

CURRENT ACCOUNT

SWITCH  
GUARANTEE



# SWITCH TO FIRST TRUST BANK

## OUR PERSONAL CURRENT ACCOUNTS



# Welcome to First Trust Bank

We offer you all the benefits you would expect from your bank; a great range of quality products and services, efficient friendly service and the flexibility to do your banking your way – in any branch, online, on your mobile or by phone.

It's so easy to join us. We make the switch quick and simple so you can start banking with us right away.

If you use the Current Account Switch Service it will take seven working days to switch account.



Phone us on **0345 6005 925<sup>†</sup>**  
or call into any First Trust Bank branch.

<sup>†</sup> Call charges may vary – please refer to your service provider.

# Great reasons to be with First Trust Bank...

Whatever your needs, and whatever stage you are at in life, we have a range of accounts to suit your needs.



**Knowledgeable** and friendly staff in our branches throughout Northern Ireland.



**Flexibility** to manage your account day and night through Online, Mobile and Phoneline Banking.



**Excellent service** – friendly and professional staff always ready to offer help on any of our services.



Great options for your **everyday banking** – we've a bank account to suit you!



Access to **cash machines** in over 200 countries worldwide, the First Trust Bank Visa debit card as well as a range of credit cards to help you manage your day-to-day finances. (see the note below)



**Competitive** rates on savings – a range of regular and lump sum savings options, to help you make the most of your money.



**Loans** – quick decisions and flexible repayments on personal loans to meet your every need.



**Mortgage advisers** who know your area, to help you make your first or next move.

**Note** - You can apply for a First Trust Bank Visa debit card if you are 16 or over. If you are under 16 you must have your parent's or guardian's permission.

# Thinking of switching?

All you have to do is follow these three easy steps to move to your new First Trust Bank current account.

## Step 1

### Get in touch!

Call into a branch, phone us on **0345 6005 925<sup>†</sup>** (lines are open between 9am and 5pm Monday to Friday), or visit **[www.firsttrustbank.co.uk](http://www.firsttrustbank.co.uk)**. Go to the Current Accounts section and click on "Switch your account to First Trust Bank".

## Step 2

### We need to see proof of your identity and address.

Usually, we need your passport or full driving licence and a gas, electricity or water bill. If you are not sure what proof we accept, visit the website **[www.firsttrustbank.co.uk](http://www.firsttrustbank.co.uk)** or phone 0345 6005 925<sup>†</sup>

## Step 3

### Sign the relevant application forms and we will do the rest!

## What we do

We'll open your new current account, set you up on Online, Mobile and Phonenumber Banking and send you details of your current account.

Next, we'll contact your old bank to move your standing orders, direct debits and bill payments to your new account by the agreed switch date.

Finally, once your switch is complete, we'll confirm this with you.



## What does the Switch Guarantee mean?

The next page tells you how this guarantee makes switching your account simple, reliable and stress-free.



## Current Account Switch Guarantee



We have designed the Current Account Switch Service 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 made on either your old or new current accounts as a result of this failure.



# Current accounts made simple

Our current accounts are clear and easy to understand. Each of our accounts has features to help you manage your day-to-day banking and plan ahead. No matter how busy life gets, even if major expenses crop up, it is simpler to budget and keep bank charges to a minimum.

## Free daily banking

Nobody wants to pay for banking. Our current accounts offer you free daily banking when your account is in credit. There are no transaction charges and no fee for arranging an overdraft.

## Visa debit card

Use this handy card to pay for goods and services direct from your account. It is a convenient alternative to cash or cheques and you can use the card wherever you see the Visa sign, and for shopping by phone, by post or online. The money goes straight from your account so you always know how much you have to spend.

As an all-in-one debit card and cash card, you can use your Visa debit card to withdraw money at cash machines displaying the Visa sign in the UK or in over 200 countries worldwide. You can also check your balance at any First Trust Bank or AIB cash machine.

