

The Switching Service



Out of the Ordinary



Investec

Private Banking



About the Switching Service

The Switching Service is a free service that lets you switch your account or your payments from one bank or building society to Investec in 12 working days.

The Switching Service is available where your old bank is not a member of the Current Account Switching Service (CASS).

Please note: In order to switch, you must have an Investec Voyage or Private bank account.

There are two types of switches available, a Full Account Switch or a Partial Account Switch.

Full Account Switching Service

- We will move your requested payments (that is Direct Debits, standing orders and regular incoming credits during the previous 13 months) to your Investec account. This is subject to all the information being made available by your old bank.
- Your old bank will transfer any remaining positive balance to your Investec account and close your old account.

Partial Account Switching Service

- We will move your requested payments (that is Direct Debits, standing orders and regular incoming credits during the previous 13 months) to your Investec account. This is subject to all the information being made available by your old bank.

Full Account Switching Service Guide

How to switch

- Step 1** Obtain the list of payments (that is Direct Debits, standing orders and regular incoming credits) that you wish to switch from your old account to your Investec account.
- Step 2** Complete a Full Account Switching Service application form (please contact our dedicated Switching Team on **0330 123 4203** or **+44 20 7597 4188** if calling from outside the UK to obtain an application form).
- Step 3** Choose a switch date. The switch date you choose must be at least 12 working days from the date on which we receive your application form.
- Step 4** Send the completed application form and list of payments to us using our freepost address: **Investec Bank plc, Freepost, 30 Gresham Street, London, EC2V 7QP.**

What happens now?

Day 0

We receive your completed application form and list of payments that you wish to switch (we will send confirmation of this to you).

Day 1-2

We will contact your old bank to request the switch.

Day 3-7

Your old bank will confirm the details of your payments that you wish to switch to your Investec account. Once we have received this information, we will confirm your switch date with you (we will send confirmation of this to you).

We will also send you a credit redirection letter for each of your regular incoming credits (if any). Please complete and return the credit redirection letter(s) to us by

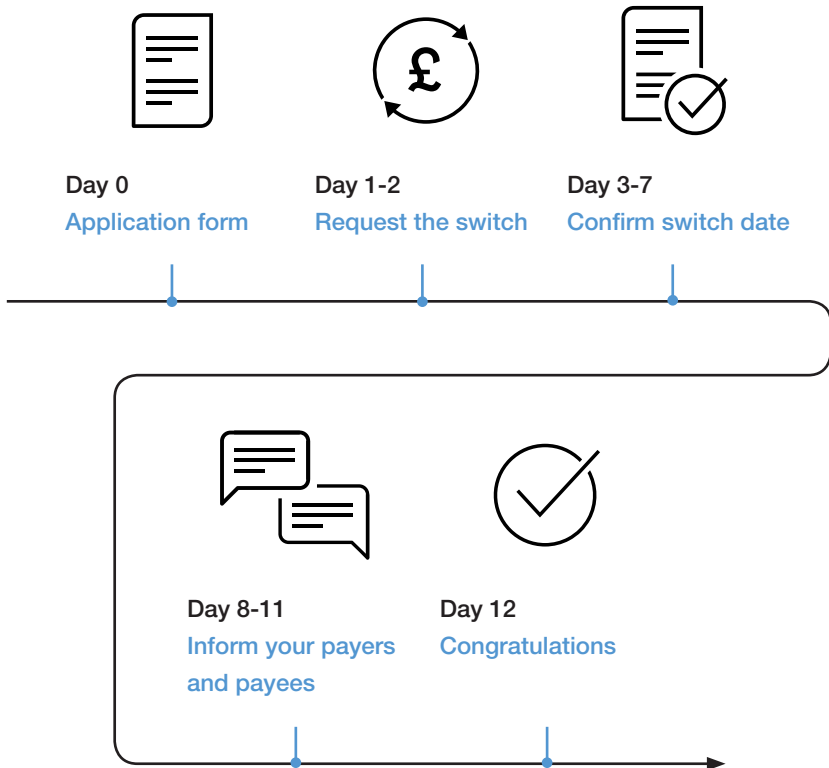
your switch date, otherwise this may delay your switch.

Day 8-11

We will inform your payers (who make regular incoming credits) (if any) and payees (Direct Debit originators) (if any) of your Investec account details and switch date, unless you would like to personally inform them. We will also set up your standing orders.

Day 12

Your switch is complete (we will send confirmation of this to you). Your requested payments (that is Direct Debits, standing orders and regular incoming credits) will have been switched to your Investec account. Your old bank will transfer any remaining positive balance to your Investec account and close your old account.



Please note: If you would like to personally inform your payers (who make regular incoming credits) and payees (Direct Debit originators) of the details of your Investec account and switch date, we can send you standard letters for each payment once your old bank has confirmed the details of the payments that you wish to switch. If you choose this option, we will only set up your standing orders on your Investec account.

If you need any additional information or have any questions, please contact our dedicated Switching Team on **0330 123 4203** or **+44 20 7597 4188** if calling from outside the UK.



