COMMERCIAL BANKING

Your Agreement

Product Specific Conditions

Carrier Cash Direct Service

Contains additional terms and conditions for the Carrier Cash Direct 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.

Carrier
The carrier you have a contract with to transport cash and/or credit slips between your premises and our nominated cash centre or coin store.

Cash Bundle
The notes and coins that are prepared for a **Cash Order** and which are contained in a sealed bag.

Cash Order
An instruction given by you to us (in the way set out in your application form) asking us to make cash from your **Account** available at a nominated cash centre or coin store for collection by the **Carrier** on a **Collection Day**.

Collection Day
The **Business Day** that we make a **Cash Bundle** available to the **Carrier** for collection.

Collection Service
The service where we receive cash and credit slips from the **Carrier** at one of our cash centres and/or coin stores, we process the notes, coins and credit slips and we add the value that we have received to your **Account**.

Delivery Service
The service where we receive and process **Cash Orders**, get the **Cash Bundles** ready for collection by the **Carrier** and we take the value of the **Cash Order** from your **Account**.

Discrepancy Any of:

- a suspected counterfeit banknote;
- a suspected counterfeit coin;
- a mutilated banknote;
- for the **Collection Service**, too little or too much cash received by us from the **Carrier** on comparing the amount of cash in the note packets and/or coin bags found to be received against the amount shown by the credit slips; or
- for the **Delivery Service**, too little or too much cash received by you from the **Carrier** on comparing the amount of cash in the note packets and/or coin bags found to be received against the amount shown by the **Cash Order**.

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).

BANK OF SCOTLAND

Service
The Carrier Cash Direct Service supplied by us under these Product Specific Conditions.

Unauthorised Cash Order
This is a **Cash Order** that has not been instructed by you.

2. What is the Carrier Cash Direct Service?

The Carrier Cash Direct Service includes the **Collection Service** and the **Delivery Service**. You can only have the **Delivery Service** if you also receive the **Collection Service**.

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(s) 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. When will we start to provide the Service?

We will provide the **Service** from the agreed start date that is set out in your application form.

7. 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).

8. Are there any rules that you need to meet in relation to the Carrier you use for the Service?

You must put a contract in place with a **Carrier**. The **Carrier** must be approved by us.

You must tell us immediately if there is a change to your contract with the **Carrier** that could affect how we provide the **Service**.

You must tell us immediately if your contract with the **Carrier** ends for any reason.

9. 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 in writing.

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**.

10. When and how will you pay the charges?

We will take the charges from your **Account**. We will take the charges in line with the charging cycle for your **Account**. Your charging cycle will be monthly, unless we have agreed a different charging cycle with you.

11. How do you change which account you want to use as your Account?

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

12. What do you need to do if you want to change the address of the premises you use for the Service?

You must tell us at least 10 **Business Days** before you change premises. You must do this by contacting your relationship team (if you have one) or using our contact details. We will not be responsible for any loss, damage or claim if you do not tell us in one of these ways.

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

13. What rules do you need to follow to keep security details relating to the Service safe?

The General Conditions set out some rules you have to follow to keep security details safe, but there are some additional things you need to do in relation to the **Service**.

You must:

- keep all passwords and/or PINs we give to you relating to the **Service** secure and confidential;
- change passwords and/or PINs every three months, and more if we ask you to;
- change passwords and/or PINs immediately if at any time you think that a breach of security has taken place; and
- not disclose passwords and/or PINs to unauthorised people.

You must also make sure that anyone you authorise to give us instructions using the **Service** follows these rules to keep their security details safe.

14. What information will we provide to you as part of the Service?

We will send the following reports to you by email or other secure electronic means. We will send them to the email addresses and/or to any other places you have asked us to send them in your application form. This is unless you have asked us to send the reports to a different place and we have agreed.

