



Switch over to
our new payment
processor

Go live date:
Monday 21st
September

Changes to our payment processor

We have been communicating with you regularly to let you know we will be changing our payment processor, which will mean a change in our new sort code.

We are now able to advise you of our new sort code and the date in which this will be effective from.

This leaflet will give you the information you need regarding the changes to the different payment services.

We will be going live with our new sort code 60-83-01 on Monday 21st September.

Foreign Payments

We have a new BIC and IBAN number – to continue to receive Foreign Payments you will need to communicate this with the payment originator:

Swift Code (BIC): **NWBKGB2L**

IBAN Number: **GB93NWBK60023571418024**

Card payments

Please note there will be no change to your existing card services, including the ALTO prepaid MasterCard® or the Unity Corporate MultiPay card. You can continue to use this service as normal.



Questions or Queries?
Visit www.unity.co.uk/serviceupdates
for our FAQs or email us@unity.co.uk



Unity Trust Bank plc

Nine Brindleyplace, Birmingham B1 2HB

T 0345 140 1000 F 0345 113 0003

www.unity.co.uk @unitytrustbank

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Service	What is happening	What you need to do
All electronic payments in to your account including standing orders, Bill (Faster) Payments, Bacs payments, CHAPS or Foreign	<ul style="list-style-type: none"> All payments will continue to be received and processed as normal. 	<ul style="list-style-type: none"> Change any literature or stationery to quote the new sort code e.g invoices and donation forms. To receive Foreign payments you will need to communicate the new BIC and IBAN number, which can be found overleaf.
All electronic payments out of your account including standing orders, Direct Debits or Bill (Faster) Payments, CHAPS	<ul style="list-style-type: none"> We will ensure that the new sort code is quoted on the payments you send. We will ensure any Direct Debit claims to the old sort code will be redirected. 	<ul style="list-style-type: none"> There is nothing you need to do, you can continue to use the service as normal.
Unity e-Payments	<ul style="list-style-type: none"> We will migrate this service to the new sort code. 	<ul style="list-style-type: none"> There is nothing you need to do, you can continue to use the service as normal.
Direct Bacs submission	<ul style="list-style-type: none"> NatWest will send your new Smart card(s) to you before the go live date so you can continue to process Bacs payments. You will receive an email on the morning of Monday 21st September 2015 to register your new Smart card(s). 	<ul style="list-style-type: none"> When you receive your registration email on Monday 21st September 2015, you must register your card in order to continue to use this service. If you have not received your new Smart card please call us on 0345 1553388.
Indirect Bacs submission	<ul style="list-style-type: none"> We will migrate this service to the new sort code. 	<ul style="list-style-type: none"> On Monday 21st September 2015 you will need to advise your third party processor of the new sort code.
Making payments via cheques	<ul style="list-style-type: none"> For standard stationery - new cheque books quoting the new sort code will be sent to you before the go live date. Any old cheques issued before the go live date of 21st September 2015 will be processed as normal until 31st December 2015. 	<p>From Monday 21st September 2015:</p> <ul style="list-style-type: none"> Do not issue any cheques on our old sort code 08-60-01. Securely destroy your remaining stock. Start using your new cheque books.
	<ul style="list-style-type: none"> For special stationery – if you have produced new special cheques quoting the new sort code, we are working with your printer to ensure your new cheques are of APACS standard. Any old cheques issued before the go live date of 21st September 2015 will be processed as normal until 31st December 2015. 	
Paying in cheques and cash	<ul style="list-style-type: none"> New paying in books and a new stock of prepaid envelopes, will be sent to you before the go live date. Further to your instructions we have retained or moved your nominated high street bank counter facility, this will be active to use under the new sort code from Monday 21st September 2015. You can no longer use your Girobank books at The Post Office® to pay in cash and/or cheques. You can pay in cheques and/or cash at any NatWest branch in England and Wales, RBS branch in Scotland and Ulster Bank branch in Northern Ireland - no need to set up a facility for this, you just need to pay-in using your new paying in book*. 	<p>From Monday 21st September 2015:</p> <ul style="list-style-type: none"> Stop using your existing paying in books and securely destroy your remaining stock. Pay in cheques via the new prepaid envelopes*. Pay in cash at The Post Office® using your Cash Account card*. Pay in cheques and/or cash at your nominated high street bank*. Pay in cheques and/or cash at any NatWest branch in England and Wales, RBS branch in Scotland and Ulster Bank branch in Northern Ireland, using your new paying-in book*.
Withdrawing cash	<ul style="list-style-type: none"> Further to your instructions we have retained or moved your nominated high street bank counter facility, this will be active to use under the new sort code from Monday 21st September 2015. 	<p>From Monday 21st September 2015:</p> <ul style="list-style-type: none"> Withdraw cash over the counter at your nominated high street bank. Continue to withdraw cash using your ALTO prepaid MasterCard®. You can also use your Unity Corporate MultiPay card to withdraw cash.
Foreign Currency Accounts	<ul style="list-style-type: none"> If you have completed a NatWest application form for a Foreign Currency Account, your new account will be in the process of being opened. 	<ul style="list-style-type: none"> To receive Foreign payments you will need to communicate the new BIC and IBAN number, which can be found overleaf. If you have not completed the application forms but still require a Foreign Currency Account, please notify us.
Bulk Cash/Bullion Services	<ul style="list-style-type: none"> If you have completed the new application forms for a Bulk Cash/Bullion Service this will be in the process of being set up for you to use. We will send you new stationery and instructions on how to use this service. 	<ul style="list-style-type: none"> Stop using your existing stationery. Advise your existing carrier that there has been a change in clearing provider from The Co-operative Bank to NatWest. This normally requires 10 days notice for the takeover.