

# Fact Sheet: Account Switching

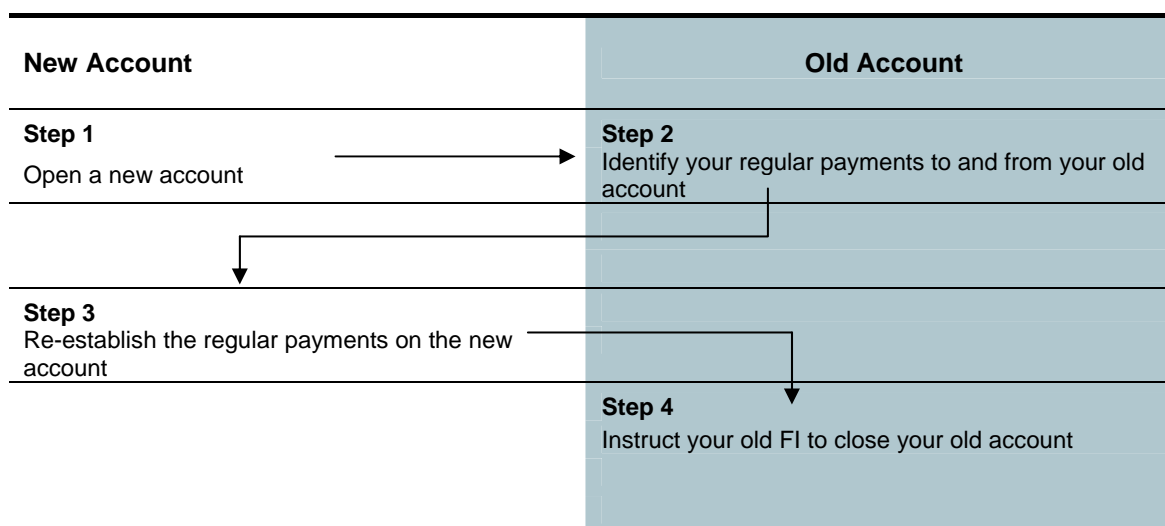
## Overview

Switching your accounts doesn't need to be a hassle. There is a simple process for changing your direct debits, direct credits, pay details and periodical payments.

Here is a step by step guide to assist you in making the switch.

These guidelines will:

- Provide you with the steps to switch your regular payments to your new account at bcu
- Outline the steps you should take to set up new payment arrangements
- Provide types for a smooth change-over
- Provide an easy to use letter to streamline the process for Visa Credit and Debit Card regular payments



## If you want to make the switch:

1. Open an account with the new financial institution
2. bcu can request a list of your regular payment from your old FI

This requires a bit of planning. We can prepare a Switch of Regular Payments Arrangements form for you to sign which we will forward to your old Financial Institution. Once they verify your signature they will provide this list of regular payments going back up to 13 months, to bcu. They have up to 5 working days to do this.

There are three kinds of regular payments to be identified

- Direct Debits or credits to or from your accounts eg Gym memberships, Rent, Insurance, salary
- Periodical Payments are standing instructions given to your FI ie weekly rent.
- Recurring payments Visa Direct Debits (where you have supplied a merchant your credit card details) – Your financial institution cannot change these on your behalf although we do provide a letter that you can fill out & send to the merchant to advise them of the change.

### 3. Decide to either cancel or change your details.

Once bcu has received your Regular payments from your old FI we will contact you and discuss how you wish to proceed ie decide if you wish to cancel or change the account details to your new bcu account.

Depending upon what you decide, you can either arrange the changes yourself or bcu can assist. To do this we will complete some further forms using information provided by your old FI, arrange for you to sign and then send to the relevant Merchant/Direct Entry User via their FI, on your behalf.

For your periodical payments, bcu can set these up straight away or you can establish through ibank, bcu's internet banking solution.

If you have any recurring payments on your Visa Credit/Debit card you need to advise the merchant of your new card number. A standard letter is available to assist you with this.

And of course don't forget to advise your employer of any change in your account number.

### 4. Close your old account

Once you're sure all your regular direct debits and credits have been successfully re-established on your new account, you can arrange closure of the old account.

## Tips for a smooth change over

Once the organisations have been advised of your change in account details, you should:

Make sure you have enough money in your old account to cover current payments until all regular payments have been re-established on your new account

Check your new account when you expect the new regular debit or credit to appear. If the payment does not appear on your new account, or continues to appear on your old account, contact the relevant organisation.

Close your account with the old financial institution as soon as your regular payments appear on your new account.

Financial Institutions have no control over when the organisations that make credits & debits to your account will update their records, however, they have a responsibility to action any requests they receive as quickly as possible.

## How to minimise fees and charges

Following the above tips should ensure you are not charged fees such as dishonour fees or overdrawn fees.

Remember, the organisations that make the credit and debits to your old account will contact you for new instructions, should any payment fail.

## Regular payment arrangements – Visa Credit and Debit cards

### “What is a ‘Regular’ Payment?”

Regular payments can be either a recurring payment or an instalment payment. A Regular payment represents an agreement between you (the cardholder) and a merchant in which you preauthorise the merchant to bill your card account at predetermined intervals (e.g. monthly or quarterly) or at intervals as agreed by you. The amount may differ or be the same for each transaction.

For example: You may ask your local gymnasium to charge your monthly gym membership fee to your credit card each month.

Or, you may have purchased a new television from your local appliance store and are being billed by the merchant in subsequent multiple periods.

### What are the benefits of Regular Payments?

There are many benefits for cardholders who set up regular payments including:

1. Ensures timely payments to the merchant
2. Saves you time as the payment is processed automatically
3. Saves you money as you do not have to pay for cheques, money transfers or postage, nor will you be liable for late fees.

### Customer Responsibilities & Obligations

Regular payment arrangements are an agreement between you (the cardholder) and the merchant. You should keep a record of all regular payment arrangements you have established with your merchant and store in a safe place. A template for recording your regular payment arrangements is available from the Australian Payments Clearing Association website, [www.apca.com.au](http://www.apca.com.au).

You are responsible for notifying the merchant when your account details change, including a change in card number and/or change of card expiry date. Until you notify the merchant, your bank is required to process transactions from the merchant. bcu has created a link – “Account Switching” - on the home page of our website under the “Quick Find” menu, which enables you to generate a Change in Account Details letter to your merchant. We recommend you keep a copy of any Change in Account Details letter sent to your merchant and your earlier regular payment agreements. This correspondence will be required when your merchant does not comply to your request in a timely manner and you decide to dispute any incorrectly charged regular payments.

### Customer Rights to Dispute

Any issues with your regular payments, including the failure of the merchant to act on a change in account details advice, should be taken up directly with your merchant first. Should further assistance be required to resolve an issue between yourself and a merchant contact bcu for more information.