

Additional services account charges and processing times

Effective from January 2023



Charges for other services

Outlined below are the charges your organisation will be charged when using other services outside of your day-to-day business banking. If you make or receive international payments please ask for our Business Banking International Services tariff.

Bankers draft	Charge
Bankers draft (sterling)	£20
Electronic fund transfer 'CHAPS' payment	
Transfer of funds for same-day value	£30
Stopped cheque	
Your instruction to us not to pay a cheque that you have issued	£10
If the cheque has been lost or stolen	Free
Statements	
You will receive a regular monthly statement of your account	Free
Intermediate statements	
Ordered at branch	£3
Copy statements	Free

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 plus VAT per account
SMS Text alerts	Charge
You can register for text alerts at bankofscotland.co.uk/business	Free
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.	
Inter-Bank Agency Agreements are arrangements between banks to provide a range of branch counter services to another bank's customers by prior arrangement.	
They provide a convenient service to business customers who find the accessibility of their own bank's branches difficult – for example due to location.	
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.	
Bacs – file submitted	Free
Bacs – debit or credit item	Free
Credit paid via a night safe	Free

Business Debit Card and Keycard charges

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 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. This is a fee for currency conversion. The total converted sterling value then incurs a 1.5% non-sterling cash transaction fee (minimum £1.50). The non-sterling cash transaction fee will not be charged if you: <ul style="list-style-type: none">▶ withdraw euro within the EEA or UK;▶ or if you withdraw euro from outside the EEA or UK and the cash machine operator's payment service provider is based in the EEA or UK. 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. This is a fee for currency conversion.

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 business management team for details of these charges.

By accepting these terms, you agree that we will not send you certain information such as electronic messages after each Non-Currency Transaction.

You can find more information about our exchange rates on our website which will help you compare our rates with other card issuers' rates.

Unauthorised borrowing

If you overdraw your account or exceed an overdraft limit without prior agreement, you'll be charged the unauthorised borrowing interest rate of 10.85% above the Bank of England Bank Rate.

If the Bank of England Bank Rate falls below 0%, the Bank of England Bank Rate will be treated as 0% for the purposes of calculating interest until such time as it is greater than 0%. Subject to the foregoing provisions regarding the Bank of England Bank Rate falling below 0%, in the event of movement in the Bank of England Bank Rate your interest rate will fluctuate immediately by the same amount without any prior notice to you. Details of the Bank of England Bank Rate can be found at www.bankofengland.co.uk

We charge the following fees as well:

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
We charge each time we have to return a cheque unpaid, or cannot pay a standing order or Direct Debit because there isn't enough money in your account. We will write to let you know and will charge the following fee for each item we do not pay.	£7 for each item not paid or £25 if you are a Commercial Banking customer with a Relationship Manager

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

Payment transaction information

Payment instructions will be processed on the same business day if we receive them before the relevant cut-off time on that day. Any payment instructions received after that time will be processed on the next business day.

Our business days are Monday to Friday other than public and Bank Holidays in Scotland, or England and Wales (if in England and Wales).

Payments made in euros from your account to a payee's bank in the European Economic Area (EEA) or UK or in sterling from your account to a payee's bank in the UK, will arrive no later than the next Business Day after the Business Day on which we received your instruction. Instructions made by paper may take an additional day to process. Payments made in any other EEA currency (or sterling) to a payee's bank elsewhere in the EEA or UK will arrive no later than the fourth Business Day after the Business Day on which we received your instruction.

The tables that follow show, for each payment type:

- ▶ **Cut-off time** – this is the latest time on a Business Day that we will accept a payment instruction to be processed on that day. A payment instruction received after the cut-off time will be processed on the next business day.
- ▶ **Additional processing days** – this is the number of Business Days that the payment will take to reach the payee's bank (excluding the processing day). Where the payee's bank will receive the funds on the same day we process your instruction – this is indicated by 'Same day.'

We cannot guarantee that the payee's bank will make the funds available to their customer on the day that they receive the payment.

Outbound domestic payments

Payment type	Currency	Cut-off time	Additional processing days
CHAPS (via branch)	GBP	16:25	Same day
CHAPS (via Internet Banking)	GBP	17:10	Same day
Bulk Payments (via Internet Banking)	GBP	17:30*	One day
Transfers to other accounts held with Bank of Scotland	GBP	22:00	Same day
Transfers to other accounts held with Bank of Scotland	Transaction currency	15:00 (16:00 in branch)	Same day
Faster Payments (via Telephone Banking)	GBP	22:00	One day
Faster Payments (via Internet Banking)	GBP	22:00†	One day
Draft	GBP	17:00	Same day

* Two days before payment is due.

† Payment requests that exceed the transaction limit communicated within Internet Banking will be processed on the following Business Day.

Please note that a standing order will take 24 hours to set up. This only relates to the first payment.

If the payment instruction is made by paper, for example, bank forms or letter, then it may take up to two days after the date of receipt for the payee's bank to receive the payment.

Electronic Inbound domestic payments

Payment type	Currency	Cut-off time	Value date
All	Sterling	N/A	All domestic payments will be credited to your account and start earning interest on the Business Day that we receive the funds.

Note: If you receive funds via **Faster Payments** during a non **Business Day**, the funds will be made available to you immediately.

International payments

Unless otherwise agreed, we will use exchange rates set by us for foreign exchange transactions. We may change our exchange rates at any time and without notice to you. Such changes to an exchange rate will be applied immediately. You can obtain details of our exchange rates by telephoning **0345 300 0268** lines open between 7am–8pm Monday to Friday (except Bank Holidays) and 9am–2pm on Saturday or such other number as we advise from time to time.

The tables that follow show, for each payment type or each currency:

- ▶ **Additional processing days** – this is the minimum number of Business Days that the payment will take to reach the payee’s bank (excluding the processing day). Where the payee’s bank will receive the funds on the same day we process your instruction, this is indicated by ‘Same day.’

We cannot guarantee that the payee’s bank will make the funds available to their customer on the day that they receive the payment.

Outbound International Payment Cut-off times

For Outbound International Payment Cut-off times visit bankofscotland.co.uk/internationalbusinesspayments

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at [bankofscotland.co.uk/business/contactus](https://www.bankofscotland.co.uk/business/contactus)

Get in touch

 [bankofscotland.co.uk/
business](https://bankofscotland.co.uk/business)

 0345 300 0268*

 visit your local branch

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at: relayuk.bt.com/

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.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 169628.

We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

Information correct as at: January 2023.

*7am–8pm Monday–Friday and 9am–2pm on Saturday (we're closed on all UK public holidays).