

## Santander UK plc

12 December 2016

Further to publication of the draft Bacs undertakings for consultation on 1 December 2016, I am writing to feedback Santander UK's only comment on the draft undertakings.

Our one comment is that the interpretation of "full switch", as set out in Article 2.13, sets out that the switch process using CASS takes seven calendar days. However, this is incorrect, as the CASS standard is seven *working* days. The definition of "full switch" at Article 2.13 should therefore be amended as follows:

- *'Full switch' means the completion of a switch process using CASS in which the PCA or BCA customer's previous or old account is closed and which, at the Commencement Day, takes seven ~~calendar days~~ working days and customers can choose the exact date of the switch.*