

Core Banking Agreement



Carrier Cash Direct Collection and Delivery

Product & Services
Terms & Conditions



**BANK OF
SCOTLAND**

Contents

Important Information	1
1. Definitions	3
2. Application and construction of these Product & Service Terms & Conditions	4
3. Commencement	4
4. Your obligations	4
Terms And Conditions applying to the Collection Service	
5. The Collection Service	6
6. Management of Discrepancies	7
7. Your obligations	8
8. Stationery supply	9
Terms And Conditions applying to the Delivery Service	
9. The Delivery Service	10
10. Cash Order process and requirements	10

11. Collection and receipt	11
12. Debiting	11
13. Refusal of Cash Orders	11
14. Management of Discrepancies and Unauthorised Cash Orders	11
General Terms And Conditions applying to the Services	
15. Management Information	12
16. Queries	12
17. Service Charges and Payment	15
18. Customer site record maintenance	15
19. Limit of liability	15
20. Termination	16
21. Other terms	16
22. Contact details	18

Core Banking Agreement
("The Agreement") contains
terms, conditions and
important information that
apply to certain of our
products and services.
Those products and services
can be identified as they
state in the header
Core Banking Agreement.

Important Information

The following documents detail both your and our rights and obligations in relation to the **Products** under **The Agreement**.



Relationship Terms & Conditions

These contain the general relationship terms and conditions for all **Products** under **The Agreement**;



Product & Services Terms & Conditions

These contain additional terms and conditions for a specific **Product** provided under **The Agreement**; and



General Information On Payments, Charges & Contacts

This contains the general information you will need to know in respect of payments and standard charges under **The Agreement**. Also included are general contact details and information on large print, Braille and call recording.

You need to read

Product & Services Terms & Conditions, relating to a **Product** that we agree to provide to you alongside the Relationship Terms & Conditions and the General Information On Payments, Charges & Contacts.

You can find a copy of each of these at bankofscotland.co.uk/corebankingagreement or request a copy from your relationship team.

... the date on which these Product & Services Terms & Conditions are deemed to come into effect, as set out in the application form for these Product & Services Terms & Conditions and notwithstanding the date or dates of execution of the application form for these Product & Services Terms & Conditions.

Commission
means the percentage-based commission and/or the margin-based commission, as calculated in accordance with the Pricing Schedule.

... disclosed to it lawfully by the Disclosing Party who did not obtain it (whether directly or indirectly) from the Disclosing Party;

... was in the public domain at the time of receipt by the Receiving Party or subsequently entered into the public domain other than by reason of breach of the Agreement or breach of any obligation of confidence owed by the Receiving Party or its agents or subcontractors to the Disclosing Party; or

... is trivial or obvious, and for the avoidance of doubt the ESITE Service and the ESITE Guide are **Confidential Information**

Consent to Rely
means the optional consent to rely set out in the application form for these Product & Services Terms & Conditions.

Control
has the meaning given to it by section 840 of the Income and Corporation Taxes Act 1988.

Control Account
has the meaning given to it in clause 23.6.

Designated Client Account
means any account held by us in your name and which is designated as holding funds beneficially owned by one or more Clients who are named or otherwise identified in the title of that account.

... the meaning given to it by section 1159 of the Companies Act 2006.

Intellectual Property Rights
means all patents, trade or service marks, registered designs, copyrights, design rights, database rights, rights to extract information from a database, know how or any other industrial or commercial property right whether future or presently existing and any application for the foregoing.

Internal Payment Instruction
means an instruction to transfer money electronically from an Account held in an Account Group to another Account held in the same Account Group or in another Account Group.

ACCOUNT
means any Undesignated Account, Designated Client Account or Client Own Name Account or any other account type identified in writing from



1. Definitions

1.1 Words and expressions as defined in the Relationship Terms & Conditions and the General Information On Payments, Charges & Contacts have the same meaning in these Product & Services Terms & Conditions unless otherwise stated in these Product & Services Terms & Conditions. We also use the following defined terms throughout these Product & Services Terms & Conditions.

Account

means the account(s) held with us and specified in your application form to be used for purposes of the **Services** (as maybe amended from time to time by you giving notice to us in writing).

Carrier

means the carrier approved by us and contracted by you to transport your cash and/or credit slips between our nominated cash centre or coin store and your premises.

