BUSINESS BANKING

Account charges & processing times

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Account Charges

To ensure you have everything you need to know about our charges we'd like to fully explain these in detail.

The charges included in this booklet are correct at the time of going to print. For our most up-to-date rates, please visit **bankofscotland.co.uk/businessratesandcharges**

Help with queries

If at any point you think we've charged you the wrong amount, please speak to your business management team on **0345 300 0268** between 7am–8pm Monday to Friday (except Bank Holidays) and 9am–2pm on Saturday.

Keeping your charges low

Services that cost us more to process are going to cost you more to use.

Here are some ways to cut the cost of day-to-day business banking once your introductory period of free banking has run its course.

Go online

You can save money by using **Business Internet Banking**, our Internet Banking service.

- This online service lets you pay bills, transfer money, check account balances, set up and amend Standing Orders, view and cancel most Direct Debits, and print out statements.
- We also have a free optional **Online Payment Control** service to help businesses who want to delegate payment responsibility while keeping control. The service allows a user's individual payment limit to be set for each transaction or two or three people can be chosen to authorise all payments online.
- **Business Internet Banking** is available 24 hours a day, seven days a week[†].

To register visit **bankofscotland.co.uk/business**

[†] Occasionally we may need to carry out essential maintenance, resulting in some interruption to service.

Pay by Direct Debit

Why not make regular payments within the UK, such as phone bills or National Insurance contributions, by Direct Debit rather than by cheque? As Direct Debits are a cheaper option, the savings will soon add up over a 12-month period.

Get cash with your card, not a cheque

Instead of cashing a cheque, use your Business Debit card* in any UK bank cash machine to get cash.** We will not charge you for doing this.

Cut the cost of paying in

You can use **Immediate Deposit Machines**, **depositpoint™**, **Night Safes**, **Post Office® counters** or **cheque imaging via the Business Banking Mobile App** where we don't charge for paying in credits.

Alternatively, if your cashflow's healthy, wait until you've got several cheques before paying them in together as a single credit. Remember you are charged for every credit that you pay in over the branch counter, so paying in several cheques together rather than one by one means that, in addition to the cheque item fee, you only get charged for one credit.

Accumulate any spare cash that you're going to re-use soon and keep it in a safe at your business premises. Re-using £100 cash each week could save you money in bank charges over the course of the year – but don't forget to record all your earnings and make sure you don't exceed the cash sum that your insurance policy allows you to keep on the premises.

Get your customers to pay automatically

Customers who pay you regular amounts may be happy to use automated credits like Standing Orders. Even one-off payments could be cheaper for both of you through Bacs, Telephone or Business Internet Banking.

Keep an eye on your money

Check up on your finances once a week or every business day if you need it with our Business Internet Banking, Telephone Banking, or free Text Alert services. We'll send free text messages to your mobile phone, showing your account balance and the last six transactions – once a week or every day if you need it.

Agree borrowing up front

If you need to borrow money, even for a short time, make sure you talk to us first to avoid extra charges for unauthorised borrowing.

All lending is subject to status.

* Business Debit cards are subject to application.

** The owner of the machine may charge you for the transaction. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.

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Business Current Account

With our Business Current Account, you pay a set price for basic transactions. All charges and interest are calculated monthly, from the 10th of one month to the 9th of the next. The first regular invoice you receive following each charging period will show any account transaction charges you have incurred and these will be collected 18 days (or the first working day) after the date of the invoice.

Where a monthly account fee is payable this charge will be applied in full in your monthly billing cycle.

If there are charges to pay but you're not due a regular statement, we'll send you an extra one free of charge.

We do not pay credit interest on this account.

Day-to-day Business Current Account Payments

Transaction type	Business Current Account (charge per item)
Monthly Account Fee	£7
Electronic payments (in or out)	Free
Cash payments (in or out)	£1 (per £100) for the first £1,500 per month £0.90 (per £100) for anything over £1,500 per month
Cheques (in or out)	£0.85
Credit in fee (counter payment, and other deposit services, except those stated below)	£0.85
Credit paid in via Immediate Deposit Machine, depositpoint™, Night Safe, Business Mobile Banking App cheque imaging or Post Office® counters	Free

Other

Cash exchanged	£1.65 per £100
Bacs – file submitted*	£4
Bacs – debit or credit item*	Free
Post Office® – cash payments in	£1 (per £100) for the first £1,500 per month, £0.90 (per £100) for anything over £1,500 per month
Post Office® – cash payments out via a Debit card	Free
Post Office® – cheque payments in	£0.85

* Bacs setup fees may apply. Terms and Conditions available on request.

