

COMMERCIAL BANKING



Business Charge Card User Guide

For Card Users and
Business Representatives



**BANK OF
SCOTLAND**

By the side of business

**Here's your guide to getting
the best from your
Bank of Scotland Business
Charge Card – please keep this
guide for your reference.**



**Card Users
pages 3 to 7**



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Representatives
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Card Users

Using your new Business Charge Card

Getting started

Sign your card straight away. You'll receive your PIN separately. On arrival, memorise it and destroy the letter it comes with.

Speak to your Business Representative if:

- ▶ Your letter's been tampered with or you haven't received your PIN.
- ▶ You have a disability or medical condition that means you can't use a PIN.
- ▶ You haven't received the card's Conditions of Use.

Changing your PIN - You can do this at any Bank of Scotland cash machine by selecting 'PIN services'.

Conditions of Use - These are part of the Terms & Conditions you'll receive from your Business Representative. Make sure you're familiar with your card's Conditions of Use.

Renewing your card - We'll send your Business Representative a renewal card a few weeks before your current one expires. Once you've received your new card, destroy your old one.

Secure disposal of your card - Discard your old, damaged and cancelled cards. Cut through the smartcard chip and throw away the pieces.



Tell us immediately if you lose your card, it gets stolen or if another person knows your PIN. Make sure your Business Representative knows too.



0800 028 8335 (24 hours) or
+44 131 454 1605 (from abroad)

If you find your card after you've reported it lost or stolen, you can't use it. Securely dispose of the card. If requested, confirm in writing within seven days to: Business Credit and Charge Cards, Bank of Scotland, Card Operations, 11 Portland Street, Manchester, Greater Manchester M1 3HU.

Your spending limit - This is the maximum amount you can spend on your card each month. We'll usually decline your card when you exceed this. To increase your limit, or find out about your organisation's transaction restrictions, speak to your Business Representative.

Declined transactions - If a transaction is declined you can find out why by calling Business Card Services on **0345 300 4709** or **+44 1383 641 113** from abroad. If we decline or delay your transaction, we won't be liable for any loss to you as a result.

Your statement - You'll get monthly statements detailing your card spend which will be settled by your business. You'll need to follow your company's policy on sales vouchers and VAT receipts.



Keeping you safe

To keep your card and card details safe:

- ▶ Use a different PIN and password for each account you have.
- ▶ Always hold on to your card. Never let it out of your sight.
- ▶ Don't share your PIN or password with anyone including business colleagues, bank staff or the police.
- ▶ Check your card statements. Contact us immediately if there are transactions you don't recognise.

Cash Withdrawals

- ▶ You can withdraw up to £500 cash per day from a cash machine provided you don't go over your monthly spending limit.
- ▶ Cash withdrawals are charged at 2.5% of the transaction value (minimum £2.50).
- ▶ You may be charged a fee for using a non-Bank of Scotland cash machine.
- ▶ Card transactions associated with the purchase of foreign currency are charged as a cash withdrawal.



Going abroad

Before you travel abroad:

- ✓ Check what fees and charges apply when you use your card.
- ✓ Find out about the Payment Scheme Exchange rate and how to compare it with other exchange rates. This is the rate used by Mastercard® to convert non-Sterling transactions.
- ✓ If you opt to pay in a currency that isn't the local currency, the merchant could apply their own exchange rate. This may not be favourable and might include a mark-up.
- ✓ Know your spending limit and check your card expiry date.
- ✓ Take another type of payment in case of emergency.
- ✓ Make sure your contact details are up-to-date and save our number on your mobile in case you need to contact us.



To find out more about fees, charges and the Payment Scheme Exchange rate visit:
business.bankofscotland.co.uk/charges



Emergency cash

If your card is lost or stolen overseas telephone the Mastercard Global Services Centre to get an emergency cash advance.

Your emergency request will normally take one business day but may take longer at weekends or during public holidays.