Cash Bundle

means the notes and coins which are prepared for a **Cash Order** and which are contained in a sealed bag which we shall make available to the **Carrier** for collection at a nominated cash centre or coin store on a **Collection Day**.

Cash Order

means an instruction given by you to us in the agreed manner (initially as set out in the application form) for a cash withdrawal from an **Account** to be made available at a nominated cash centre or coin store for collection by the **Carrier** on a **Collection Day**.

Cash Order Cancellation Process

means the process agreed between you and us that you must follow in order to withdraw your consent in respect of a **Cash Order**.

Collection Day

means the **Business Day** on which we make the **Cash Bundle** in respect to a **Cash Order** available to the **Carrier** for collection.

Collection Service

means the service described in clause 5.1.

Delivery Service

means the service described in clause 9.1.

Discrepancy

means any or all of:

- i. a suspected counterfeit banknote;
- ii. a suspected counterfeit coin;
- iii. a mutilated banknote; or
- iv. a shortage or excess of cash received by us (in the case of the **Collection Service**) or by you (in the case of the **Delivery Service**) from the **Carrier** based upon either the amount calculated in accordance with the numbers of note packets and/or coin bags/sachets in the sealed bundles or the amount found to be in the note packets and/or coin bags/sachets when checked as against the amount shown by the credit slips or **Cash Order**.

Services

means the **Collection Service** and **Delivery Service** supplied by us under these Product & Services Terms & Conditions.

Service Charges

means the applicable service charges payable by you and referred to in clause 7.1.

Unauthorised Cash Order

means a **Cash Order** which has not been given by you.

2. Application and construction of these Product & Services Terms & Conditions

- 2.1 These Product & Services Terms & Conditions (together with the Relationship Terms & Conditions and General Information On Payments, Charges & Contacts) shall prevail over any **Terms And Conditions** contained, or referred to, in any purchase order, confirmation of order, acceptance or a quotation or specification, or implied by law, trade custom, practice or course of dealing..

3. Commencement

- 3.1 We shall provide the **Services** requested in your application form to you from the agreed start date completed in the application form until the **Services** are terminated in accordance with clause 20.
- 3.2 We shall only provide the **Delivery Service** to you if you also receive the **Collection Service**.

4. Your obligations

- 4.1 The **Services** are only available to you provided you are not a **Micro-Enterprise**. You warrant and represent that you are not a **Micro-Enterprise** and undertake to inform us in advance should this position change.
- 4.2 You must contract with the **Carrier** in order for us to provide the **Services**.
- 4.3 You shall notify us immediately if there is any substantive change in your contract with the **Carrier** which could affect the provision of the **Services** or if the contract is terminated.





Terms And Conditions applying to the Collection Service

5. The Collection Service

5.1 The **Collection Service** comprises:

- ▶ receiving cash and credit slips from the **Carrier** at our cash centre and/or coin store;
- ▶ deposit processing of notes and coins respectively; and
- ▶ crediting the value received to your **Account** subject to the terms of these Product & Services Terms & Conditions.

We will use all reasonable endeavours to provide the service in accordance in all material respects with the following provisions of this clause 5.

5.2 You provide your consent to us to process any cash and credit slips provided to us by providing a bank giro credit form to us instructing us to credit your **Account**.

5.3 We will accept delivery from the **Carrier** of cash and credit slips on a **Business Day**. Upon delivery we will issue to the **Carrier** a written receipt. You acknowledge that the cash and credit slips will not be checked prior to the issue of a receipt by us.

5.4 We will credit your **Accounts** with us with amounts calculated in accordance with our bulk checking process.

5.5 Each cash centre and each coin store will report a single consolidated cash deposit figure in respect of all cash deposits processed, by the relevant cash centre or coin store, for each of your **Accounts** on each **Business Day**.

5.6 A cash deposit received from the **Carrier** at a cash centre or coin store by the times stipulated in your application form shall be credited to your relevant **Account** the next **Business Day** subject to subsequent adjustments as referred to in clause 6. A cash deposit received from the **Carrier** at a cash centre or coin store after 3pm will be deemed to be received the next **Business Day** and shall be credited to your relevant **Account** the following **Business Day** subject to subsequent adjustment as referred to in clause 6.

