

Club, charity or society.

Charges for other services.

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This brochure outlines what charges your club, charity or society will be charged when using other services outside of your day-to-day business banking. If you would like a full breakdown of what all of our charges are, please ask for the main 'Charges' brochure. If you make or receive international payments please ask for our International Services tariff.

Bankers draft	Charge
Bankers draft (sterling)	£20
Special cheque presentation	Charge
A cheque paid into your account sent direct to another branch or bank for payment. Normally this service is used to find out earlier if a cheque is going to be paid, although it doesn't speed up the clearing process	£10
Electronic fund transfer 'CHAPS' payment	Charge
Transfer of funds for same-day value	£30
Stopped cheque	Charge
Your instruction to us not to pay a cheque that you have issued	£10
If the cheque has been lost or stolen	Free
Statements	Charge
You will receive a regular monthly statement of your account	Free
Intermediate statements	
Ordered at branch	£3
Copy statements	
Ordered at branch	£5 per sheet
Voucher with statements	
Cheques and/or credit vouchers returned with your statement	£5 per sheet
Monitoring	Charge
Where, by agreement, we will monitor your account on a regular basis to make transfers in accordance with your instructions	
Daily monitoring	£20 per month
Weekly monitoring	£7 per month
Monthly monitoring	£5 per month

Charges for other services (continued).

Status enquiry	Charge
Where you can request information about a third party to assess if they can commit to a financial arrangement or make a payment. This can only be requested with the third party's consent and the information is based on their account status at the time of enquiry.	£10.21 (includes VAT*)
Audit letter	Charge
Details of balances and other information provided, at your request, to your accountant.	£25 per hour plus VAT (minimum £25)

Clerical administration fee

We are happy to discuss your day-to-day business banking activities without charge. However, if we spend a significant amount of time on a specific area not covered in this brochure we may charge a fee. In all cases this will be agreed with you first.

Using other banks

Other banks sometimes charge us when you use their counter services. In turn, we may pass these costs on to you. Your branch will be able to tell you which banks charge and why.

Other services

Some charges may not be included in your pre-notification. If this is the case, we'll call or write to tell you how much the service will cost, before we provide it.

Cardnet® envelope paid in	Free
BACS – file submitted	£4.00
BACS (Business Extra) – debit or credit item	10p
BACS (Electronic Business Tariff)	Free
Telepay item (Electronic Business Tariff)	32p
Telepay item (Business Extra)	40p
Credit paid via a night safe	Free

Please note. As the law stands, most banking services are exempt from VAT. If the situation changes, then we will add VAT at the appropriate rate.

*VAT is 20% as at 4 January 2011.

Business Debit Card and Keycard charges.

These charges will apply in addition to any current account debit charges (see day-to-day tariffs detailed on our 'Your account charges explained' brochure).

Using your card in the UK	Charge
ATM withdrawals from a Bank of Scotland, Lloyds Bank, or Halifax cash machine.	Free
ATM withdrawals from other machines (LINK and non-LINK).	Free Please note, if you're using another bank's ATM, the owner of the machine may charge you. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.
Purchase of foreign currency or travellers' cheques from a Bank of Scotland branch, travel bureau or any other provider displaying the VISA sign.	Free
Using your card abroad	Charge
Withdrawals from ATMs displaying the VISA sign or from other bank's counters, travel agents, bureaux de change and other outlets displaying the VISA sign.	The converted sterling value includes a 2.75% non-sterling transaction fee; the total converted sterling value then incurs a 1.5% non-sterling cash transaction fee (minimum £1.50). If you are using another bank's ATM, some providers may charge you a fee for using their machines.
All other Business Debit Card transactions.	2.75% non-sterling transaction fee.

All charges are per transaction unless stated otherwise. The above fees only apply to the Business Debit Cards and Keycards, and separate fees are applicable to all other card products. Please refer to our Clubs, Charities and Societies team for details of these charges.

Charges when you borrow.

If you need to borrow money for any purpose or period, please talk it over with us first to avoid paying unauthorised borrowing charges. Then, once we've agreed terms, we'll write to you, to let you know the interest rate, when it's charged and the fees payable. In the case of an agreed overdraft, the limit, review date and current interest rate will be shown on your statement, and we will give you written confirmation of the terms at the time they are agreed. Please speak to our Clubs, Charities and Societies team for further details of the interest rate and fees that apply to our borrowing facilities.

Typical charges include:

1 An arrangement fee which is dependent on the amount you borrow.

2 Security fees.

If required, we will arrange security against your borrowing. Our Clubs, Charities and Societies team can provide an estimate of the fees and expenses which may be payable in a given situation. You will also be required to pay expenses and fees which we may incur, such as:

- Solicitors' and/or valuation fees.
- Expenses in connection with enquiries made about the security subject.
- Fees payable to register the security.

3 Early repayment charges may apply on fixed rate loans, on any amount you repay in addition to your agreed repayments.

Any property given as security which may include your home, may be repossessed if you do not keep up repayments on your mortgage or other debts secured on it.

All lending is subject to a satisfactory credit assessment and we will need your permission to carry out a credit check on you and your business. You should not apply for an amount that you cannot comfortably afford to repay now and in the future to avoid the possibility of legal action.

Unauthorised borrowing.

If you overdraw your account or exceed an overdraft limit without prior agreement, you'll be charged a higher rate of interest on this unauthorised borrowing. The rate is displayed in all branches and on our website www.bankofscotlandbusiness.co.uk Because of the additional work involved in monitoring your account, we may charge the following fees as well:

Unauthorised borrowing.

Unauthorised borrowing fee	Charge
The first time you overdraw your account or exceed your agreed limit with us by £50 or more, an unauthorised borrowing fee (UBF) is chargeable. After that, the UBF is chargeable every time you increase your authorised borrowing by £50 or more from the previous day's closing balance unless a higher limit is agreed with us, or until the account is within its existing limit or in credit.	£15 (one charge per day, maximum)
Unpaid item	Charge
Where you do not have enough money available to make a payment and we do not agree to extend an unauthorised overdraft, you will not be able to make that payment. We will write to let you know and will charge a fee for each item we do not pay.	£35 for each item not paid

We'll contact you every time we return an item unpaid, and any unauthorised borrowing or return item charges will be accrued into one lump sum and charged on a monthly basis.

Our service promise.

We aim to provide the highest level of customer service possible. However, if you experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If something has gone wrong please bring this to the attention of any member of staff. The complaint procedures are also published on our website www.bankofscotlandbusiness.co.uk/contactus

Information is available in large print, audio and Braille, on request.

www.bankofscotlandbusiness.co.uk

Any property given as security which may include your home, may be repossessed if you do not keep up repayments on your mortgage or other debts secured on it.

All lending is subject to a satisfactory credit assessment and we will need your permission to carry out a credit check on you and your business. You should not apply for any amount that you cannot comfortably afford to repay now and in the future to avoid the possibility of legal action.

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

We accept calls via Text Relay.

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Bank of Scotland plc Registered office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland No. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Licensed under the Consumer Credit Act 1974 under registration number 0593292.

We subscribe to The Lending Code; copies of the Code can be obtained from www.lendingstandardsboard.org.uk

Bank of Scotland plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all Bank of Scotland business customers will be covered by these schemes.)

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