Mastercard Global Services Centre:

0800 964 767

Dial the Operator and request a call collect call to: GCAS Telephone

Number: 636 722 7111

London – UK: 0800 964 767

Keeping your telephone numbers up-to-date

It's important that you keep your telephone numbers up-to-date because we'll need to verify some online payments with you. This is to make sure it's really you carrying out the transaction. You'll authorise these payments, when needed, using your mobile or direct dial landline you've registered with us and by following the on-screen instructions.



Register your phone number with us or let us know if it's changed so you can always use your card when you need to.



0345 300 4709 or **+44 1383 641 113**

from abroad. Lines are open Monday-Friday 9am-5pm. You'll need your card details and security information to hand when you call us.



Business Representative

Managing Charge Cards for your business

As the Business Representative you're the main point of contact for your card users and us. There are some key points you need to take care of now:

- ✓ Record the details of your card users and let them know their spending limits.
- ✓ Talk to them about the business restrictions that apply to their card use and their responsibilities for looking after their card and card details.
- ✓ Give them their card and ask them to sign it immediately.
- ✓ Give them their card's User Guide and Conditions of Use which are in the Terms and Conditions booklet.
- ✓ Make them aware that you're their main contact for any questions or problems.
- ✓ Make sure that authorised signatories sign all forms.



If you need help call Business Card Services: **0345 300 4709** or **+44 1383 641 113** from abroad. Have your Business Charge Card account number and card user's name (if applicable) to hand when you contact us.



Getting the most from your Business Charge Card

Annual fee - There's no annual card fee to pay in the first year of opening your account. And we'll waive your annual card fees if your total business card spend is over £6,000 a year. Otherwise the fee is £32 per card per year.

Reward Programme - Introducing cashback. Your business will get:

- ▶ 1% cash back on fuel and electric vehicle charging.
- ▶ 0.5% on everything else when you use your card (except cash withdrawals, Cryptocurrency or gambling transactions). For more information, refer to your Terms & Conditions.

There's nothing for you to do, we'll apply the cashback you've earned to your business account automatically before you receive your monthly statement.

Mastercard® Business Savings - Card users will receive business savings rewards for spending with certain merchants. Mastercard manages and provides this scheme at no cost to you.



For more information visit:
[mastercardbusinesssavings.co.uk](https://www.mastercardbusinesssavings.co.uk)

If you don't want to receive savings rewards, contact Business Card Services.



Travel Insurance - Card users benefit from travel insurance cover for themselves, their family and up to three colleagues travelling together. To qualify for cover, you must have purchased at least 50% of the total cost of business travel with your Business Charge Card.



For cover details, or to find out how to make a claim visit: **bankofscotland.co.uk/business-cards-travelinsurance**

Buyers Protection Insurance - Your cards come with complimentary Buyers Protection Insurance. Claim up to £2,500 per claim and up to £5,000 per card user per year. Claims can be made against the theft/or accidental damage of purchases made using your card (minimum purchase price £50).



For details including how to make a claim visit: **bankofscotland.co.uk/business-cards-insurance**

Renewing & cancelling cards - We'll automatically issue you with renewal cards a few weeks before your current ones expire. Card users can use these as soon as they receive them, they don't need to wait for the expiry of their existing card. Contact us if your renewal cards don't arrive.

If a card user leaves your business, get the card back so you can cancel any recurring transactions and the card itself. Otherwise you might be liable for the costs of unauthorised purchases.

Remember to dispose of the card securely by cutting through the smartcard chip and throwing away the pieces. We could ask you to confirm in writing that you have destroyed your card.



Recurring transactions (also known as continuous payments) – You can use your Business Charge Card account to set up regular payments such as magazine subscriptions. You can set them up by phone, online or by writing to us. The Direct Debit Guarantee Scheme does not cover recurring transactions.

To cancel a recurring transaction, it's best to tell the retailer you set it up with or you can tell us. Once cancelled, we'll treat any future recurring transactions as unauthorised. If we collect a payment in error, contact Business Card Services for help.

Lost or stolen cards – You must tell us as soon as you become aware if:

- ▶ Someone steals your card, or you lose it.
- ▶ Someone uses your card before you receive it.
- ▶ You haven't authorised a card transaction that has been made using your card details either over the phone or online.