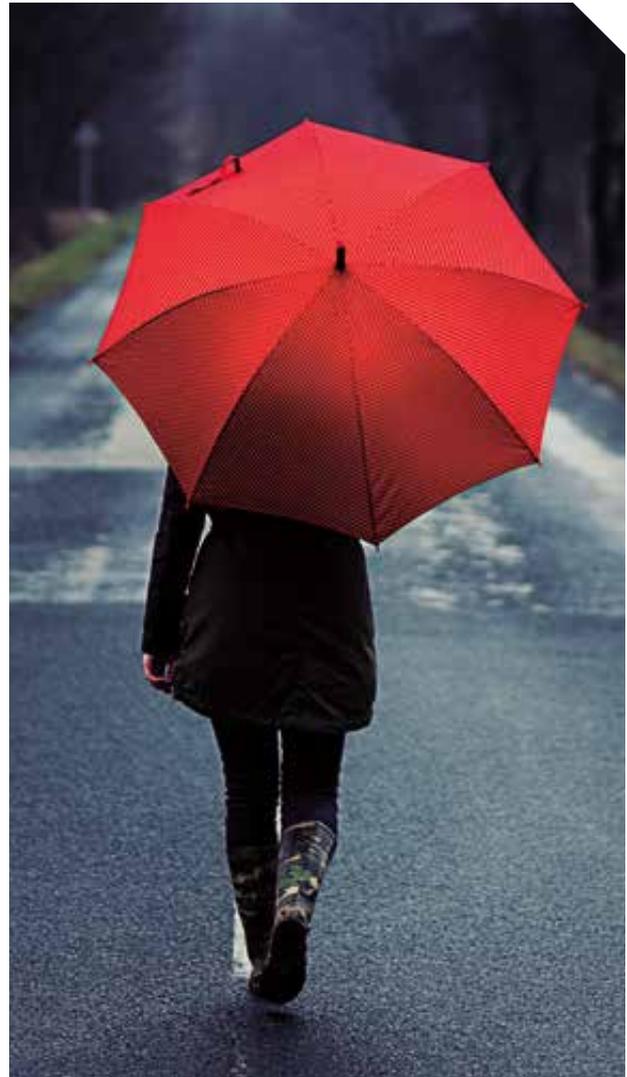
5.7 We will make cash stationery items available to you at one of the sites nominated by you if a request is made to us. Please contact your relationship team or refer to the contact details in clause 22.

▶ DEPOSITS

Each cash centre and each coin store will report a single consolidated cash deposit figure in respect of all cash deposits processed, by the relevant cash centre or coin store, for each of your **Accounts** on each **Business Day**.

6. Management of Discrepancies

- 6.1 If we identify a **Discrepancy** when we are counting and checking the contents of the note packets and/or coin bags/sachets in accordance with clause 5.4, we shall make an appropriate correction to our records and update the accounting entry in your **Account** to reflect the actual amount of cash within the cash deposit. If a **Discrepancy** relates to a shortage of cash arising from a suspected counterfeit or mutilated banknote or coin which is subsequently found not to be a **Discrepancy** then we will re-credit your relevant **Account** with the appropriate amount.
- 6.2 If a **Discrepancy** is identified by us, we will notify you.
- 6.3 If you discover the development of a trend or pattern in respect of **Discrepancies** identified by us, we shall at your request prepare a report for you so that you are able to analyse the numbers and types of **Discrepancy** arising in respect of deposits made by you and in respect of each of your sites (if more than one).
- 6.4 In exceptional circumstances where there have been regular or substantial **Discrepancies** we will, after consultation with you, cause member(s) of our Risk Management Team to visit the relevant cash centre and/or coin store to establish whether our procedures have or have not been followed. Our conclusion shall be final.
- 6.5 If we identify that we have incorrectly applied a cash credit to your **Account**, we reserve the right to debit the incorrectly applied amount from the **Account** under written advice sent to you by post or email.
- 6.6 You recognise that the security of correspondence by email cannot be guaranteed and accordingly you shall be responsible for any compromise of security following transmission of reports by us as aforesaid. The transmission by us of the above mentioned reports in accordance with this clause will constitute a complete discharge of our obligations and responsibilities thereunder.



