

1 How do I request the “payment accounts transfer service”?

- To start the process, download, print and fill in the request application form. Holders of the account to be transferred must coincide with the holders of the new account. In addition, all holders must sign the form.
- When you have completed the form, you have to send it to us through:
 - **remote banking**. Please follow these steps: *private area > digital documentation > shared documents > upload document > Type: account transfer*, or
 - at any **branch** of the bank.

2 How do I fill in the form?

- You can find all the necessary **instructions** to fill in the form in the document itself.
- Please carefully **review** all details to avoid mistakes that could delay your application.
- If you have any **doubts**, please contact us through:
 - the contact channels mentioned on the Bank’s website (www.bancsabadell.com), or
 - call us at **963 085 000** from Spain or at **+34 935 202 910** from abroad.
- Consumers and users wishing to discuss matters related to their contract can call the toll-free number **900 700 010**.

3 What type of accounts can be transferred?

- With this service, you can transfer **payment accounts**, i.e. the so-called **current accounts** or **sight accounts**, which are held at a banking institution located in Spain.
- **Savings accounts** cannot be transferred.
- Furthermore, holders must be **natural persons** and the account must be used for **personal transactions** (We cannot transfer accounts used for business or professional purposes).

4 Do I need to make any arrangements with my current bank?

- No, we take care of the whole process, but you do have to take into account the **following aspects** in relation to the account you want to transfer:
 - In order for the transfer to take place, there must not be any **outstanding and payable obligations** at your current institution (“transferring provider”). Therefore, during the period of time needed for the transfer to take place you must have **enough balance** to cover any outstanding payments (for example, loan or card payments or other obligations).
 - You must return to your current institution all unused **cheques, cheque books** (for cancellation) and **bank cards**. If there are any impediments, your current institution must resolve them directly with you.
 - The account to be transferred must not be linked to complex products or payment transactions (for example, a loan) nor have open probate proceedings.

5 How long does the transfer process take?

- We need **13 days** to make the switch, provided there is no incident preventing the transfer. During this period, the transfer will go through the following phases:
 1. When you send us your “Request to transfer a payment account”, duly filled in and signed, we have a **maximum of 2 business days*** to send your request to the “transferring provider” (your current bank).
 - *Saturdays, Sundays and Bank Holidays do not count.
 2. Once we have sent your request to the “transferring provider”, the latter will have a **maximum of 5 business days** to:
 - Send to Banco Sabadell the information available on the **payment transactions** linked to the account to be transferred. If you wish, you can request in our form to send you this information as well (please check option D).
 - From the **date of execution indicated in the form**, the following will be cancelled:
 - standing orders you have set up,
 - regular transfers you receive,
 - direct debits, and
 - the account itself.
 3. After we receive the information from the “transferring provider”, Banco Sabadell will have a **maximum of 5 business days** to carry out the instructions indicated in the form.

6 When does the transfer process end?

- A Banco Sabadell manager will contact you regarding the end of the process.
- If the transferring bank denies your request, we will notify you of the reason, so that you can take the necessary steps with the source institution, or start a new request.

7 What is the date of execution of the transfer?

- This is the date on which the transfer will take effect.
- If you need to know which date to indicate on the form, please add at least **13 business days** to the date on which you submit it (Saturdays, Sundays and Bank Holidays do not count). The date of execution of the transfer must be after the date obtained from this calculation.
- During this period, both the transferring institution and Banco Sabadell will make the arrangements you have requested for your account transfer.

8 Must all holders agree?

- Yes, the holders of the account to be transferred must coincide with the holders of the new account. If this is not the case, the transfer application will be denied.
- **Remember:** the form must be filled in and signed by all account holders.

9 What are the most common reasons for which a transfer request is denied?

There might be a reason preventing the transfer from being successfully completed. The most common reasons are:

- The **account number** indicated on the form is wrong.
- The account you request **to be transferred** is not a payment account.
- The account you want to **cancel** is already cancelled at the source bank.
- The **holders** of both accounts do not match.
- The account holder is a **company** or the account is used for business or professional purposes.

10 Do I have to notify issuers of regular payment orders or direct debits of the account transfer?

- To inform issuers of regular payment orders or direct debits of the account to be transferred, you have **two options**:
 - You can request Banco Sabadell to take care of this. However, once the beneficiaries of direct debits or issuers of regular payment orders specified in the authorisation request receive the notification, **it shall be the responsibility of these beneficiaries/issuers** to immediately take the necessary steps to record the holder's payment account switch in these orders.

Banco Sabadell is not liable for any damages arising from the delay or failure to take these steps or, especially, from maintaining the direct debit in the account the transfer of which is being requested.

- Provide them with the information yourself. To make this easier for you, we will send you:
 - **Letter templates** that include details of your new account, and
 - the **date of execution** of the transfer indicated on the authorisation.

11 Where can I find out the outcome of my application?

- The transfer of an account involves **two institutions**, the transferring institution (your current bank) and the receiving institution (in this case, Banco Sabadell). For any issues arising from the account transfer application, you can submit a claim to the **Customer Care Service (SAC)** of both banks.
- In the case of Banco Sabadell, you can get in touch through our **branches** or **by emailing** SAC@bancsabadell.com. You may also submit your claim to the **Bank's Ombudsman**. Any complaints expressly ruled on by SAC or the Ombudsman may be resubmitted to the Complaints Service of the Bank of Spain, as provided in Article 30 of Law 44/2002, on Reform Measures of the Financial System and the regulations which implement or replace them.
- If you file a claim with the **Bank of Spain**, you should also file a claim against both institutions. To do this, you need to provide specific details of the transfer transaction you consider to have been done incorrectly, the dates on which the transfer was requested and on which it was carried out, the delay and any other information necessary to check whether the process was carried out correctly.