Name of report	What the report includes	When we will provide the report
Daily Itemised Transaction Report	Sets out the amount of each payment into your **Account** in respect of cash and/or coins delivered to each cash centre and coin store, and the total amount of payments into your **Account** for that day for each cash centre and coin store.	By 5.00pm on the next **Business Day** following completion of the processing of the payment into your **Account**.
Daily Discrepancy Report	Sets out any **Discrepancies** found during the bulk checking process and information about those **Discrepancies**. Also sets out any **Discrepancies** that you have told us about which have resulted in us taking money out or paying money into your **Account**.	By 5.00pm on the next **Business Day** following completion of the processing of the payment into your **Account**.
Daily Delivery Report	Sets out the amount of each payment taken from your **Account** in respect of **Cash Orders** (including a breakdown of the denomination of cash and details of your site) from each cash centre and coin store.	By 5.00pm on the next **Business Day** following the **Collection Day**.

We will provide the reports in Microsoft Excel or in another agreed format. You will need internet access to access the reports.

We cannot guarantee the security of communication by email or by any other agreed secure electronic method. We will send reports to you using these methods, but we will not be responsible for any security issues that happen once we have pressed send.

15. Who can you contact if you have questions about the Service?

You can contact us by telephone or email between the hours of 9.00 and 17.00 on each **Business Day**. Our contact details are:

- **GRPCASHCUST@lloydsbanking.com**; or
- Lloyds Banking Group, Cash & Travel Oversight, PO Box 44, 125 Colmore Row, Birmingham, B3 3SD; or
- You can contact your relationship team (if you have one).

Our contact details for cash stationery items are **corp.bulkstationery@lloydsbank.co.uk**

16. How long will it usually take us to resolve your queries?

General queries	We will try to resolve your query in three **Business Days**.
Discrepancies	We will try to resolve your query in five **Business Days**.

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

We will not be responsible to you or anyone else for any loss, damage or claim relating to the delivery of cash or otherwise relating to your contract with the **Carrier**.

If money is lost or stolen when it is in our possession or the possession of our sub-contractors, we will be responsible. Our responsibility to you per deposit or collection (as applicable) will be limited to a maximum sum of £7,500. We will not be responsible to you for any money you lose which is above £7,500 per deposit or collection (as applicable).

Other than where we have responsibility to reimburse you for money you have lost because it is in our possession or the possession of our sub-contractors, our total responsibility to you for any money you lose in any period of one year will be limited to the price you have paid for the **Service** during that period.

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); or
- all the **Accounts** are closed; or
- your contract with the **Carrier** ends.

The Collection Service

19. How does the Collection Service work?

We will process any cash and credit slips that are provided to us when you give your consent to us. You do this by giving us a bank giro credit form instructing us to credit your **Account**.

We will accept delivery from the **Carrier** of cash and credit slips on a **Business Day**.

When the **Carrier** delivers the cash and credit slips to us, we will give the **Carrier** a written receipt. We will not check the cash and credit slips before we give the receipt to the **Carrier**.

We will use our bulk checking process to calculate the value of the cash and credit slips and add that amount to your **Account**.

Each cash centre and coin store will report a single cash deposit amount covering all cash deposits processed by that cash centre or coin store for each **Account** on each **Business Day**.

Any amounts received at the cash centre or coin store at or before 3pm will be added to your **Account** on the next **Business Day**. Any amounts received after 3pm will take an extra **Business Day** to be added to your **Account**.

We will make cash stationary items available to you at one of the sites you have chosen on request.

20. What happens if we identify one or more Discrepancies when we count and check the notes and coins we have received?

We will make a correction to your **Account** to reflect the actual amount of cash within the deposit. If we find a **Discrepancy**, we will also tell you. You must acknowledge the **Discrepancy** and take action to solve any issues that are leading to **Discrepancies**.

If we take money from your **Account** because of a suspected counterfeit banknote or a mutilated banknote and we later find it is not counterfeit or mutilated, we will put the appropriate amount of money back into your **Account**.

If, at any time, we find that we have incorrectly added money to your **Account**, we can write to you and tell you (by post or e-mail) and take that money back from your **Account**.