## Online, Mobile and Phonline Banking

Secure and convenient banking options to fit your lifestyle.

Online, Mobile and Phonline Banking services let you bank at a time that suits you. Fast, instant and convenient, they're designed to save you hassle and unnecessary trips to the bank.

- Transfer funds, pay bills and check your current balance and statement online.
- Move money between your accounts or into someone else's UK bank account.
- Set up, cancel or change standing orders and direct debits.
- Track cheques being paid into your account and those you have written.
- See all your First Trust Bank accounts in one place, no matter how many you hold or which First Trust Bank branch they are with.

## Mobile Banking

Manage your money on the move.

You can check your balance, transfer money, pay bills and even find your nearest First Trust Bank branch or cash machine.

## Mobile phone top-ups

You can use your First Trust Bank Visa debit card to top up your mobile phone at any First Trust Bank cash machine. Simply insert your card and enter your PIN number. Then follow the instructions on screen and your mobile phone will be topped up in just a few minutes.



### All the information you need

This brochure provides details on each of our current accounts to help you make the right choice.

If you would like more information, or help with choosing or opening an account with us, phone **0345 6005 925<sup>†</sup>**, call in to a branch, or visit **[www.firsttrustbank.co.uk](http://www.firsttrustbank.co.uk)**

# Compare our current accounts

Less complex. More convenient.

Account Name	Classic Account	Student 12-18 Account
Who is it for?	People aged 18 and over who need the full services offered by a current account.	Students between the ages of 12 and 18 who are in part time or full time second level education.
Benefits	<ul style="list-style-type: none"> <li>Free banking when you keep your account in credit.</li> <li>A set <b>£7</b> monthly fee if your account is in debit. (see note 1 on page 10).</li> </ul>	<ul style="list-style-type: none"> <li>Interest on your money</li> <li>An experienced student adviser in every branch.</li> </ul>
Visa debit card (if eligible, see note 2)	✓	✓
Online, Mobile and Phoneline Banking	✓	✓
Statements online (eStatements)	✓	✓
Direct debits	✓	
Standing orders	✓	
Chequebook	✓	
Lodgement book	✓	
Arranged overdraft facility (if eligible, see note 3)	✓	





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Account Name	Student + Account	Graduate Account
Who is it for?	Students aged 18 years and over who are in full time third-level university or college student (HND level and above) or a student nurse. Students on full time vocational courses at regional colleges may also apply.	The Graduate Account and associated benefits are valid for a maximum of three years from the date you open your account either as a new account or by conversion of your existing First Trust Bank Student+ Account.
Benefits	<ul style="list-style-type: none"><li>• No monthly fees for maintaining the account during the term of the account.</li><li>• An interest free overdraft of up to £1,850 (subject to status).</li></ul>	<ul style="list-style-type: none"><li>• Three year account package with no monthly fees for maintaining the account during the term of the account.</li><li>• An interest free overdraft of up to £1,000 (subject to status).</li></ul>
Visa debit card (if eligible, see note 2)	✓	✓
Online, Mobile and Phonline Banking (if eligible)	✓	✓
Statements online (eStatements)	✓	✓
Direct debits	✓	✓
Standing orders	✓	✓
Chequebook	✓	✓
Lodgement book	✓	✓
Arranged overdraft facility (if eligible, see note 3)	✓	✓

**Note 1** You will receive free daily banking for every month you keep your account in credit. If you go in debit, you will have to pay a standard monthly fee. You may also have to pay unarranged overdraft fees or support fees. For full details, please see our price list.

**Note 2** Whether we give you a Visa debit card depends on your circumstances. You must be 16 or over. If opening a Student 12-18 Account if you're under 16, a parent or guardian will need to give their permission before you can get a Visa debit card. Please contact us for full details of terms and conditions for Visa debit cards.

**Note 3** You must apply for an overdraft. Whether we let you have one depends on your circumstances and our assessment of your ability to pay off an overdraft. You must be 18 or over. Please contact us for full details of terms and conditions.

