



INTERBANK  
**MOBILITY**  
**GUIDE**

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This **Guide** is made available to the client free of charge, for the sole purpose of informing the public, and does not express any opinion or legal advice or commitment at the expense of the Bank, nor can it be used for the purposes of evidence in the context of any legal proceedings or dispute settlement whatever their nature.

*The banks concerned are the participatory banks, including their interactive screens/windows as well as the conventional banks ; mobility takes place in both directions.*

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## What is the Purpose of this Guide ?

This interbank mobility guide, hereinafter called the “Guide”, describes the procedures to follow for the transfer of your current deposit account held with a fellow bank onto our books (subject to the regulatory provisions enacted by the BAM directive).

The principles underlying this Guide bring Morocco up to international standards in terms of minimum service for the mobility of bank accounts, aimed in particular at stimulating competition in the Moroccan banking sector and the ability to promote better satisfaction of consumer requirements for banking services.

This guide gives a clear and precise idea on the modalities of transfer of sight deposit accounts. It also specifies the roles and responsibilities of the home bank, the host bank and the customer, at each stage of the bank mobility process.

It also describes the services offered free of charge by local banks to any individual bank customer wishing to transfer their sight deposit account from one bank to another bank, as well as the operations subsequent to this transfer, in particular the processing at reserve for direct debits and transfers domiciled on the said account and defined in this Guide.

It only concerns direct debits and transfers backed by the sight deposit account to be transferred and described in this Guide, the other services from which the customer would benefit from his current bank, are not included in the subject bank account mobility service of this Guide, and remain governed by the regulations in force which are specific to them, as well as the agreements binding the parties involved.

## 2

### Which accounts can I transfer as part of the interbank mobility service ?

The **only** accounts eligible for banking mobility are **my sight deposit account (s)** (including accounts in foreign currencies or convertible dirhams), **in a situation**, open on the books of a **Moroccan bank**, not subject to seizure or opposition measures of any kind and, not recording outstanding commitments not cleared vis-à-vis the current bank (**credits by cash and by signature, debit balance, unpaid bills, freezing, etc.**).

Accounts backed by term deposits (DAT and BDC) and securities accounts are not eligible for the banking mobility service.

## 3

### How does it work ?

#### Step 1

#### I initiate the bank mobility request with the new bank

When initiating the mobility request, I must check whether the host bank is able to offer me the appropriate products and services that I wish to obtain after the transfer of my account.

I can initiate the request for bank mobility through two different channels:

——— **At the bank branch :** I go to the branch to find out about the banking mobility service and possibly initiate a request for banking mobility as a client of a fellow bank (home bank).

——— **Through the digital channel of the host bank:**

When I initiate my request to open an account online via the following link: <https://www.agencedirecte.ma/>, I specify, in the form to be filled in, that I am a customer of a fellow bank wishing to become a customer BANK OF AFRICA.

#### Step 2

#### I designate my new bank as a « reference contact», to complete the procedures for me :

I authorize **my new bank**, according to the **model in appendix 1** to:

——— Contact my **old bank** in order to receive, within **30 working days**, the list of organizations or companies benefiting from a direct debit authorization, or issuers of a standing transfer order to my old account (s);

- Take charge of the **transmission** of the new bank details to the organizations and companies appearing on the said list according to **Annex 2**, upon receipt of the aforementioned list from my **old** bank and effective opening of my account on the books of the **new bank**. My new bank in this case is only required to transmit said contact details for information, without being required to follow the outcome with said bodies.
- Following the verification of eligibility by the home bank, and the acceptance of my mobility request, I proceed to open an account.

### Step 3 Opening an account on the books of the new bank :

#### — What documentation should I submit when opening an account with the new bank ?

- My valid identity card/document ;
- Proof of any additional address, in the event of a discrepancy between the official address that I communicate to the bank and that appearing on my identity document: Receipt of telephone operator subscription; rent receipt, etc.
- Any other document required for the opening of accounts in accordance with the regulations in force and the policy and procedures in force within the new bank.

#### — What do I have to sign ?

- The account opening agreement intended to govern my legal relationship with my new bank;

- The specimen signature ;
- Any other document required by the regulations in force and by the policy and procedures in force within the new bank.

### — What should I collect from my new Bank ?

- My new Bank Identity Statement or « RIB » ;
- A copy of the account opening agreement ;

### — Other Information

- I must take into account the deadlines that the organizations and individuals concerned will need to implement the changes concerning my new bank details;
- I must file, if applicable, with my old bank, any release made necessary by the irrevocable nature of a direct debit authorization;
- I have to fund my old account and my new account during a transitional period.
- After their cancellation with my old bank, my new bank will set up the direct debit and direct debit authorizations that I wish to maintain on the new account within **30 working days following receipt of all the specific information and documents necessary for the to do.**
- **The repurchase of outstanding loans or other facilities** at my old bank is not affected by the bank mobility service.