What's included in these charges

Transaction type	Description	What's included
Monthly account fee	The fee charged for the provision of the services that are available to you to operate your account with us	N/A
Electronic payments (in or out)	Payments in or out of your current account by Debit card and Business Internet Banking except cheque imaging deposits made via the Business Mobile Banking App. Withdrawing cash from an ATM, making a transfer between your Bank of Scotland accounts using an automated channel such as Business Internet Banking	Direct Debits Standing Orders Debit Card Transactions Other Bank ATM Withdrawals[1] Internet/Phonebank Debits Internet/Phonebank Credits Faster Payment Debit Faster Payment Credit Internet Bulk Payments Automated Credits Transfers to other Accounts Transfers from other Accounts LBG Cashpoint® Withdrawals
Cash payments (in or out)	Any cash payment in or out of your current account made via a branch counter, depositpoint™, Immediate Deposit Machine, or bulk or other cash deposit service	Cash paid in[2] Cash paid out[3] Immediate Deposit Machine Cash paid in

All charges are per item unless stated otherwise.

1 The owner of the machine may charge you for this transaction. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.

2 'Cash paid in' fees will be charged based on the full value of cash handed over at the branch counter.

3 This includes the use of Debit cards and Keycards to withdraw cash over branch counters and where a bank giro credit is paid using either a Debit card or a cheque drawn on your account and processed as cleared funds.

Cashpoint® is a registered trademark of Lloyds Bank plc.

What's included in these charges

Transaction type	Description	What's included
Cheque payments (in or out)	Any cheque payment in or out of your current account made via a branch counter, depositpoint™, Immediate Deposit Machine, or bulk or other cheque deposit service including cheque imaging via the Business Mobile Banking App.	Cheques paid in and Cheques out
Credit in fee	Credit in is a fee charged when paying in a credit of cheques and/or cash at the branch counter or through other cheque/cash deposit services. We do not charge a credit in fee when you deposit via an Immediate Deposit Machine, depositpoint™, Night Safe, Business Mobile Banking App cheque imaging or Post Office® counters.	Credits paid in

Day-to-day example of transaction charges

Transaction charges

One customer transaction	Charge
2 x cheque paid in at a branch counter	£1.70
£100 cash paid in at a branch counter	£1.00
1x Credit in fee	£0.85
Total transaction charge	£3.55

Other service charges

Bankers draft	Charge
Bankers draft (sterling)	£20

Electronic fund transfer 'CHAPS' payment

Transfer of funds for same-day value	£30

Other service charges (continued)

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	Charge
You will receive a regular monthly statement of your account	Free

Intermediate statements

Ordered via Cashpoint® machine	Free
Ordered at branch	£3
Copy statements	Free

Status enquiry

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

Details of balances and other information provided, at your request, to your accountant	£25 plus VAT per account

SMS Text alerts

You can register for text alerts at **bankofscotland.co.uk/businessonline**	Free

Other service charges (continued)

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.

How do they work?

The nature and range of the counter services offered under an Inter-Bank Agency Agreement is at the discretion of the providing bank.

Once the service is set up, Bank of Scotland will claim back charges from the customer's own bank on a quarterly basis. The additional charge, if any, made by the account-holding branch is negotiated with their customer.

The Counter Services available at most Bank of Scotland branches are as follows:

- Cash payments (in or out)
- Cheques paid in
- Bank Giro credits
- Wages/salary cheques cashed
- Night safes
- Returned cheques collected.

While we wish to be as helpful as possible, there may be local circumstances where we are unable to provide this service.

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.

Business Debit card and Keycard charges

Using your card in the UK	Charge
ATM withdrawals from a Lloyds Bank, Bank of Scotland or Halifax cash machine	Free
ATM withdrawals from other machines (LINK and non-LINK)	Free However, 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	
Withdrawals from ATMs displaying the VISA sign or from other banks' 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 an additional 1.5% non-sterling cash transaction fee (minimum £1.50). The non-sterling cash transaction fee will not be charged if you: ▶ 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 card and Keycard, and separate fees are applicable to all other card products. Please refer to your 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.

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 your business management team for further details of the interest rate and fees that apply to our borrowing facilities.

