

## Your Agreement

### Product Specific Conditions

## Instant Access Deposit Accounts

#### Covering:

- **Commercial Instant Access Account**
- **Business Banking Instant Access Account**
- **Business Instant Access Account**

Contains additional terms and conditions for the instant access deposit account which you hold with us.

**1. What do you need to read to understand your agreement with us?**

These Product Specific Conditions are just one part of the agreement between you and us relating to the instant access deposit account which you hold with us.

You also need to read:

- the General Conditions;
- the authority you have given to us relating to the operation of your instant access deposit account;
- the Account Charges and Processing Times brochure.

We refer to all types of instant access deposit account as an "**Account**" throughout these Product Specific Conditions.

**2. What happens if the documents which 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.

**3. How can you use your Account?**

Your **Account** is for surplus business funds only. Surplus business funds are funds that are not needed for your day-to-day cashflow.

You must not use your **Account** for any funds which are used to conduct the day-to-day running of your business or to maintain your day-to-day cashflow, for example funds used to make payments to suppliers and third-party accounts. If we reasonably believe you are using your **Account** in that way, we will apply our standard charges that apply to our Business Account product. We may also give you two months' notice to close your **Account** (and, in that case, we will apply charges until your **Account** is closed). You can find details of our standard charges in the Account Charges and Processing Times brochure.

#### 4. What kind of payments can you make and receive on your Account?

Payments in and out of your **Account** can only be made to another account held with us which is in the same name as your **Account**. We may agree to transfer funds from your **Account** to you in a different way if you do not hold another account with us or upon the closure of your **Account**. Third-party payment facilities including standing orders, direct debits, Bacs and CHAPS payments are not permitted.

#### 5. Can you have an overdraft?

We will not agree an authorised overdraft on your **Account**. An authorised overdraft is an overdraft we agree in advance with you and which is subject to a separate agreement between you and us.

You must not let your **Account** go into an unauthorised overdraft. You will be using an unauthorised overdraft if you take out cash or make a payment when you don't have enough available funds. You will also be using an unauthorised overdraft if a payment into your **Account** is recalled by the paying bank or we have added charges, and you don't have enough available funds in your **Account** to cover the amount.



When we say available funds, this includes the amount of any credit balance on your **Account**. It doesn't include any funds which are not yet available for you to use (like recent cheque deposits) or payments we have authorised but not yet taken from your **Account**.

If your **Account** does become overdrawn, we will charge interest at the relevant rate for unauthorised overdrafts. You may also have to pay other charges. For details of our unauthorised overdraft interest rate and charges, please see the Account Charges and Processing Times brochure or refer to [business.bankofscotland.co.uk](https://business.bankofscotland.co.uk)

## 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](https://business.bankofscotland.co.uk/help/account-management/make-a-complaint)

## Get in touch

**Speak to your relationship team**

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

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](https://relayuk.bt.com)