Partial Account Switching Service Guide

How to switch

- Step 1** Obtain the list of payments (that is Direct Debits, standing orders and regular incoming credits) that you wish to switch from your old account to your Investec account.
- Step 2** Complete a Partial Account Switching Service application form (please contact our dedicated Switching Team on **0330 123 4203** or **+44 20 7597 4188** if calling from outside the UK to obtain an application form).
- Step 3** Choose a switch date. The switch date you choose must be at least 12 working days from the date on which we receive your application form.
- Step 4** Send the completed application form and list of payments to us using our freepost address: **Investec Bank plc, Freepost, 30 Gresham Street, London, EC2V 7QP.**

What happens now?

Day 0

We receive your completed application form and list of payments that you wish to switch (we will send confirmation of this to you).

Day 1-2

We will contact your old bank to request the switch.

Day 3-7

Your old bank will confirm the details of your payments that you wish to switch to your Investec account. Once we have received this information, we will confirm your switch date with you (we will send confirmation of this to you).

We will also send you a credit redirection letter for each of your regular incoming credits (if any). Please complete and return the credit redirection letter(s) to us by

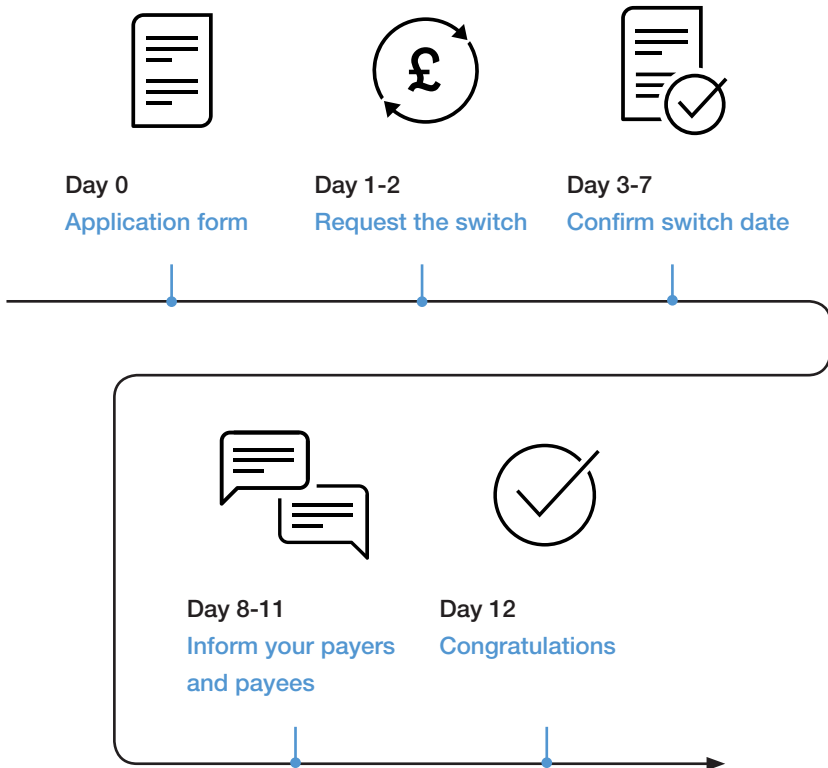
your switch date, otherwise this may delay your switch.

Day 8-11

We will inform your payers (who make regular incoming credits) (if any) and payees (Direct Debit originators) (if any) of your Investec account details and switch date, unless you would like to personally inform them. We will also set up your standing orders on your Investec account.

Day 12

Your switch is complete (we will send confirmation of this to you). Your requested standing orders and Direct Debits will have been cancelled on your old account by your old bank and your requested payments (that is Direct Debits, standing orders and regular incoming credits) will have been switched to your Investec account.



Please note: If you would like to personally inform your payers (who make regular incoming credits) and payees (Direct Debit originators) of the details of your Investec account and switch date, we can send you standard letters for each payment once your old bank has confirmed the details of the payments that you wish to switch. If you choose this option, we will only set up your standing orders on your Investec account.

If you need any additional information or have any questions, please contact our dedicated Switching Team on **0330 123 4203** or **+44 20 7597 4188** if calling from outside the UK.

Frequently Asked Questions

1 **Can I switch my account on a date that suits me?**

Yes, you can and we will confirm your switch date with you once your account switching application has been accepted by your old bank and they've confirmed the details of your payments that you wish to switch. The process will start 11 working days before your switch date. Working days are Monday-Friday excluding UK bank holidays.

2 **What happens if there is a delay in the switching process?**

Investec will contact you to discuss this matter.

3 **Does the Switching Service cover joint accounts?**

Yes, the Switching Service does cover joint accounts, but both named parties on the account will need to complete the relevant application form.

4 **Where can I find out more about the Switching Service?**

If you need any additional information or have any questions, please contact our dedicated Switching Team on **0330 123 4203** or **+44 20 7597 4188** if calling from outside the UK.

Dispute resolution

If you have a problem with your account switch, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

Investec Private Banking is a part of Investec Bank plc (registered no. 489604). Registered address: 30 Gresham Street, London EC2V 7QP. Investec Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is a member of the London Stock Exchange.