7. Your obligations

- 7.1 You will work with the **Carrier** to meet the delivery times at the relevant cash centres and coin stores referred to in the application form.
- 7.2 You shall ensure that the maximum amount of cash deposited (notes and coins) does not exceed the maximum allowed for that band. We may change the amount of coin you are allowed to deposit from time to time. For more information on your maximum coin limit per deposit please contact your Relationship Manager.
- 7.3 To the extent possible (depending on the amounts being deposited) you shall ensure that you include a single bank giro credit slip per bag deposited clearly listing the value of notes and coins. You shall place all notes in a plastic bank note envelope and present coins in sachets. Where you have prepared seven full coin sachets or more, you shall complete a separate bank giro credit slip for the sachets and put these into a separate bulk coin bag as these will be delivered by the **Carrier** to a coin store.

- 7.4 You shall ensure that to the extent possible all banknotes are presented in full sealed note packets (as supplied by us) in the following quantities.

Denomination	Full note packet quantity
£100 notes (issued in Scotland only)	£1,000
£50 notes	£2,500
£20 notes	£1,000 or £5,000
£10 notes	£1,000 or £5,000
£5 notes	£500 or £2,500

- 7.5 You shall ensure that where possible coin deposits are presented in full sachets (as supplied by us) in the following quantities:

Denomination	Full bag quantity
£2 coin	£20
£1 coin	£20
50p coin	£10
20p coin	£10
10p coin	£5
5p coin	£5
2p coin	£2
1p coin	£1

- 7.6 If necessary (depending on the amounts being deposited), you may present coin deposits in full bulk coin bags (as supplied by us). A full bulk coin bag means:

Denomination	Full bag quantity
£2 coin	£500
£1 coin	£500
50p coin	£250
20p coin	£250
10p coin	£100
5p coin	£100
2p coin	£20
1p coin	£20

8. Stationery supply

- 7.6.1 Any full bulk coin bags shall only contain coins of one denomination.
- 7.6.2 Coin element will be in full sachets only. A full sachet means:

Denomination	Full sachet quantity
£2 coin	£20
£1 coin	£20
50p coin	£10
20p coin	£10
10p coin	£5
5p coin	£5
2p coin	£1
1p coin	£1

- 7.7 Where there are oddments of notes and/or coins:
 - 7.7.1 these should always be contained within an oddments envelope clearly marked with a list of the contents;
 - 7.7.2 notes should be banded and in denominational order; and
 - 7.7.3 coins should be in a sachet.
- 7.8 You shall ensure that presentation standards are consistently adhered to for all deposits. You shall ensure that any **Discrepancies** advised to you by us are acknowledged by you and remedial action is taken internally within your organisation.
- 7.9 You shall ensure that the labels on the front of all full sealed note packets and full bulk coin bags are clearly marked with your name and originating site location.
- 7.10 If we have cause for concern regarding adherence to the above requirements then we reserve the right to increase the **Service Charges** in accordance with the section titled "Terms applying to charges" in the Relationship Terms & Conditions.

- 8.1 You shall only use paying in books with 6 digit reference numbers. Lock and Roll paying in books are acceptable. Lock and Roll are books where the first 3 digits of the credit reference number are locked and denote the site location and the last 3 digits are sequential. Where Lock and Roll is used then if you have more than 999 sites an additional **Account** will be allocated to you to enable each site to be allocated its own unique 3 digit site location and **Account** number combination.
- 8.2 You should obtain your paying in books via one of our approved suppliers or alternatively via an industry accredited printer. All new paying in books (including re-prints of existing stock) must be approved by our Document Standards Team prior to use. We will not be liable for any loss or damage arising from the use of non-approved paying in books.
- 8.3 You should obtain the **Carrier** branded, barcoded security bags directly from your **Carrier**.



Where there are oddments of notes and/or coins these should always be contained within an oddments envelope clearly marked with a list of the contents.

Terms And Conditions applying to the Delivery Service

9. The Delivery Service

- 9.1 The **Delivery Service** comprises:
- ▶ receiving and processing **Cash Orders**;
 - ▶ preparing and making available **Cash Bundles** in accordance with a **Cash Order** for collection by the **Carrier**; and
 - ▶ debiting of the amount of the **Cash Order** from your **Account**.
- 9.2 You acknowledge that the delivery of **Cash Bundles** to your specified locations will not be undertaken by us and does not form part of the **Delivery Service**. You must make the **Carrier** aware of the **Collection Days** for **Cash Bundles**.

10. Cash Order process and requirements

Process

- 10.1 We will act on each **Cash Order** after we have checked and verified your identity using our security procedures to ensure the instruction is given by an **Authorised Signatory**. When you register for the **Delivery Service** we will provide you with security features, such as passwords and/or **PINs**, for doing this. If we are not satisfied that the **Cash Order** is authorised, we will need to take your order manually over the phone and you will incur an additional charge for this.

