

Need to know.

This guide has been designed to provide you with an easy to understand overview of the key things you need to know about your new Business Account – including how long it takes for payments to clear, detailed information about the services available to you and what to do if you have any problems.

Alternatively you can always call our UK-based Business Customer Service Advisors on **0845 300 0268** from 7am to 8pm Monday to Friday, and from 9am to 2pm on Saturdays, excluding UK public holidays. They're your first point of contact for everyday tasks like balance and basic account enquiries, or if your requirements are more complex you can speak to your relationship management team.

Your relationship management team.

When you join us, you'll get a relationship management team to call on for help and guidance. They can draw on many years of experience of dealing with business customers and help find the right products for your business, allowing you to meet the challenges and opportunities that crop up in today's business environment.

Value-added service.

Our relationship management teams pride themselves on making constructive decisions quickly, so you can grab that opportunity with both hands when it comes your way.

Here when you need us.

Looking to save money? Want to arrange an overdraft or loan? No problem, your relationship management team will be there to help you in any way they can. Our website **bankofscotlandbusiness.co.uk** also has more information about our products and services.

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.

Running your account.

Payments coming in.

Paying a cheque in.

The cheque clearing process.

All cheques written and received by you go through the clearing cycle, a system used by the main British banks to transfer money between accounts.

The clearing cycle used by the main banks changed in November 2007 and is now often referred to as the '2-4-6' process (or '2-6-6' for deposit accounts) as it sets a maximum time limit of two, four or six working days for each stage of the process after paying in a cheque.

This is how it works – if you pay a cheque in at a Bank of Scotland branch on a Monday morning...

- **By two business days...** You will start to earn interest on your cheque from Wednesday or if you have an overdraft, this can start to reduce the interest charged. The Islamic accounts are excluded from this as no interest is paid on these accounts.
- **By four business days...** Your money will be available in your account from Friday – although the cheque could still be returned unpaid. This means you'll be able to withdraw cash or make payments. Also, you'll be able to access your money in the usual way at the ATM, on Business Internet Banking and to use through your debit card.
- **By six business days...** By the end of the sixth business day, in this case the following Tuesday, you can be certain that even if the cheque is later returned unpaid, the funds will not be debited from your account without your agreement – unless you are a knowing party to fraud.

This does mean that a cheque can still be taken from your account for up to six days after you pay it in even if you have already spent it.

For our purposes, a business day lasts from 9am to 5pm, Monday to Friday, excluding Bank Holidays. Cheques or cash paid in after 5pm (sometimes after 3.30pm) might not be processed until the next working day.

If you have any further questions about the clearing cycle, call us on **0845 300 0268**, speak to your relationship management team or visit your local branch. More information on all of this and how it applies across the UK banking industry can be found at www.chequeandcredit.co.uk under Cheque and Credit Clearing Timescales Explained (2-4-6).

Accepting card payments.

Through **Cardnet**[®], your customers can pay by debit or credit card and save you money on processing cash and cheques. This way, you'll be able to accept payments over the counter, by phone or online 24 hours a day. For more information about Cardnet[®], you can call our helpdesk on **01268 567100** from 8am to 9pm Monday to Saturday or visit lloydsbankcardnet.com

Payments going out.

When we make a payment on your behalf, we will only act on your instruction when received on a business day and before our payment cut-off time. Times are detailed in our 'Payment Transactions' brochure.

Standing orders.

Standing orders are for paying out the same amount on a regular basis. They can be set up to pay for things like rent or wages and are cheaper and more efficient than paying by cheque. Again, you can cancel most standing orders immediately by using Business Internet Banking, up to the end of the business day and before your next payment date.

Direct Debits.

Many companies offer discounts for paying by Direct Debit. It's a cheaper, more efficient way of making regular payments than by cheque. You can cancel most Direct Debits immediately by using Business Internet Banking, up to the end of the business day and before your next payment date.

Recurring transactions.

