require a copy of your account transaction history, please download via ClearSpend prior to submitting this closure request. Your ClearSpend access will be removed once the programme has closed. If you use Smart Data Online this will remain active for a period and you can download a useful closure guide via our **Customer Hub** www.ulsterbank.ie/businessclosurehub

Need more support?

For additional support visit our **Customer Hub** www.ulsterbank.ie/businessclosurehub

Or call us on one of the Helpdesk numbers;

Business Card - 0818 210 278 (+44 345 300 4473 outside ROI) – your programme will start with 5473

One Card - 0818 210 278 (+44 345 300 4473 outside ROI) – your programme will start with 5569

Visa Purchasing Card - 0818 210 279 (+44 345 300 4476 outside ROI) – your programme will start with 4715

*Please ensure programme name and number is input as it appears on your Commercial Card statement. Only programmes in this name and with the same signing instructions as per the mandate associated with the programme, can be closed on this form. Programmes in any other name or with different signing instructions will require a separate closure request.

Section 1

Card Programme Details

Programme Name as per your statement

Programme Number (16 digits)

Section 2

Details of the account you would like to transfer any remaining credit balance(s) to if your Ulster Bank account is already closed

Receiving Account Details

Full Account Name*

IBAN*

BIC*

*Fees may be applied by your receiving Bank if transferring to a non-euro account.

*International Payments will be made in EUR. Your receiving bank may charge a conversion fee.

Upon closure of your programme, you must ensure the 2 steps below are completed:

For security reasons we may need to complete a call back with you to confirm payment details of your account balance being transferred. If the call back is unsuccessful, this may delay or prevent closing.

1. Securely destroy all Cards associated with the account on closure
2. Update recurring payments by contacting the originators

By signing this form I confirm I understand all of the above and the actions I must take.

Section 3: Confirmation

Please note that this form must be signed in accordance with the card programme mandate or signing instructions on your linked direct debit account, or we will be unable to process this closure request.

Signature

Full Name _____

Date (DD/MM/YYYY) _____

Email _____

Signature

Full Name _____

Date (DD/MM/YYYY) _____

Email _____