COMMERCIAL BANKING

Your Agreement

Product Specific Conditions

Bulk Cash Till Service

Contains additional terms and conditions for the Bulk Cash Till Service you receive from us.

1. Meanings of words we use

Account
Any account held with us that you have stated in your application form will be used for the **Service**.

Business Day
Mondays to Fridays except public and bank holidays. Most services are available 9am to 5pm but some branches may have shorter opening times.

Collection Service
The service provided by the **Security Company** where the **Security Company** (acting on your behalf) receives cash and credit slips from you, processes the notes and coins at a **Security Company** bulk till centre and prepares and delivers a **Daily Balance Certificate** to us.

Daily Balance Certificate
The document prepared by the **Security Company** and given to us so we can add or deduct the relevant amount from your **Account**.

Delivery Service
The service provided by the **Security Company** where the **Security Company** (acting on your behalf) delivers cash to you from a **Security Company** bulk till centre and prepares and delivers a **Daily Balance Certificate** to us.

Location
Means the premises in England, Wales and Scotland that you have told us and the **Security Company** about in writing and where the **Security Company** collects and/or delivers cash.

Micro-Enterprise
An enterprise which, at the time of entering into the agreement between you and us, is an enterprise as defined in Article 1 and Article 2(1) and 2(3) of the Annex to Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises. In summary, this is an enterprise that employs fewer than ten persons and has an annual turnover and/or balance sheet that does not exceed two million Euros (or its equivalent).

Open Credit Limit
The maximum amount authorised by us that you are permitted to withdraw in cash using the **Delivery Service** within a specific period of time. The amount is set out in your application form or is as we since agreed with you in writing.

Security Company
The **Security Company** acting on your behalf that transports cash and/or credit slips between your **Locations** and a **Security Company** bulk cash till centre.

Service
The Bulk Cash Till Service supplied by us under these Product Specific Conditions.

2. What is the Bulk Cash Till Service?

The Bulk Cash Till Service is where we:

- add the amount to your **Account** set out in the **Daily Balance Certificate**, following you using the **Collection Service**; and/or
- deduct the amount from your **Account** set out in the **Daily Balance Certificate**, following you using the **Delivery Service**.

BANK OF SCOTLAND

3. What do you need to read to understand your agreement with us relating to the Service?

These Product Specific Conditions are just one part of the agreement between you and us relating to the **Service**.

You also need to read:

- The General Conditions
- The authority you have given to us
- Your application form for the **Service**
- The **Account** Charges and Processing Times brochure
- The charges schedule relating to the **Service**.

4. What happens if the documents that make up the agreement say different things?

If these Product Specific Conditions say one thing, and the General Conditions say another, these Product Specific Conditions will apply.

If these Product Specific Conditions say one thing, and the Product Specific Conditions for your **Account** say another, these Product Specific Conditions will apply to anything relating to the **Service**.

5. What happens if you receive other terms and conditions relating to the Service?

If you receive other terms and conditions relating to the **Service** (for example, in a purchase order, confirmation of order, acceptance, quotation or specification), they will not apply.

6. Is the Service available to everyone?

You can only have the **Service** if you are not a **Micro-Enterprise**.

You warrant and represent that you are not a **Micro-Enterprise**. You undertake to tell us immediately if the position changes and you would be classed as a **Micro-Enterprise** (if you were applying the criteria at that time).

7. How does the Service work?

We will follow any instructions we receive from the **Security Company** on your behalf. When the **Security Company** asks us to pay an amount into or deduct an amount from your **Account**, we will do so (in the same way that we would if you gave us the instruction directly). Instructions to pay an amount into or deduct an amount from your **Account** will be given to us in the **Daily Balance Certificate**.

We will only accept the **Daily Balance Certificate** from the **Security Company** on a **Business Day**. When we receive it, we will add the amount to your **Account** set out in the **Daily Balance Certificate** or deduct the amount from your **Account** set out in the **Daily Balance Certificate** (as applicable). We will do this on the next **Business Day**.

Where you use the **Collection Service**, we will report entries for all cash deposits for each **Account** on each **Business Day** as a consolidated single entry (covering all cash deposits as one total number) or as individual entries (covering each cash deposit individually).

Where you use the **Delivery Service**, we will report entries for all cash withdrawals for each **Account** on each **Business Day** as a consolidated single entry (covering all cash withdrawals as one total number) or as individual entries (covering each cash withdrawal individually).