Requirements

- 10.2 You may not place a **Cash Order** where the total value of all **Cash Orders** at any time exceeds £3,500 or, if lower, the available balance (including any agreed overdraft) on your **Account**. Each **Cash Order** to a particular site must not exceed the particular site limit set out on your application form or agreed with your relationship manager and confirmed in writing. You must ensure that you have sufficient funds available in your **Account** to meet the amounts that will be debited.

- 10.3 You must provide the following information when placing a **Cash Order**:
- ▶ the **Collection Day**; and
 - ▶ the quantity and denominations of cash required.
- 10.4 You may place a **Cash Order** several days in advance but you must only specify a **Collection Day** in accordance with the times set out below:

Order day (Business Day 0)	Earliest Collection Day
Cash Order placed before 11am	Business Day 1
Cash Order placed after 11am	Business Day 2

- 10.5 You may only place a **Cash Order** on a **Business Day**. If you place a **Cash Order** on a non-**Business Day** we will deem it to be received at the beginning of the next **Business Day**.
- 10.6 You may place **Cash Orders** comprising cash or coin in multiples of the denominational quantities set out below. A **Cash Order** may not contain more than £2,500 in notes in full note packets and no more than 2 full bags of coin up to a maximum value of £1,000. You may request a bag of coin in multiple denominations provided it does not contain more than 20 sachets.

Cash

Denomination	Full note packet quantity
£5	£500

Coin

Denomination	Full sachet quantity	Full bag quantity
£2	£20	£500
£1	£20	£500
50p	£10	£250
20p	£10	£250
10p	£5	£100
5p	£5	£100
2p	£1	£20
1p	£1	£20

Cancellation of Cash Orders

10.7 You will only be able to cancel a **Cash Order** once it has been submitted by:

- i. informing us in writing that you withdraw your consent at least 2 **Business Days** before the **Collection Day**; and
- ii. complying with the **Cash Order Cancellation Process**.

If you fail to comply with the 2 conditions in this clause 10.7, the **Cash Order** will be processed. If a **Cash Order** is not collected, you will still be charged. If you do not want a **Cash Order** once it has been delivered to you, you must instruct the **Carrier** to return the **Cash Bundle** to us and you will be charged for this in accordance with the tariff for the **Collection Service**.

10.8 You agree that clauses 22.3 to 22.8 in the Relationship Terms & Conditions under the section titled "Withdrawing your consent for a payment" will not apply to the **Delivery Service** and you agree that Regulation 67 of the **Payment Services Regulations** does not apply to you.

11. Collection and receipt

11.1 We will only allow the **Carrier** to collect a **Cash Bundle** in return for a receipt specifying the number of bags and amount of cash collected.

11.2 As soon as practicable and within no more than 5 working days after you receive a **Cash Bundle**, you will count and check the contents of the **Cash Bundle** against the relevant **Cash Order**.

12. Debiting

12.1 You will provide your consent to us to debit your **Account** by submitting your **Cash Order**. We will debit the amount of the **Cash Order** from your **Account** on the **Collection Day** once the **Cash Bundle** has been collected.

13. Refusal of Cash Orders

13.1 In addition to the reasons set out under the heading titled "Our rights to decline or delay acting on your payment instructions" in the Relationship Terms And Conditions, we may also decline a **Cash Order** if it exceeds, or would cause to be exceeded, the **Cash Order** limits set out in clause 10.2 or 10.6..

14. Management of Discrepancies and Unauthorised Cash Orders

Discrepancies

14.1 If you identify a **Discrepancy** regarding a particular **Cash Bundle**, you will report this to us as soon as possible using the contact details set out in clause 22. You must follow our reporting procedures and retain your receipts and **Cash Bundles** as evidence if we need to investigate this further. We will not be liable if you do not report a **Discrepancy**.

14.2 We will use reasonable endeavours to investigate a **Discrepancy** and you shall provide any assistance that we reasonably request to do this. After we complete our investigation, we will confirm to you whether we have identified a **Discrepancy**. We will endeavour to resolve **Discrepancies** within the time periods set out in clause 16.3.

14.3 If we identify that we have incorrectly applied a cash debit to your **Account**, we will credit the relevant amount to your **Account**. If we cannot identify an error by us, we will not take any further action.

