

## **NBEUK Replacement of Banking Platform FAQs**

### **1. What does “replacement of the banking platform” mean?**

This means that the systems that the Banking currently uses to process transactions is being replaced with a new system.

### **2. Why is NBEUK replacing its banking platform?**

The new banking platform will help us improve our operational efficiency thereby allowing us to deliver better services to you more efficiently.

### **3. When will this happen?**

The date which the old system will switch over to the new system (the switch over date) will be in the last week of August. We will advise you of the exact switch over date as soon as it is confirmed.

### **4. How will this affect me?**

The upgrading of our banking platform means that all of your account numbers across current, deposit and loan accounts will change once the new banking platform is in place.

### **5. How will I know my new account number(s) are?**

We will write to you within 5 working days after the new banking platform is in place advising you of your new account number(s).

### **6. What if there are pending transactions such as written cheques or payments due in or out of my account using my old account number(s)? Will you reject these after the switch over date?**

Your old account number(s) will still be valid 90 days after the new banking platform is in place. This means that any transactions such as cheques, standing orders, deposits, or withdrawals from your current (or transactional) account using your old account number(s) will still be processed as normal until then. After that you will need to use your new account number(s).

### **7. How will I know when my old account number(s) will cease to work?**

We will confirm that exact date which your old account number(s) will cease to be valid when we write to you to confirm the switch over date.

### **8. I have a cheque account with NBEUK. Is there anything I need to do?**

No- we will order new cheque books for you with your new account number after the new banking platform is in place. You can still use your old cheque book with your old account number for up to 90 days after the switch over date.

### 9. What new services will be available?

As part of our system upgrade, we are pleased to confirm that internet and mobile banking services will be coming.

### 10. Do I have to register for online and mobile banking?

No- registration is optional but we encourage you to register for improved banking services.

### 11. How do I register for online and mobile banking?

We will write to you after the new banking platform is in place with details of how to register for online and mobile banking, and providing you with the terms and conditions of use.

### 12. How will the services that I currently use with NBEUK be affected?

We have listed below the key services provided and whether there will be any changes as a result of the change in the banking platform. We have also identified which of these services can be accessed by online/mobile banking if you choose to register for the service.

Service	Changes	Can I do Online?
Open account	No change	No
Close Account	No change	No
Change account details (eg address, contact details etc)	No change	No
Account enquiries	No change	Yes
Order cheque book	No change	Yes
Unblock/stop cheques	No change	Yes
Cheque status enquiry	No change	Yes
Open a term deposit	No change	Yes
Early redeem a term deposit	No change	Yes
Renew a term deposit	No change	Yes
Request payments	No change	Within NBEUK and UK accounts held at other banks
Create standing orders	No change	Yes
Cancel standing orders	No change	Yes
Request statements	No change	Yes
Foreign payments	No change	No
Unpaid cheques	No change	No
Transaction investigations	No change	No
Buy to let mortgage services	No change	No
Commercial loan services	No change	No
Trade Finance services	No change	No



**13. Will there be any additional charges related to the change in banking platform?**

There are no additional charges related to the change in platform. Our standard tariffs and charges are available on our website [www.nbeuk.com](http://www.nbeuk.com)

**14. How will my personal data be managed?**

Your personal data will continue to be processed in accordance with the UK General Data Protection Regulation (UK GDPR).

**15. What do I need to do?**

Nothing- we will keep you informed if any requirements arise in the future.

**16. What happens if I have any queries?**

Please contact your account manager, or call us on +44 (0)20 7389 1200, or email us at [customer.service@nbeuk.com](mailto:customer.service@nbeuk.com)