21. What happens if there are lots of Discrepancies?

If you discover a trend or pattern with **Discrepancies**, you can ask us and we will prepare a report for you. The report will allow you to consider the numbers and types of **Discrepancy** we have found and which of your premises the **Discrepancies** came from (if you have more than one).

If we are concerned about the number of **Discrepancies** relating to your **Deposits** then we can increase our charges for the **Service**. We will always tell you before we do this. Your General Conditions tell you more about how we will tell you and how much notice you will get.

If there have been regular or large **Discrepancies**, we will discuss this with you and send member(s) of our risk management team to visit the relevant cash centre so they can check whether our procedures have been followed or not.

22. What rules must you follow when using the Collection Service?

You must work with your **Carrier** so that they meet the delivery times at the relevant cash centres and coin stores. The delivery times are set out in your application form for the **Service**.

You must make sure that the amount of notes and coins is less than the maximum amount allowed for that band. We may change the amount of coins you are allowed to deposit. You can contact us if you would like more information on your maximum coin limit per deposit.

You must include a completed single bank giro credit slip for each bag deposited clearly listing the value of notes and coins. You must put all notes in a plastic bank note envelope. You must present coins in sachets. Where you have prepared seven full coin sachets or more, you must complete a separate bank giro credit slip for the sachets and put them into a separate bulk coin bag as they will be delivered by the **Carrier** to a coin store.

You must make sure that all banknotes are presented in full sealed note packets (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

You must make sure that coin deposits are presented in full sachets (supplied by us) in the following quantities:

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

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

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

You can only put coins of one denomination in each full bulk coin bag. For example, a bag with 50p coins must only contain 50p coins. You must not put coins of differing shapes or weights in coin bags. Where two or more different types of coin of the same denomination are in circulation at the same time, you must make sure that each coin bag contains only one type of coins.

If you have extra notes or coins that will not fit in full packets, sachets or bags, you must put these in an oddments envelope and clearly mark the envelope with a list of what is inside. Notes must be banded and must be in order of denomination and coins must be in a sachet.

You must mark the labels on the front of all full sealed note packets and full bulk coin bags with your name and originating site location.

23. Where can you get paying in books and security bags to use for the Service?

You must only use paying in books with 6-digit reference numbers. You can use lock and roll paying in books. These 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. If you use lock and roll and you have more than 999 sites, we will allocate an additional account to you so each site can be given its own unique 3-digit site location and account number combination.

You must get your paying in books from one of our approved suppliers or from an industry accredited printer. Our Document Standards Team must approve paying in books (including re-prints of existing stock) before you use them. We will not be responsible for any money you lose if you use non-approved paying in books.

You must get carrier branded, barcoded security bags directly from the **Carrier**.

The Delivery Service

24. How does the Delivery Service work?

You must make sure that all **Cash Orders** are complete and accurate.

When you place a **Cash Order**, you must tell us:

- the **Collection Day**; and
- the quantity and denominations of cash you want.

You can place a **Cash Order** several days in advance but you can only choose a **Collection Day** in line with the times set out below:

Order Day	Earliest Collection Day	Example
Cash Order placed before 11am (**Business Day** 0)	**Business Day** 1	**Cash Order** placed before 11am on Monday. Earliest **Collection Day** is Tuesday.
Cash Order placed at or after 11am (**Business Day** 0)	**Business Day** 2	**Cash Order** placed at or after 11am on Monday. Earliest **Collection Day** is Wednesday.

You can only place **Cash Orders** on **Business Days**. If you place a **Cash Order** on a non-**Business Day**, we won't receive it until the beginning of the next **Business Day**.

When we receive a **Cash Order**, we will confirm your identity using our security procedures. If we are satisfied that the **Cash Order** instruction is authorised, we will not do any other checks and we will act on the **Cash Order**. If we are not satisfied, we will need to take your order over the phone. There is an additional charge for this which is set out in the charges schedule for the **Service**.