There are regular payments like magazine subscriptions made by Business Debit Card that are not protected by the Direct Debit Guarantee Scheme. They can be set up by phone, letter or online. To cancel a recurring transaction, simply let us know and we will advise the retailer that you don't want to make any further payments from your card account. We also suggest that you let the person you're paying know as you may have entered into an agreement with them that only you can cancel.

Online Payment Control service.

Our Online Payment Control service gives you greater control making payments through Business Internet Banking. The free, optional service allows you to delegate payment responsibility and to set up payment limits. Once registered for Business Internet Banking a Full Access (Account signatory) can choose individual limits, allowing you to set a user's payment limit for each transaction. Your overall daily limit for your account will still apply. Alternatively, if your business or organisation requires other people to authorise all payments, the signatory may choose two or three people to authorise payments online. For more information ask your relationship management team or contact the Helpdesk on **0845 300 2924**, available 7am - 10pm Monday to Friday and 8am - 6pm at weekends.

Making automated payments.

Faster Payments.

What is Faster Payments?

Faster Payments is a payment service which allows most customers of UK banks to be able to make and receive sterling payments within the UK in a matter of hours, and often in minutes.

Payments made through Telephone Banking and any Internet Banking payments which are over the limit for same-day, will be processed overnight and will reach the recipient's bank the business day after the payment instruction was received by us.

Details of same-day payment limits within Internet Banking will be made available to you at the time you make the transaction.

How do Faster Payments work?

Most Faster Payments will be processed by your bank and accepted by the receiving bank almost immediately. You will need to check that the recipient's sort code accepts Faster Payments, as not all sort codes accept this type of payment. If the recipient's account sort code does not accept Faster Payments or your payment exceeds the Faster Payment Service's limit, your payment will be refused and you'll need to make alternative arrangements.

Some utility and credit card companies may take a few days to credit the individual account, so it's worth checking with each company concerned how quickly they will process your payment once they receive it.

How will I know if an account is set up for Faster Payments?

The Payments Council has created a Sort Code Checker for the UK Payments website where you can go online to check that the sort code you are sending a payment to can receive Faster Payments, BACS Credits and CHAPS Payments. To find out more or to check a sort code go to the payments section of our website at [bankofscotlandbusiness.co.uk](https://www.bankofscotlandbusiness.co.uk)

CHAPS.

What is CHAPS?

CHAPS is an electronic, bank-to-bank payment system that guarantees same business day payment of cleared funds in the UK. There is a fee for this service which is detailed in our 'Your account charges explained' brochure.

Payment cut-off and transaction times.

Our cut-off times are detailed in our 'Payments Transaction' brochure.

Payments going out continued...

Business Charge Card payments.

The total value of each month's card transactions is taken from your Bank of Scotland Business Current account by non-returnable Direct Debit. To find out more, please see the Business Charge Card terms and conditions. Cards are issued subject to application to your relationship management team.

Bulk payments service.

Available through Business Internet Banking, bulk payments is a simple, convenient and secure way to make regular payments such as paying staff, expenses and supplier payments. It's ideal for small and medium-sized businesses that make up to 25 payments in one batch.

If you make a payment to another Bank of Scotland customer, the money will leave your account and credit the beneficiary account at the same time.

Cheques.

Stopping a cheque.

If you ever need to stop payment on a cheque, call us first on **0845 300 0268** and confirm your request in writing. You'll need to add details of any replacement cheques that you've written. This must be done before the cheque is presented for payment.

To stop a cheque, we need to know:

- The cheque number.
- The amount.
- The date it was issued.
- Who it was made payable to.

To find out the cost of stopping a cheque, please see our 'Your account charges explained' brochure. Remember, stopping a cheque doesn't cancel your legal obligation to pay for goods or services.

Cheques continued...

Payments out by cheque.

Most cheques will clear according to the cheque clearing process already shown, but please be aware that if another Bank of Scotland customer pays in one of your cheques at a Bank of Scotland branch, the money could leave your account on the same day.

Returned cheques.

If there's not enough money in your account to cover a cheque you've written, it may be returned unpaid. Should this happen, we'll notify you within two business days and let you know how much you'll be charged.

