



Public Service Credit Union Ltd

Phone : 01 6622177
Fax : 01 6622861
Web : www.pscu.ie
Email : info@pscu.ie

05/05/2020

Member Number

Dear ,

INSTRUCTIONS TO CLOSE YOUR CURRENT ACCOUNT

This form is used when closing Current Accounts. If you are closing another type of account you will need to contact your credit union.

MEMBER NUMBER : _____

1st MEMBER NAME : _____

2nd MEMBER NAME : _____

Please Provide the IBAN of the account(s) you want to **close**.

IBAN :

Please note that your Debit Card(s) **will be cancelled** once your closure request has been validated. This means that you will not be able to transact on your account.

I undertake to provide for any pending transaction e.g. contactless POS

☐

The information I am supplying on this form will be used for the purpose of providing me with the service I have requested. By supplying my telephone number of email address, I am giving you my consent to contact me in any of those ways in connection with this request.

I agree ☐

In order to close your account we will now apply accrued Current account Fees and Interest (where applicable) to your current balance.

Do you have a credit balance on the account(s) that you want to close?

NB: Where your account has a **DEBIT** balance we now require you to lodge sufficient funds to restore your account to credit **and** to cover Current account Fees and Interest (where applicable).

Where your account has a **Credit Balance** please select on of the following options:

Internal transfer to Share account

☐

Issue Cheque

☐

Provide IBAN

☐

Please confirm your contact details below

Mobile Number : _____

Enter Email : _____

Postal Address : _____

* If you have changed your address and *have not previously notified us*, we now require documentary evidence of your new address (recent utility bill within 6 months)

In order to help us to provide our members with a better service, can you please tell us why you are closing your account?

All Standing Orders, recurring Payment Instructions and Direct Debit will now be cancelled.
Please ensure that you have made alternative arrangements / advised DD originators.

I / We confirm our instruction to close my / our member current account.

Signed : _____

Signed : _____

Dated : _____

Steps to be undertaken when a close account instruction is received.

Please complete this checklist and file with supporting documents.

1. Check signature against file(s) / scanned images. ☐
2. Retrieve and cancel all cards on the account. ☐
3. If the member has changed either Mobile or Email the CU official must now contact the member to confirm the details. Security questions should be used to protect the member against fraud. ☐
4. When confirmed update customer contact details (mobile / email). ☐
5. Where address is being changed get sign off that the proof provided is acceptable and in date, then update the system to ensure that the member receives their closing statement. ☐
6. Cancel all Standing Orders on the account. ☐
7. Zeroise any overdraft permission on the account. ☐
8. If the member is repaying a CU loan from this account, a new repayment arrangement will be required. ☐
9. Check the account **transactions**. If there are any pending Debit Card transactions the account will move into a 'pending closing state', fees and interest will be posted. Advise the member that the completion of the closing may take a few days. ☐
10. Check the account balance - is the account still in credit? ☐
- A) If **No** contact the member to advise the amount of lodgement / transfer from shares required to complete the closure. **N.B.** Make sure you include the interest & Fees (if any) which will be posted in completing the account closure, or
- B) If **Yes** proceed to close the account and forward funds as per instruction.
11. Where you are unable to complete any of the transactional steps above due to insufficient funds it will be necessary to revisit this instruction DAILY until such a time as you can complete the closure. ☐

CU Official: _____

Date : _____