0800 028 8335 (24 hours) or
+44 131 454 1605 (from abroad)





You won't have to pay for any losses that occur if you and your card users have taken reasonable care to keep your card and card details safe.

Your business will be responsible for all losses arising from the use of the card if the card user or business:

- ▶ Acts fraudulently.
- ▶ Acts without reasonable care.

For further details, see your Terms and Conditions.

Individual user and business limits - You'll give each card user a spending limit. When you add all your card limits together, they mustn't go over the total limit agreed between your business and us.

Changing details and spending limits - Contact your Bank of Scotland relationship team to:

- ▶ Make changes to a card user's details such as increasing their spending limit.
- ▶ Apply for a Business Charge Card for someone new.
- ▶ Apply to have your business limit increased.

It can take up to 10 working days from receiving your instructions to make changes. Any increase to a card user's limit mustn't take your business's overall total above the business limit agreed with us. You'll receive new cards within two weeks.



Statements and payments – We'll send you a monthly statement for payment detailing transactions made by each card user and any relevant charges. We'll also send a statement for each card user so they can check their transactions and record and process their expenses.

To help you check your statements, we include:

- ▶ The transaction date (when you made the transaction).
- ▶ The 'enter date' (when we applied the transaction to your Business Charge Card account).

If you think there's an error on your business statement, contact Business Card Services immediately on **0345 300 4709** or **+44 1383 641 113** from abroad. You'll need the following information to hand: your Business Charge Card account number, the card user's name, the transaction date, the transaction reference number, the amount in question.

The total (all transactions and charges) will be paid by Direct Debit from your Business Current account no earlier than 25 days after the date on your statement.

We'll let you know and agree a payment with you if you have any arrears or if your business has gone over its total limit.



You might be charged a fee if there aren't enough funds in your account to cover the Direct Debit payment for the full balance of your cards.



For details of fees and charges visit:
business.bankofscotland.co.uk/chargecard



Keeping your account safe

Contact Business Card Services straight away if you don't receive a bank statement, card statement or any other financial information that you're expecting.

Stopping a card - If we stop your card for any reason, we'll let you know before we do.

Protect your business from fraud

Discover how fraud can target your business and what you can do about it.



bankofscotland.co.uk/fraud

Cancelling your Business Charge Card account

If you need to cancel your Business Charge Card account:

1. Let your relationship team know.
2. Make no further purchases. Please destroy the card securely by cutting through the smartcard chip and throwing away the pieces. We may ask you to let us know you've destroyed the card.
3. Pay all outstanding balances as normal by Direct Debit at the next statement date.

We'll let you know when we've closed your Business Charge Card account. And we'll arrange for any full or part refund of your annual card fee if you have paid one.

Help when you need it

Mistakes can happen and if they do, we'll put them right as quickly as possible. If something goes wrong, help us by having the following information to hand when you call:

- ▶ All relevant bank details - account number, sort code, and card number.
- ▶ Photocopies of any supporting paperwork, keeping the originals for your own records.

How to make a complaint

If you're unhappy with something we've done and want to make a complaint, you can:

1. Let your relationship team know about your complaint and tell them how you want them to resolve it. We'll respond to you, usually within five business days.
2. Call our Commercial Telephone Banking Centre on **0345 300 0268** 7am to 8pm Monday to Friday, or 9am to 2pm Saturdays. We're closed on all UK public holidays. To call us from outside the UK call **+44 131 549 8724**. You can also call us on Textphone **0345 732 3436**.
3. Write to us at: Business Credit and Charge Cards, Bank of Scotland, Card Operations, 11 Portland Street, Manchester, Greater Manchester M1 3HU.

Get in touch



Go to bankofscotland.co.uk/business



Call us on 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/

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 on our 'Help & Support pages' at: business.bankofscotland.co.uk/help/account-management/make-a-complaint

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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We are covered by the Financial Ombudsman Service (FOS). Please note that due to FOS eligibility criteria not all business customers will be covered.



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