Unauthorised Cash Orders

14.4 If a **Carrier** attempts to deliver a **Cash Bundle** as a result of an **Unauthorised Cash Order**, you must reject it and instruct the **Carrier** to return the **Cash Bundle** to us. You shall inform us of this as soon as possible and no later than that same **Business Day** by phone or email using the contact details set out in clause 22 - Contact details.

14.5 If you think your **Account** has been wrongly debited due to an **Unauthorised Cash Order**, you must notify us by phone or email using the contact details set out in clause 22 - Contact details, we will treat this as an unauthorised transaction and, if necessary, investigate this in accordance with the section entitled "Payments" in the Relationship Terms & Conditions.

14.6 You shall procure that the **Carrier** will provide all reasonable assistance if necessary, upon request, to us in connection with an investigation into a **Discrepancy** or **Unauthorised Cash Order**.

General Terms And Conditions applying to the Services

15. Management Information

15.1 We will supply the following reports by email or other secure electronic means to the email addresses and/or other locations specified in your application form or as agreed in writing between us:

Daily Itemised Transaction Report – this will specify each credit made in respect of deposits made at each cash centre and coin store and the aggregate of credits made at each cash centre and coin store. The aggregate of credits will match the entries made on your **Account(s)** in accordance with clause 5.5.

Daily Discrepancy Report – this report will complement the **Daily Itemised Transaction Report**. This will specify any **Discrepancies** found during the bulk checking process referred to in clause 5.4 and any other relevant information with respect thereto. This will also set out any **Discrepancies** notified to us under clause 14.1 which have resulted in an adjustment to your **Account**.

Daily Delivery Report – this will specify each debit made in respect of **Cash Orders** (including a breakdown of the denomination of cash and detail of your site) from each cash centre and coin store.

15.2 We will supply the reports referred to in clause 15.1 in Microsoft Excel format to be manipulated by you as required. You will require internet access to access the reports supplied by us.

15.3 We will normally supply reports to you by 5.00pm on a **Business Day**. We will provide:

- ▶ The **Daily Itemised Transaction Report** and **Daily Discrepancy Report** on the next **Business Day** following completion of the processing of the deposit; and
- ▶ The **Daily Delivery Report** on the Business day after the **Collection Day**.

15.4 You recognise that the security of correspondence by email cannot be guaranteed and accordingly you shall be responsible for any compromises of security following the transmission of reports by us. Our transmission of the above mentioned reports in accordance with this clause will constitute a complete discharge of our obligations and responsibilities thereunder.

16. Queries

16.1 You may contact us by telephone or email (using the contact details as advised to you by us from time to time) between the hours of 9:00 and 17:00 on each **Business Day**.

16.2 You will comply with all applicable security procedures and keep secure and confidential all passwords and/or **PINs**. You will change your passwords and/or **PINs** no less than every three months, and more frequently when we recommend or advise you to do so from time to time and if at any time you suspect that a breach of security has taken place. You will take all proper precautions to ensure that your passwords and/or **PINs** are not disclosed to unauthorised persons. We will not be bound to enquire as to the authority of any person contacting us if the correct security information is supplied to us and we will not be liable for any loss or damage arising from unauthorised use.

16.3 We will endeavour to resolve all:

- 16.3.1 general queries submitted to us within 3 **Business Days**;
- 16.3.2 **Discrepancies** of equal to or more than £5,000.00 submitted to us within 5 **Business Days**;
- 16.3.3 **Discrepancies** of equal to or less than £4,999.99 submitted to us within 7 **Business Days**.



Charges

The Service Charges do not include VAT (which shall be payable by you at the applicable rate in addition to the Service Charges) or any other taxes or duties payable by you in connection with the Services.



3 Business Days

We will endeavour to resolve all general queries submitted to us within 3 Business Days.



17. Service Charges and Payment

- 17.1 You shall pay to us the **Service Charges** calculated in the amounts specified in the tariff set out in the charges schedule for these **Services**, or as otherwise agreed between you and us.
- 17.2 The **Service Charges** do not include VAT (which shall be payable by you at the applicable rate in addition to the **Service Charges**) or any other taxes or duties payable by you in connection with the **Services**.
- 17.3 The **Service Charges** incurred will be debited to your specified **Account** in line with your charging cycle, which shall be monthly unless otherwise agreed with your relationship manager.