Withdrawing cash.

Write CASH on the 'pay' line of a cheque and hand it over the counter of any Bank of Scotland branch – if it's not your branch, you'll be asked for your Business Debit Card or another form of identification. There's a limit to how much you can take out in one day but usually, you can take out more money by agreeing it with us in advance. If you cash a cheque at any Bank of Scotland branch before 5pm, the money will leave your account that day.

You also have access to over 4,000 Bank of Scotland, Halifax or Lloyds Bank cash machines where you can check balances, order cheque books, and, of course, withdraw cash – see 'Cash machines' under 'Getting the best from your account' for more information.

Out-of-date cheques.

Banks used to treat cheques more than six months old as out of date. Nowadays they only tend to do this with very high value cheques. But it can still happen, so if you have one that's more than six months old, it's worth asking the person who wrote it to issue a new one and destroy or return the original.

Cards for convenience.

Paying by debit and charge cards is rapidly taking over from cheques and, to some extent, cash.

Cards are more convenient to use and less bulky to carry. And for business, they can be even more useful.

The Business Debit Card.

The Business Debit Card can help you in many ways and there's no annual fee:

- It's easier to track payments because the supplier's name appears on your statement and it's debited straight from your Business Current account.
- It's accepted almost everywhere – no need for new supplier references.
- It costs less than writing a cheque.
- It costs less to take cash out of a Bank of Scotland, Halifax or Lloyds Bank cash machine than cashing a cheque over the counter.
- It cuts the need for petty cash.
- Make fast cash and cheque deposits using one of our Immediate Deposit Machines.
- You can pay for emergency supplies or other business expenses, like entertaining clients, more easily.
- You can withdraw up to £700 per day from any Bank of Scotland, Halifax or Lloyds Bank cash machine.

If you'd like to apply for a Business Debit Card, please contact your relationship management team.

The Business Charge Card.

The Business Charge Card is a practical and cost-effective way of paying for everyday business expenses. You get up to 41 days' interest-free credit on sterling purchases and your balance will be settled in full, each month by Direct Debit from your Bank of Scotland Business Current account.

- Decide how many cards are issued and what limits should be set.
- Make cash withdrawals up to £500 per cardholder per day, providing you stay within your limit.
- Agree the monthly expenditure limit for the whole business with your relationship management team.

An annual card fee of £32 is charged in accordance with the Terms and Conditions of the card.

If you'd like to apply for a charge card, please contact your relationship management team.

Paying with Business Charge Cards makes business sense.

- There are no individual transaction charges on Sterling purchases, when you use your card in the UK.
- It's easier than carrying cash or the business cheque book everywhere.
- Making fewer cash withdrawals could improve your cash flow.
- Admin time will be cut, with fewer invoices to reconcile.
- Simplify business expenses by providing cards to trusted employees.
 - You can monitor expenses more accurately with a charge card.
 - You can set individual credit limits for cardholders to stay on top of day-to-day expenses.
 - You can monitor expenses more accurately with a Business Charge Card.
- It's a convenient way of temporarily increasing your working capital.

If you are considering applying for borrowing, please see our finance application checklist which details the type of information we may ask you to provide to support your application. Ask your relationship management team for further details or visit [bankofscotlandbusiness.co.uk/financechecklist](https://www.bankofscotlandbusiness.co.uk/financechecklist)

Coping with financial difficulties.

We'll always consider cases of financial difficulty sympathetically and positively. You'll probably spot any problems before we do – let us know as soon as possible and we can start working out a solution together.

If we become aware of problems, we'll let you know in writing – or contact you by phone, fax or email if it seems more urgent. Here are some things that might cause us concern:

- If you go overdrawn without our agreement.
- If you go over your agreed overdraft limit, especially more than once.
- If there are large increases or decreases in your business' turnover.
- If you are trading at a loss.
- If you suddenly lose a key customer or employee.
- If you sell a large part of your business.
- If you use a facility for purposes other than those agreed with us.
- If you fail to make a loan repayment.
- If you do not keep to conditions set out in the loan agreement.
- If you do not supply agreed monitoring information on time.
- If another creditor brings a winding-up petition or other legal action against your business.