## Step 4 Closing my Old Account :

**Before submitting my request to close** an account with my **old bank**, I must be aware of:

- Provide sufficient funds to my old account to clear the transactions recorded for the liquidation period (securities in circulation, due and / or unpaid premiums, etc.);
- Return to my old bank all the means of payment linked to my old account (checkbook, bank cards, etc.);

My **new** bank can assist me in this process, by providing me with the model in **appendix 1**.

**During a liquidation period**, starting from the date of filing my closure request, direct debits as well as transfers domiciled on my old account can still be presented for payment on this same account, in the same way as payments made by card and checks issued prior to the closing date.

After the liquidation period, no payment can be made on my old account.

### ——— What can I do in the event of a possible dispute with my bank?

I can speak with or contact:

- The department in charge of complaints addressed to the bank concerned ;
- The Moroccan Center for Banking Mediation ;
- The Banking Supervision Department of Bank Al-Maghrib.

I, the Undersigned

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ in \_\_\_\_\_

holder of National ID (CNIE) N° \_\_\_\_\_

Resident at \_\_\_\_\_

Hereby gives mandate to \_\_\_\_\_ (new bank) in order to be able to represent me at my old bank in order to carry out the following steps/ operations and authorizes my old bank accordingly, to lift the professional secrecy related to my banking data and personal:

**1.** Communicate to \_\_\_\_\_ (new bank), for the purpose of transferring recurring payments to the latter (direct debits and authorizations for permanent direct debits), the lists and documents relating to direct debits and transfers issued and received recorded on my account n ° (RIB CODE) \_\_\_\_\_ during the :

- Last **six (6)** months.
- Last **twelve (12)** months.

And :

**2.** Close all direct debits or standing orders on this account within a period which may not exceed 30 working days from the date of transfer of the information to the new bank.

- I instruct ..... (old bank) to close my current account N ° ..... .. in accordance with the legal provisions in force. After the liquidation period of... days mentioned above, no payment can be made to my old account. As such, I expressly release (-----) the original bank, from any liability that may be invoked for the rejection of any effect trade, presented for payment after the closing date.
- I instruct ..... (old bank) to transfer my credit balance from my current account N ° ..... .. to my new account

And hereby gives mandate to \_\_\_\_\_ (**New bank**) for the purpose of:

- Sending my new bank details to organizations and companies issuing standing transfers or beneficiaries of direct debit authorizations from my old account referred to above.

## Model of the letter of instruction and mandate to be signed by the client

- Taking charge of standing transfers in favor of organizations and companies benefiting from transfers received from the original bank and approved by me.
- Ordering organizations and companies issuing standing transfers to transfer any amount they may owe me upon receipt of this letter.
- Ordering the organizations and companies receiving direct debit authorization to send the authorization form to my new bank to return it signed by the latter, and thus carry out the withdrawals from this account upon receipt of this present.

The new bank ..... being held only for **the transmission of said contact details** without any commitment as to the outcome of the transfer to be made by the aforementioned organizations and issuers on the new Account that I will follow personally and directly, after transmission, with the organizations concerned. If I wish to cancel this mandate, I undertake to inform my new bank in writing as soon as possible knowing that if the mobility process has already reached an advanced stage, this mandate can no longer be revoked and my new bank will not be held responsible for its non-cancellation. I hereby certify that I have read the contents of the guide relating to banking mobility.

In witness whereof, this is established to serve and assert that which is right.

Done in \_\_\_\_\_, on the \_\_\_\_\_

### In Two copies

\_\_\_\_\_

Client Signature

*[The bank] processes your personal data for the purpose of fulfilling your request. The recipients of the your data are administrations and financial institutions. In accordance with Law No. 09-08, you can access your information, rectify it or oppose the processing of your data for legitimate reasons, by mail with acknowledgment of receipt to the following address:  
[address of the [bank ]*

I, the undersigned

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ in \_\_\_\_\_

Residing at \_\_\_\_\_ (old bank) with (RIB / BANK ID CODE) \_\_\_\_\_

Hereby gives my approval to transfer the execution of the following regular transactions to my new bank:

<i>Tick/Check</i>	<i>Operation Label</i>	<i>Name of the issuing body or company (issuing) or beneficiary</i>

<i>Tick/Check</i>	<i>Operation Label</i>	<i>Name of individual issuing or beneficiary</i>

In witness whereof, this is established to serve and enforce that which is right.

Done in \_\_\_\_\_, on the \_\_\_\_\_

Client Signature

*[The bank] processes your personal data for the purpose of fulfilling your request. The recipients of your data are administrations and financial institutions. In accordance with Law No. 09-08, you can access your information, rectify it or oppose the processing of your data for legitimate reasons, by mail with acknowledgment of receipt to the following address: [address of the [bank]]*

For more information, please contact us  
on : **080 100 8100**