# Here's how...

A step-by-step guide to switching your personal current account to First Trust Bank.

There are three options.

## Option A - Current Account Switch Service:

Switch your personal current account to us and close your current account with your old bank.

The Current Account Switch Guarantee (see page 5) provides peace of mind for anyone switching current account.

## Option B - First Trust Bank Partial Switch:

Move all or some direct debits, standing orders and bill payments to us, but keep your current account at your old bank open.

## Option C - swap:

If you already have a First Trust Bank current account, swapping accounts is easy. You can keep your existing account number and will not need to rearrange any direct debits or standing orders. We will not have to ask you for proof of your identity and address if we already have these details on file.



Our staff will help you through the switching process. They will give you your new current account details and any information you need about us.

Switching to First Trust Bank is free – there are no charges for setting up direct debits, standing orders and bill payments.

# Option A - Current Account Switch Service

Switch your personal current account to us and close your old account



## Step 1

### Opening your new personal current account

The first step in making the switch is to apply for a personal current account with us. Your First Trust Bank personal current account will be opened as soon as your application is approved.

Bear the following in mind before you open a personal current account.

- If you want to have an Arranged overdraft on this account, you must apply for it when you open the account.
- If we agree, bank accounts that include an overdraft can switch using the Current Account Switch Service. And if you'd like to have an overdraft with your new bank account, speak to us before starting your switch. We will be able to advise if you're eligible for an overdraft, dependent on our lending criteria and your credit status.

#### Remember your proof of identity and address

- To open your account, you will need to provide suitable identification (for example, a full driver's licence) and proof of your address (such as a household bill).

## Step 2

### Preparing to switch

What you will need to do

- Fill in a Current Account Switch Agreement form.
- Fill in a Current Account Closure Instruction form to close the old account.
- Agree a switch date with us. That date must be at least seven working days after your new account is set up.
- Relax as we manage the switch (we will contact you if there are any payment arrangements that cannot be transferred).
- Continue to use your old account until the switch date.
- If you currently make regular payments to a supplier from your old debit card, ask the supplier to set this payment up from your new debit card to make sure any service is not interrupted.

## Step 3

### Account up and running

On your switch date you can start using your new First Trust Bank personal current account.

- Your current account with your old bank will be closed.
- Your payments (such as direct debits, standing orders and bill payments) will have been transferred to your new account.
- Any credit balance from your old account will have been transferred to your new account.
- If any payments are accidentally made to your old account after your switch date, they will automatically be forwarded to your new account (for at least 3 years and longer if applicable).

## Option B - First Trust Bank Partial Switch

Move all or some of your direct debits, standing orders and bill payments to your First Trust Bank current account, but keep your existing account with another bank open. The Current Account Switch Guarantee does not apply to a partial switch.

We will do the following.

- Tell you how the partial switch works and make sure you can use your new account within 10 working days.
- Ask your existing bank for information about your direct debits, standing orders and bill payments.
- Give you a list of your direct debits, standing orders and bill payments so that you can choose the ones you want to transfer.
- Give your new account details to organisations you have direct debits with (for example, gas, water and electricity companies and mobile-phone companies).
- Set up standing orders on your new account so that you can continue to make your regular payments.
- Set up bill payments by Online and Phonenumber Banking.

Your old bank will do the following.

- Give us information about your direct debits, standing orders and bill payments.

What you will need to do:

- If you receive regular payments into your account (such as a wage or benefits), you will need to give the payer (for example, your employer) the details of your new account so that they continue making these payments.
- If direct debits continue to be paid from the old account, contact us and the company the direct debit is to.
- If you currently make regular payments from the debit card from your old account, set this up on your new debit card.
- If you want to close your old account or transfer your balance to your new account, we can help you to do this.

## Option C - swap

If you already hold a First Trust Bank current account, swapping accounts is easy.