18. Customer site record maintenance

- 18.1 You will give us at least 10 **Business Days'** notice of any changes to the locations of your sites and you shall ensure that such changes are notified to us in the manner advised by us from time to time. We will not be liable for any loss or damage arising from your failure to advise us of any changes to your site(s) in accordance with this clause 18.
- 18.2 We will ensure that each of the sites which you notify to us is established on our transaction management systems as a valid site from which cash can be received or delivered and we shall implement changes to our records within 10 **Business Days** of receipt of notice from you in writing.

19. Limit of liability

- 19.1 We will not be liable to you or any third party for any loss, damage or claim howsoever arising in respect to the delivery of cash or otherwise arising from your contract with the **Carrier**.
- 19.2 We shall be liable to replace the amount of any cash deposited under these Product & Services Terms & Conditions which is lost or stolen when in our possession or in the possession of our sub-contractors. Our liability per deposit will be limited to a maximum sum of £7,500. If you deposit amounts in excess of this sum, we will not be liable for amounts lost or stolen in excess of £7,500 per deposit.
- 19.3 Save for our liability to reimburse you in accordance with clause 19.2, our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising out of or in connection with the performance or contemplated performance of the **Services** in any period of one year shall be limited to the price paid for the **Services** during such period.
- 19.4 Nothing in these Product & Services Terms & Conditions limits or excludes our liability in any way under the sections titled "Refunds for incorrectly executed payment instructions", "Refunds for incorrect payment amounts/sums" and "Refunds for unauthorised transactions" in the Relationship Terms & Conditions. Any limitation on your liability under the section titled "Your responsibility for unauthorised transactions" in the Relationship Terms & Conditions will not be affected or prejudiced by any term of these Product & Services Terms & Conditions.

20. Termination

- 20.1 You or we may terminate either or both of the **Services** in accordance with the section titled "Termination" in the Relationship Terms & Conditions.
- 20.2 In addition to the circumstances set out in that section of the Relationship Terms & Conditions, we may also stop providing you with the **Services** immediately if:
- ▶ you cease to be a non **Micro-Enterprise**;
 - ▶ your contract with the **Carrier** is terminated; or
 - ▶ your **Account(s)** are closed.
- 20.3 In addition to the circumstances set out in that section of the Relationship Terms & Conditions, we may also stop providing you with the **Delivery Service** immediately if you stop receiving the **Collection Service**.

21. Other terms

- 21.1 Nothing in this **Agreement** is intended to or shall operate to create a partnership between the parties, or authorise either party to act as agent for the other, and neither party shall have the authority to act in the name or on behalf of or otherwise to bind the other in any way (including, but not limited to, the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).
- 21.2 Each of our services and products have separate **Terms And Conditions** applying to them (including in the form of other Product & Services Terms & Conditions).
- 21.3 These Product & Services Terms & Conditions apply to the **Services** only. Subject to clause 21.4 and clause 21.5, if separate **Terms And Conditions** (including in the form of other Product & Services Terms & Conditions) are provided to you by us for the supply by us of any of our other **Services** or **Products** (either electronic, automated or other), the provisions of any such separate agreements will apply to those **Products** and **Services**.
- 21.4 To the extent of any conflict between these Product & Services Terms & Conditions and any other separate **Terms And Conditions**, including the Relationship Terms & Conditions, relating to the supply of the **Services** you receive from us, these Product & Services Terms & Conditions will take precedence.
- 21.5 To the extent of any conflict between these Product & Services Terms & Conditions and any other separate **Terms And Conditions** relating to the supply by us of any of our other **Products** and **Services** (either electronic, automated or other), the terms and conditions relating to such other **Products** and **Services** will take precedence in respect of the provision by us to you of those **Products** and **Services**.



Each of our services and products have separate terms and conditions applying to them (including in the form of other Product & Services Terms & Conditions).



22. Contact details

22.1 You can contact us:



by email at
GRPCASHCUST@lloydsbanking.com



by phone using
0345 266 0008



by post at:
Lloyds Banking Group,
Cash & Travel Oversight, 2 Brindley Place,
Birmingham B1 2AB



by contacting your relationship team.

Further contact details are also set out within General Information on Payments, Charges & Contracts.

22.2 Contact details for Cash Stationery Items:



by telephone on
020 7775 2631; or



by email at
BoSBulkStationery@lloydsbanking.com