8. Is there any limit to the cash that we will make available to you from your Account when you are using the Delivery Service?

Yes. We will only make the amount of cash available that is within your **Open Credit Limit**.

We will reject your request to make cash available if you have gone over your **Open Credit Limit**, or you will go over your **Open Credit Limit** as a result of the request. We will not be responsible for any money you lose where we refuse to make cash available.

9. What happens if we find we have made an error in the amount that has been paid into, or deducted from, your Account as part of the Service?

We will correct the entry. We will tell you in writing within five **Business Days** of correcting an error.

10. What happens if you find there is an error in the amount that has been paid into, or deducted from, your Account as part of the Service?

As you are not a **Micro-Enterprise**, you agree that we can apply a different time period for telling us about these errors than the time period of 13 months set out in the Payment Services Regulations 2017.

If you notice an error, you must tell the **Security Company** immediately, and always within 30 days of becoming aware. You must make sure that the **Security Company** tells us immediately on becoming aware and that they work with us to resolve the issue. We will not be responsible for any money you lose if you or the **Security Company** do not do this.

11. What rules must you follow in relation to the Service?

You must enter into a separate contract with the **Security Company**. We cannot provide the **Service** unless you do this.

You must only use a **Security Company** we have approved.

You must not change the **Security Company** unless we have agreed this with you in advance in writing.

You must not request that the **Security Company** delivers cash as part of the **Delivery Service** that will lead you to go over your **Open Credit Limit**, unless we have agreed you can in advance in writing.

12. What will and will not we be responsible for in relation to the Service?

We are responsible for making sure that the amount stated in the **Daily Balance Certificate** is added to, or deducted from, your **Account**. We will take the amount we are given by the **Security Company** in the **Daily Balance Certificate** at face value.

We are not responsible for the collection, delivery and processing of the cash. That is part of the **Collection Service** or **Delivery Service** that you receive from the **Security Company**. It is not part of the **Service** that we provide.

We will not be responsible to you or anyone else for any money you lose relating to:

- your contract with the **Security Company**;
- anything the **Security Company** does or does not do; and/or
- the **Security Company** is not doing things the way they should.

13. What must you indemnify us for in relation to the Service?

In addition to any other rights or claims we may have against you, you indemnify us and hold us harmless for any money we lose or liability that we or our agents suffer as a result of:

- you breaching your agreement with us relating to the **Service**; and/or
- any act or failure to act of the **Security Company** in relation to the **Service**.

This indemnity will continue to apply, even after the **Service** ends.

14. What do you need to do if you want to change the Locations you use for the Service?

You must tell us at least 10 **Business Days** in advance. If you want to do this, you must ask us and use the form that we give to you. We will not be responsible for any money you lose if you do not tell us or do not use the form we give to you.

We will make any changes to our systems and records within 10 **Business Days** of you telling us.

15. How do you order cash stationery items (for example, note bands, note packets, coin sachets and bulk coin bags)?

You should contact us:

- by telephone on **01634 642456**; or
- by email at **corp.bulkstationary@lloydsbank.co.uk**

16. What charges will you pay for the Service?

The charges are set out in the charges schedule for the **Service**. This is unless we agree different charges with you.

We will take the charges for the **Service** directly from the account you have chosen in your application form for the **Service** (or the account you have since asked us to take the charges from in line with clause 17).

The charges do not include VAT. You will need to pay VAT at the applicable rate in addition to the charges. You will also need to pay any other taxes or duties that are payable by you in connection with the **Service**.

17. How do you change which Account you want to use for the Service or the account you want us to take the charges from?

You must tell us in writing. We will make any changes to our systems and records within 10 **Business Days** of you telling us.

18. When can we end the Service?

Our General Conditions set out how you and we can end the **Service**. We can also stop providing you with the **Service** immediately if:

- you become a **Micro-Enterprise** (if we were applying the criteria at that time);
- you do not hold an **Account** with us anymore;
- your contract with the **Security Company** ends; or
- our contract with the **Security Company** ends.

Tell us what you think of this communication.

We won't ask for any personal information in this survey.

Our service promise

Please let us know if you have a problem – we're here to help. See our complaints process on our 'Help & Support' page at **business.bankofscotland.co.uk/complaint**

Find out more

Speak to your relationship team

bankofscotland.co.uk/business

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

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