

Account switching form

Transferring your existing current account to Citibank is simple - we can take care of the process for you. Simply decide what you would like us to do from the options overleaf and we will do the rest.

How long it takes

We will process your switching request as quickly as possible, and will keep in contact with you at each step so you know what is happening. It is important to remember that because we write to your bank, we rely on them to give us the information quickly in order to transfer your account over; and sometimes this can take longer than we would like to get the information back. This can mean a delay in moving your account - although we will try and keep this to a minimum so you can start to take full advantage of your Citibank current account.

How it works

- Step 1** Complete this simple form and return it to us:
Freepost RLST-ZRCJ-BJLA
Citibank
PO Box 49930
London SE5 7XT
- Step 2** We will use the information you have provided to contact your current bank and ask them to provide us with a list of all your current standing orders and direct debits.
- Step 3** We will send this list to you for you to check. Then, unless you tell us you want specific items changed or removed, we will, after ten days, contact each of the companies on the list we sent you and ask them to transfer their debit details over to your new account. For all your standing orders, we will tell your current bank to stop them, and we will set up new payments from your new account.
- Step 4** If you asked us to, we will contact your employer to ask them to start paying your salary into your Citibank account.
- Step 5** The standing orders you have requested to switch will start to come out of your Citibank account on the next scheduled date (based on the payment dates provided by your previous bank), or will start on a specific date if you have instructed us to do so. As soon as your Direct Debit originators have updated their details with your new Citibank account information they will start taking payments from your Citibank account.
- Step 6** If you asked us to, we will tell your current bank to transfer your current balance and close your account with them.

Remember

Because we manage each transfer individually, we can make sure that your account transfer goes smoothly, and we will contact you along the way so you know exactly what is going on. If you have any queries at any time, you can always call us and we will be happy to help.