You must tell the **Carrier** what the **Collection Days** are for **Cash Bundles**.

We make the **Cash Bundle** available to the **Carrier** for collection at our nominated cash centre or coin store on a **Collection Day**. It is the **Carrier** that delivers the **Cash Bundles** to your specified location. We are not involved in the delivery and that is not part of the **Service**.

25. What limits apply to Cash Orders?

You must not place a **Cash Order** if the total value of all **Cash Orders** per premises at any time is more than £3,500.

You must not place a **Cash Order** if the total value of all **Cash Orders** is more than the available balance (including any authorised overdraft) in your **Account**. You must make sure that you have enough available funds in your **Account** for the **Cash Order**.

You must not place a **Cash Order** to a particular site that is more than the site limit for that site. You can find the site limit set out in the application form for the **Service**, unless you have agreed a different site limit with your relationship team since then in writing.

26. What can you ask to receive in a Cash Order?

You can place **Cash Orders** made up of 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. A **Cash Order** may not contain 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

27. Can you cancel Cash Orders?

You can only cancel a **Cash Order** you have submitted if you tell us in writing you want to cancel at least two **Business Days** before the **Collection Day**. You must tell us using the email address set out in these Product Specific Conditions.

If you do not follow these steps, the **Cash Order** will be processed.

If a **Cash Order** is not collected, you will still have to pay the charges. The charges are set out in the charges schedule for the **Service**.

If you do not want a **Cash Order** once it has been delivered, you must tell your **Carrier** to return the **Cash Bundle** to us. You will be charged for this in line with the charges schedule for the **Collection Service**.

28. What do you need to know about collecting and receiving Cash Bundles?

We will only allow the **Carrier** to collect a **Cash Bundle** if the **Carrier** provides a receipt setting out the number of bags and amount of cash collected.

You must count and check the contents of the **Cash Bundle** against the relevant **Cash Order** as quickly as possible and no later than five **Business Days** after you receive a **Cash Bundle**.

29. When is the money to cover the value of the Cash Bundle taken from your Account?

When you submit a **Cash Order**, you agree that we can take the value of the **Cash Order** from your **Account**. We will take the value of the **Cash Order** from your **Account** on the **Collection Day**, once the **Cash Bundle** has been collected.

30. When can we refuse to process a Cash Order?

We can do this for the reasons set out in the General Conditions, or if the **Cash Order** is more than the limits set out in these Product Specific Conditions.

31. What happens if you identify a Discrepancy?

If you find a **Discrepancy**, you must report this to us as soon as possible using the contact details set out in these Product Specific Conditions. You must follow the reporting procedures we give to you when you take out the **Service** and you must keep receipts and **Cash Bundles** as evidence in case we need to investigate. We will not be responsible for any money you lose if we are not aware of a **Discrepancy** because you do not report it.

We will investigate a **Discrepancy** and you must provide any help we reasonably request. After we complete our investigation, we will confirm whether we have found a **Discrepancy**.

If we find a **Discrepancy**, we will pay money back into your **Account** to cover the amount of the **Discrepancy**. If we cannot find a **Discrepancy**, we will not take any further action.

You must make sure that the **Carrier**, if we ask, provides all reasonable help we need to investigate a **Discrepancy**.

32. What happens if there is an Unauthorised Cash Order?

If a **Carrier** attempts to deliver a **Cash Bundle** as a result of an **Unauthorised Cash Order**, you must reject it and tell the **Carrier** to return the **Cash Bundle** to us. You must tell us about this as soon as possible and always by the end of that **Business Day** by phone or email using the contact details set out in these Product Specific Conditions.

If you think money has been taken from your **Account** when it should not have been because of an **Unauthorised Cash Order**, you must tell us by phone or email using the contact details set out in these Product Specific Conditions. The bank will treat this as an unauthorised payment. You can find more details about unauthorised payments and how we treat them in the General Conditions.

You must make sure that the **Carrier**, if we ask, provides all reasonable help we need to investigate an **Unauthorised Cash Order**.

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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