If you do find yourself in financial difficulties, we'll do all we can to help, including developing a plan that we'll agree with you in writing.

We follow the Lending Code which details how we can best work together to deal with problems of financial difficulty. 'A Guide to the Lending Code' is available – please ask your relationship management team for a copy. The Lending Code can be downloaded from the Lending Standards Board at www.lendingstandardsboard.org.uk or our website bankofscotlandbusiness.co.uk/lending-support.

Keeping charges low.

Services that cost us more to process are going to cost you more to use, such as writing and accepting cheques.

For an overview of how you can cut the cost of day-to-day banking, see our 'Your account charges explained' brochure for more information.

**Getting the best from
your account.**

Your account at your fingertips.

Banking on your doorstep.

You've easy access to our business banking expertise, with business bankers in all our local business centres and most branches.

Business Internet Banking.

Business Internet Banking is our Internet Banking service. It's easy to use and, more importantly, it's secure. Use it to check balances, transfer money, pay bills and manage standing orders or Direct Debits. You can access Business Internet Banking 24 hours a day, seven days a week.* To register, or for more information about this service, visit bankofscotlandbusiness.co.uk/online-banking

Online Payment Control.

We've also recently launched the free and 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.

*Occasionally we may need to carry out essential maintenance to our Business Internet Banking site, resulting in some interruption to the service.

Telephone Banking.

For your day-to-day needs, Telephone Banking offers you a convenient, flexible service with the choice of using our automated service or speaking to an advisor.

So, if you're in a hurry and want to check your account balance, recent transactions or transfer money, use our quick and easy automated service – available seven days a week, 365 days a year.

Alternatively, if you want to speak to someone direct, our specialist team of UK-based Business Customer Service Advisors are available to help from 7am to 8pm Monday to Friday and 9am to 2pm on Saturdays. For either option please call **0845 300 0268**.

PhoneBank® for Business.

PhoneBank® for Business offers a wide range of services to help you manage your money over the telephone, for example, paying bills and setting up standing orders. To request a registration pack call **0845 300 0268**.

Text Alerts.

Free Text Alerts can be sent direct to your mobile phone every working day or on a weekly basis. It's a handy way to check on your account balance and get details of your last six transactions. You can cancel, pause and re-register for the service at any time.

continued overleaf

Text Alerts (continued).

If you're already signed up for Business Internet Banking you can register for Text Alerts by logging on to Business Internet Banking and select 'Text Alerts' from the right hand menu.

If you would like to register for Text Alerts but haven't yet registered for Business Internet Banking, you can register online now by visiting bankofscotlandbusiness.co.uk Or call us on **0845 300 0268** and we'll send you a registration pack.

Cash machines.

You'll have access to over 4,000 Bank of Scotland, Halifax or Lloyds Bank cash machines where you can check balances, order cheque books and, of course, withdraw cash.

You can also get cash from any LINK or Visa machine anywhere in the world, however, bear in mind, you may be charged for the transaction (see our 'Your account charges explained' brochure for more details).

depositpoint™ and Express Pay In

Using **depositpoint™** or Express Pay In enables you to make payments into your account quickly and without fuss. **depositpoint™** is available in most Lloyds Bank branches and Express Pay In in most Bank of Scotland branches. They are cash and cheque envelope or bag drop services; however, no receipt is issued.

As long as the envelope or bag is posted prior to the displayed closure time for the facility, your credit will be in your account by the end of the day.

Immediate Deposit Machine.

When you're in a hurry, you can use our Immediate Deposit Machines to make fast cash and cheque deposits. Available at larger Bank of Scotland branches, you can pay in up to five cheques or 50 notes per transaction quickly and efficiently using your Business Debit or Business Charge Card. The Immediate Deposit Machine will issue you with a receipt that gives a breakdown of your transaction and shows a copy of any cheques deposited. Cash is added to your account straight away and funds from cheques will be made available after a minimum of four working days and will earn interest after two working days.