As an existing customer of ours, you can keep your account number and you will not need to rearrange any direct debits or standing orders. You will not need to provide proof of your identity or address if we already hold these details on file.

Call in to your branch or phone us on **0345 6005 925<sup>†</sup>** to arrange your swap.

## Some terms explained...

### Standing order

A standing order means the account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.

### Direct debit

A direct debit means the customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.

### Switch date

You can choose and agree the switch date with us. The process will start six working days before that date (excludes weekends and bank holidays).

### Working days

Monday to Friday, except bank and public holidays.

# Frequently asked questions about the Current Account Switch Service



## 1. Can I switch my current account?

Yes, you can use the service to switch accounts from and to any of the participating banks and building societies.

## 2. Can I choose my switch date?

Yes, you can choose and agree a switch date with us. Just make sure you allow seven working days for the switch to take place and that your chosen date isn't a Saturday, Sunday or Bank Holiday.

## 3. What happens to payments that people send to my old account?

All incoming and outgoing payments will be automatically redirected to your new account. Each time a payment is redirected, an automatic message is sent back to the originator advising them of your new account details so they can update their records. Some organisations may contact you directly to confirm your details have changed. If you do not want your new details to be given to someone who sends a one-off payment, contact us.

## 4. What happens if there is a mistake or unnecessary delay in the switching process?

In the unlikely event that there are any issues in starting the switch, we will inform you before your switch date. If anything goes wrong, we will ensure that any charges or interest incurred on your old and/or new account, as a result of the error will be refunded. It is for us to decide whether you receive compensation above and beyond the refund.

**5. Will switching my current account affect my credit rating?**

No, providing you repay any outstanding overdraft on your previous account as required by your old bank or building society. If there are any problems with payments (as part of the switching process), we will correct them and ensure your credit rating is not affected.

**6. Can I switch my current account if I am overdrawn?**

Yes. You will need to agree any Arranged overdraft facilities you require with us. Alternatively, we may be able to provide facilities to help you pay off any existing overdraft you may have, subject to our normal lending criteria. If you do not come to an agreement with us you must make separate arrangements to repay your existing overdraft before you switch.

**7. What if I change my mind?**

You can cancel your switch up to seven working days before your switch date. After that only certain elements can be cancelled. We will guide you through this process if you decide to cancel your switch.

**8. When will the money in my old account be transferred to my new account?**

You will be able to access the funds in your old account up to and until your switch date, when they will be transferred to your new account.

**9. Is the Current Account Switch Guarantee the same for all banks?**

Yes, all banks and building societies that display the 'Current Account Switch Guarantee' Trustmark will follow the same switching process and must offer the same guarantees. There are over 40 participating banks and building societies in the UK and you can see them on <https://www.currentaccountswitch.co.uk/banksandbuildingsocieties/>

**10. What happens to any debit card transactions or Direct Debits that I have asked my old bank to stop?**

The Current Account Switch Service will not interfere with this process and any debit card or Direct Debit transactions that you have asked your bank to stop should remain stopped after your switch.



## Important information about compensation arrangements

In the event that AIB Group (UK) p.l.c. is unable to meet its financial obligations, your eligible deposits are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. This limit is applied to the total of any eligible deposits you have with First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain, each a trading name of AIB Group (UK) p.l.c. In the case of joint accounts, each account holder is protected up to this limit.

Any total deposits you hold above £85,000 between these trading names are unlikely to be covered.

For further information about the scheme (including the amounts covered and eligibility to claim), please ask at your local branch or refer to the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk)

## Standards of Lending Practice

We adhere to the Standards of Lending Practice which sets standards for banks when dealing with lending and overdrafts for personal customers. You can get more information on the Standards from any branch or at [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)







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**In Branch.**  
**0345 6005 925<sup>†</sup>**  
**[www.firsttrustbank.co.uk](http://www.firsttrustbank.co.uk)**



<sup>†</sup> Call charges may vary – please refer to your service provider.

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