Typical charges include:

- An arrangement fee, which may be payable depending on the amount you borrow
- Security fees

If required, we will arrange security against your borrowing. Your business management 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.
- 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.

Break costs may apply upon full/partial early repayment of the loan. These will be calculated based upon the loan rate compared to market rates at the time of repayment. These may be substantial.

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.

We also charge the following fees:

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 unauthorised 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	
Where you do not have enough money available to make a payment and we stop the payment. 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.

Payments made in Euros from your account to a payee's bank in the European Economic Area (EEA) 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 (including sterling) to a payee's bank elsewhere in the EEA will arrive no later than the fourth Business Day after the Business Day on which we received your instruction.

Please note that for payments outside the EEA and/or non-EEA currencies different timescales may apply.

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	GBP	15:00	Same day
Bulk Payments (via Internet Banking)	GBP	17:30*	One day
Bacs Direct (multiple) via Corporate Online	GBP	17:00*	Same day
Single Bacs	GBP	17:00*	Same day
Transfers to other accounts held with Bank of Scotland	GBP	22:00	Same day
Transfers to other accounts held with Bank of Scotland (via Corporate Online)	GBP	17.00	Same day
Transfers to other accounts held with Bank of Scotland	Transaction currency	15.00 (16:00 in branch)	Same day
Transfers to other accounts held with Bank of Scotland (via Corporate Online)	Transaction currency	17:00	Same day
Faster Payments (via Telephone Banking)	GBP	22:00	One day
Faster Payments (via Internet Banking)	GBP	22:00†	One day
Faster Payments (via Corporate Online)	GBP	17:45	Same 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 services and payments

If your business imports or exports goods and services, we have a range of international services and payments to support your business. To find out the details of our service charges, please speak to the business management team or see our Business Banking International Services Tariff brochure which can be found on our website with all our terms and conditions.

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** 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:

- **Business Internet Banking cut-off times** – Online international payments through Business Internet Banking have a cut off time of 3pm Monday to Friday.
- **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

Currency name	Currency	Cut-off time	Additional processing days
United Arab Emirates Dirham	AED	12:45	One day
Australian Dollar	AUD	15:45	One day
Barbados Dollar	BBD	16:30	Two days
Bahraini Dinar	BHD	16:40	Two days
Canadian Dollar	CAD	15:30	Same day
Chinese Renminbi	CNY	16:30	Two days
Swiss Franc	CHF	11:15	Same day
Czech Koruna	CZK	16:30	One day
Danish Krone	DKK	11:15	Same day
Euro (Urgent Euro only)	EUR	15:45	Same day
Euro (SEPA Credit Transfer)	EUR	15:45	One day
Great British Pounds	GBP	15:30	Same day
Hong Kong Dollar	HKD	12:45	One day
Hungarian Forint	HUF	16:30	One day
Israeli Shekel	ILS	16:30	Two days
Indian Rupee	INR	16:30	Two days
Jordanian Dinar	JOD	16:30	Two days
Japanese Yen	JPY	15:45	One day
Kenyan Shilling	KES	16:30	Two days
Kuwaiti Dinar	KWD	16:30	Two days
Moroccan Dirham	MAD	16:30	Two days
Mauritian Rupee	MUR	16:30	Two days
Mexican Peso	MXN	16:30	Two days
Norwegian Krone	NOK	11:15	Same day
New Zealand Dollar	NZD	15:45	One day
Omani Rial	OMR	16:30	Two days
Polish Zloty	PLN	16:30	One day

Currency name	Currency	Cut-off time	Additional processing days
Qatari Riyal	QAR	16:30	Two days
Saudi Arabian Riyal	SAR	12:45	One day
Swedish Krona	SEK	11:15	Same day
Singapore Dollar	SGD	12:45	One day
Thai Baht	THB	16:40	Three days
Tunisian Dinar	TND	16:30	Two days
Turkish Lira	TRY	16:30	One day
Trinidad & Tobago Dollar	TTD	16:30	Two days
Tanzanian Shilling	TZS	16:30	Two days
US Dollar	USD	16:30	Same day
East Caribbean Dollar	XCD	16:30	Two days
South African Rand	ZAR	16:00	One day

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**

Get in touch

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.

*7am–8pm Monday-Friday, and from 9am–2pm on Saturday, excluding UK public holidays.

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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: May 2020.

BB1/4510259-8 (05/20)

BANK OF SCOTLAND