



# Switching made easy

## Getting help to make the switch.

Planning to switch your regular payments from an old account to a new one?

Here's a step-by-step guide.

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# Introduction

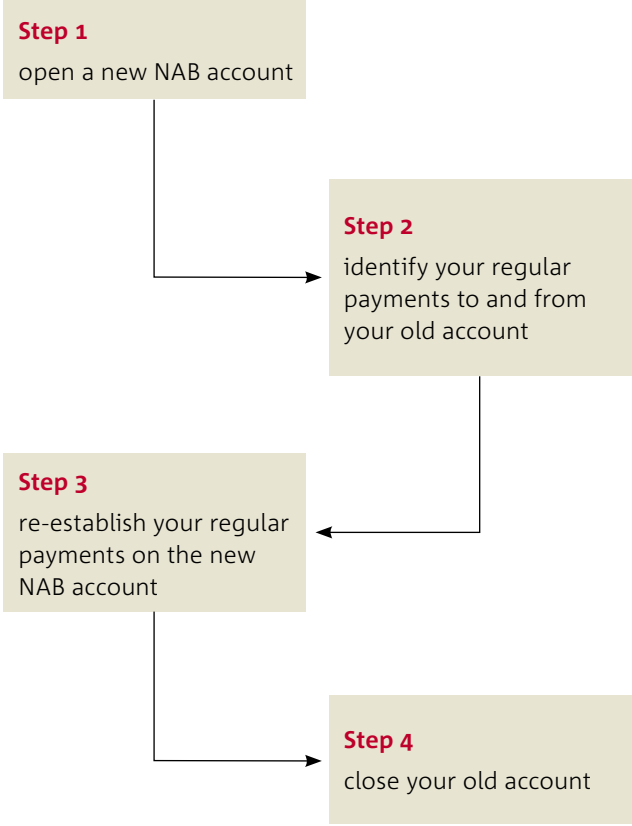
## **These guidelines:**

- Provide you with the steps to switch your regular payments to your new NAB account.
- Outline the four easy steps you should take to set up the new payment arrangements.
- Provide tips for a smooth changeover.

# How to switch – the four steps

New account

Old account



# Getting help to make the switch

If you want us to help you make the switch, follow these steps:

**1. Open an account with NAB**

**2. Identify your regular payments to and from the old account**

Ask your old financial institution to issue you with a list of regular payments ('credits' and 'debits') to and from the old account. It should list all your regular payments, as well as any periodical payments,<sup>1</sup> over the previous 13 months.

You will also need to identify:

Any recurring payments made by your providers or merchants where you have supplied your Visa Debit or MasterCard Debit card number; and 'Pay anyone' which are payments you make using your financial institution's internet banking service like 'every month pay my child's pocket money'. Before you close your old account you should access your internet banking account with the old financial institution and print out your 'pay anyone' list.

**3. Re-establish your payments on your new NAB account**

Now each organisation that makes regular credits and debits to and from your account needs to know your new NAB account details.

But first you need to help them a bit. Bring your list of regular payments that your old financial institution has given you to a NAB branch, and ask them to set them up on your new NAB account.

1. Periodical payments are standing instructions given to your financial institution like 'on a monthly basis, debit my account and pay my rent'.

NAB will complete 'Switch of Financial Institution and Account Details' forms to advise each organisation of your new account details. You will need to sign and authorise each change before the forms are forwarded to the organisations concerned.

For other payments:

If you make periodical payments, ask us to set them up on your new NAB account.

If you have recurring payments, advise your provider or merchant of your new NAB debit card number.

If you use internet banking to make payments yourself, set up your 'pay anyone' details on your new NAB account.

And remember to tell your employer the details of your new NAB account to ensure your salary gets paid into it.

#### **4. Close your old account**

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

# Tips for a smooth changeover

**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 NAB account.
- Check your new NAB account when you expect the next regular debit or credit to appear. If the payment does not appear on your new NAB 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 NAB account.

Please note that financial institutions have no control over when the organisations that make credits and debits to your account will update their records.

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

For further information, visit a NAB branch or contact **13 22 65** or **nab.com.au/switch**

## Sample list of regular payments

Here's an example of a typical 'list of regular direct debits and credits' (regular payments) your old financial institution will give you when you ask for it.

The old financial institution will also provide details of your periodical payments, if you have any, but they may be provided on a separate list.

[Full name of customer]  
[Address of the customer]

BSB No: XXX-XXX  
Account No: XXXXXXXXX

Direct Debit and Direct Credit Arrangements for the past 13 months as at dd/mm/yyyy Page: zz9

DE					
Date	User ID	Name of User	Name of Remitter	Lodgement Reference	Amount
Ddmmyy	XXXXXX	XXXXXXXX(20)XXXX	XXXX(16)XXXX	XXXXX(18)XXXXXX	zzzzz9.99
<b>DEBITS</b>					
12058	001244	xyz city council	xyz city council	0045235620201234	120.80
201107	051679	Telco Prepaid Plus	Telco Prepaid	04137778881107	100.00
140208	051679	Telco Prepaid Plus	Telco Prepaid	04137778880208	150.00
140807	051679	Telco Prepaid Plus	Telco Prepaid	04137778880807	100.00
<b>CREDITS</b>					
250508	017766	ABC Ltd	ABC Payroll	Salary 3	156.76
250508	005566	Telco Ltd	Telco dividend	Dividend	256.76
***END OF LIST***					

→ Your direct debit arrangements are listed here.

→ Each row listed may represent a Direct Debit arrangement with a debiting organisation. Look for a change in columns 'Name of User' or 'Name of Remitter' to indicate a different debiting organisation. The 'Name of User' and 'Name of Remitter' will identify the debiting organisation to contact. The column 'Lodgement reference' is your customer identifier (e.g. your city council reference id).

The column 'Date' shows the last date the direct debit was made for this arrangement, expressed as ddmmyy.

→ Multiple rows with the same 'Name of User' and 'Name of Remitter' but a different Lodgement Reference and Date may be a single debit arrangement where a different lodgement reference is used for each debit transaction.

→ Your Direct Credit arrangements are listed below. Identify your Direct Credit organisations by following the same guidelines provided for your Direct Debit arrangements above.

For more information about  
switching, please call

**13 22 65**

Open 8am – 8pm EST,  
Monday to Friday

or visit **[nab.com.au/switch](http://nab.com.au/switch)**

This guide contains general information only. It may be necessary or appropriate to take measures in addition to – or in substitution for – those appearing here, depending on the circumstances of the regular payments concerned. To the extent permitted by law, NAB doesn't make any warranties or representations about the suitability, reliability or completeness of the information contained in this guide. NAB disclaims all liability in connection with the information in this document, or use or reliance on the information, including, without limitation, liability for any loss or damage, however caused, resulting directly or indirectly from such use.

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