

Account Switching Frequently Asked Questions



What about regular credit card and debit card payments?

Unfortunately the switching process does not work with credit card and debit card payments. You will need to advise the organisation of your new debit card or credit card number.

Can they switch over regular payments I have set up via online banking?

Unfortunately we cannot switch over regular online banking payments as part of the automatic process because only you have access to your old online banking system. You should log in, make a note of any regular payments, and then recreate them when they sign up for our on-line banking.

Some Important Warnings and limitation of this Service

The new switching system is a great but we are relying on other banks that process the regular payments on behalf of organisations to switch your payments over.

It is important that you know:

- That while the old bank should make every effort to ensure they give us a complete list it may not be complete. It is important for us to go through the list with you and make sure we have everything covered.
- Some cancelled payments may appear on the list. The list is for payments that occur over the past 13 months. Again it is important to identify these when we go through the list with you.
- It may take some time for your new bank account details to be changed over by the organisation (we hope not!) and we will follow up with you to see if the process has been completed.
- The advice to change bank account details may not be actioned until the next billing cycle.
- You should retain adequate balance in the old bank account until they are sure all regular payments have been transferred. Once you are happy that all regular payments are now being paid we can help you close your old account.
- The switching process does not include BPAY payments, direct debit or credit card payment, payments set up by them on Internet Banking. They will need to set these up.

Does it apply to Business Accounts?

No. Unfortunately not.