

# Guide to Bank Mobility

## Non-contractual document

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### Aid to bank mobility

The Bank Mobility Support Service is designed to facilitate your change of bank, in particular by notifying all organizations making direct debits or automatic transfers to your account of your change of bank.

This free service applies only to ordinary deposit accounts opened for day-to-day transactions (withdrawals, transfers, payments) held by private individuals in France who are not acting for professional purposes. Other accounts (regulated savings accounts, term accounts, etc.) are excluded from this service.

### Changing bank accounts

The procedure to be followed is as follows:

#### **Step 1: Open new account in the bank of your choice**

In order to open an account, the bank must verify the identity of the customers and collect a certain amount of information. To get to know you better, your new bank will be able to ask you for information about your business activity, your income and assets, the nature of the operations envisaged, and documents that will be useful to it, in particular:

- Valid official identity document with photo and signature (national identity card, passport, resident etc.);
- Proof of recent residence (tax or non-tax certificate, insurance certificate, rental contract, rent waiver, water, gas or electricity etc.);
- Specimen of your signature (for an attached account, each co-holder must deposit a specimen of his signature). In the event of a power of attorney on the account, the attorney must also deposit a specimen of his signature.

Following the opening of the new account, the bank gives you an account agreement to sign, detailing all the features of the account and how it works.

*Read this document carefully. This is indeed the “instructions for use” of your account.*

Request Bank Identity Statements (RIB) that summarize the number of your new account and other relevant information. You can use these RIBs to transmit your new bank details to all Third Parties who make automatic payments to this account (wages, pensions, etc.) or to set up new permanent<sup>1</sup> credit transfer orders or direct debits to this account (taxes, rent, insurance, water, electricity, etc.).

#### **Step 2: Transfer all automatic payments to your new account**

Don't forget that it will take some time for the new bank to finalise these transfers. During this period, payments may continue to arrive on your old account. Make sure you top it up sufficiently.

You can use your new bank as your point of reference and as an intermediary for your possible contacts with your bank of departure (initially bank).

You must, in this case, make a written request to your new bank, if necessary by completing the document that it makes available to you, and authorize it to represent you at your bank of departure. To this end, you will need to provide any useful information to your new bank.

At your request, the departure bank will provide you, or directly to your new bank if you have designated it as a reference contact, with a list of the recurrent transfer and direct debit transactions, depending on the information available to<sup>2</sup>.

The departure bank will also cancel any direct debits made from your account on your request, via your new bank if necessary. At your request, your new bank will carry out the necessary formalities so that the regular direct debits and transfers received will appear on your new account. It will then notify creditors or debtors of requests to change their direct debit.

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<sup>1</sup> At least 2 transfers received from the same issuer over the last 13 months from the date of signature of the mandate shall be considered permanent transfers

<sup>2</sup> The availability of sampling information depends on national practices and context. In particular, with regard to levies whose mandate is managed by the creditor, the bank of departure may not have the information relevant to the transfer and will therefore be unable to communicate it.

**The notification of the changes to the issuers<sup>3</sup> by the new bank must be made within 2 working days**, after receipt of all the necessary information and documents that you and/or your departure bank have provided.

Be careful, however, that the time taken to take account of your new bank details by direct debit and transfer issuers does not depend on your new bank but on the issuers alone.

**Please note that with the bank mobility service, issuers of direct debits and/or recurrent transfers have 10 working<sup>4</sup> days to:**

- Integrate requests for a change of domicile into their IT tools;
- Inform you of the correct consideration of your new bank details;
- Tell the date from which any new direct debit or transfer will be made to the new account.

Your new bank will also set up permanent transfer orders and direct debit authorizations on your new deposit account, as you wish, within 5 working days of receiving all the information necessary for this set-up (account statements, invoices, schedules, contact details and/or addresses of issuers, etc.).

The new bank may also provide you with standard letters (see Letter 1 below) to enable you to inform third parties, such as your employer, of your new bank details and standard letters (see Letter 2 below) intended for your creditors to transfer the direct debits to your new account.

Please note that if an operating incident occurs on this account as a result of a bank error or during the implementation of this service, the bank cannot charge any incident fees.

## Close your bank account

You can request the closure of your old account once everything has been set up.

Before you ask your departure bank to close your account, you must ensure that:

- First, all outstanding invoices (including outstanding cheques) have been submitted for collection (or you must have made the necessary provision at your original bank);
- Second, all incoming and outgoing automatic payments (salaries, pensions, permanent transfer orders and direct debits) have been effectively transferred to your new account.

Your initially bank will proceed:

- To transfer the credit balance to the new account, within 10 working days of receipt of your request.
- **The close of the old account at the earliest within 30 days of the date of signature of the mobility mandate** and in accordance with what is provided for in that mandate.

The initially bank has the obligation to inform you free of charge by any appropriate means of transactions (transfers, direct debits, cheques) which would appear in the closed account (and would therefore be rejected) for 13 months after closure.

To request the closure of your old account, you can use a standard letter (see Letter 3 below).

## In case of dispute

You may have a dispute with your bank, just as you would with any other merchant.

To begin to resolve this dispute, you should be closer to your account manager.

If no amicable solution can be found, you may appeal to the bank's mediator, whose contact details and procedures are available on the bank's website.

Recourse to this mediator is free of charge and your case will be dealt with within a maximum of 2 months.

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<sup>3</sup> This applies to all persons, organizations or corporations who make direct debits from your old account, or who have credited you by transfer at least 2 times in the last 13 months.

<sup>4</sup> This legal period runs on receipt of the details of the new account, whether sent by their bank or directly by the customer.

## Model Letter 1 - "Change in bank domicile" of amounts received (wages, pensions, etc.)"

Surname and given names  
Address  
Telephone  
Account number

Name and address of the  
organization to which your letter  
is addressed

Your reference number (with this organization)

Date

Recommended shipment with acknowledgement of receipt

**Subject: Change of direct debit**

Madam, Sir,

Please note that my bank details have changed.

I am enclosing a bank details statement (RIB) for my new account.

I would ask you to transfer any sums you may owe me to this account.

Thank you in advance .  
Yours faithfully

Signature

PJ: my new RI

## Model Letter 2 - "Change of bank domicile" of levies (Electricity, telephone, taxes, etc.)"

Surname and given names

Address

Telephone

Name and address of the  
organization to which your letter  
is addressed

Your reference number (with this organization)

Date

Recommended shipment with acknowledgement of receipt

**Subject: Change of direct debit**

Madam, Sir,

Please note that my bank details have changed.

I am enclosing a bank details statement (RIB) for my new account.

I would now like to ask you to make direct debits from this account.

Please send me the authorization form which I will sign and return to you.

Thank you in advance .

Yours faithfully

Signature

PJ: my new RI

## Model Letter 3 - "Application to Close a Deposit Account"

Surname and given names  
Address  
Telephone  
Account number

Name and address of the  
organization to which your letter is  
addressed

Your reference number (with this organization)

Date

Recommended shipment with acknowledgement of receipt

**Subject: Change of direct debit**

Madam, Sir,

I would be grateful if you could close my deposit account no. *Enter the number of the account to be closed and transfer the balance to the bank indicating the name of the bank holding the account to be credited.*  
You will find the necessary references on the attached bank details form (RIB).

Please note that I have returned all unused cheque forms in my possession and my bank card.

In addition, I have made the necessary arrangements with your services to set aside on your books, outside the account, sufficient funds to pay the total amount of the cheques and invoices, card still in circulation.

Thank you in advance .

Yours faithfully  
Signature

Signature

PJ: my new RI