Business Cash Saver.

Business Cash Saver avoids you having to wait while we check your over-the-counter deposits. To use Business Cash Saver, place your credit in cash and/or cheques in a sealed plastic bag and hand it in at your branch. We'll then issue you with a receipt confirming you have made the deposit. Your account will be credited the same day the deposit is made. (Please see our 'Your account charges explained' brochure for further information.)

Nightsafe.

You can use our Nightsafe to pay in money outside of banking hours at a time that is convenient to you – your account will be credited the next working day.

Please ask locally where your nearest Nightsafe facility is. (Please see our 'Your account charges explained' brochure for further information.)

International services.

Sending and receiving money from abroad.

We offer a range of International Payment options through our International Moneymover services. Generally, payments can be made in sterling or foreign currency and charges can be paid by either the buyer, the seller or split between both parties.

To find out how long it will take to reach the beneficiary account, see our 'Payment Transactions' brochure.

Specialist import and export trade services.

Doing business abroad, and perhaps dealing with trading partners you've never met, can create uncertainty. Trade Services can support you and help you reduce the risk of non-payment.

Currency accounts.

Currency accounts enable transactions to be made in a foreign currency and can be used to smooth out your short-term cash flow.

Currency loans.

Expecting money to arrive in a particular currency? Currency loans can support your short-term cash flow while you wait. You can also take out longer term currency loans.

Forward exchange contracts.

These fix the exchange rate on foreign currency transactions for the date, or period, you require.

For detailed information about any of our international services please speak to your relationship management team.

Our responsibilities and yours.

We do everything we can to protect your account and keep your details confidential. But it's also important that you are careful at all times about maintaining security and protecting your identity.

Protecting your account.

It's important not to give your account details or PIN to anyone. Regularly check your account statements and if you're suspicious about anything, contact us right away. If we have to involve the police you may need to provide evidence that you didn't authorise the transaction.

If your business or personal details change make sure you let us know immediately.

We are aware that fraudulent emails alleging to be from Bank of Scotland are often in circulation. Please be advised that Bank of Scotland never send emails asking for any of your account security information such as PINs or passwords to be submitted by email.

If you're concerned that you've received a fraudulent email and may have divulged your details, please call our Helpdesk on **0845 300 2924** from 7am to 8pm Monday to Friday, or from 9am to 2pm at weekends. Textphone users (if you have a hearing or speech impairment) can call us on **0845 600 3196**. Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help us improve our quality of service.

If you receive such an email, please **do not** click on any link or provide any Business Internet Banking or Telephone Banking log in details. If you suspect you've received a fraudulent email, please forward it to us at **security@bankofscotland.co.uk** and then delete it from your inbox.

Cards and PINs (Personal Identification Numbers).

Any new Business Debit or Charge Card you receive from us will include a chip which holds your Personal Identification Number (PIN). When you use your card, you'll be asked to enter your four-digit PIN into a PIN pad at the till. Customers who do not have a chip and PIN card, or make a purchase from a retailer who has not installed a PIN pad, will have their transaction authorised by signing a receipt.

- Keep your cheque book and cards separate.
- It's important that you memorise your PIN. Don't tell anyone (or write down) your PIN, password or other security information.

- You can, if you want, change your new PIN at a Bank of Scotland, Halifax or Lloyds Bank cash machine. Just enter your new PIN and follow the on-screen instructions.
- Some of the more obvious number combinations are not allowed for fraud prevention reasons.
- You can't change your PIN during the month before a renewal card is due.

If you are unable to use a PIN because of a disability or medical condition please let us know.

Cheques.

To help prevent fraud, add some relevant information alongside the name of the person you're making the cheque out to. For instance, if you're making it out to the Inland Revenue, add the name of the account you want the cheque paid into and a reference number, for example, INLAND REVENUE, ACCOUNT – J SMITH, Ref: XXXX. When you're paying a cheque into a bank or building society, add the name of the account holder, for example, XYZ BANK, ACCOUNT – J COLLINS. Then draw a line through unused spaces so no one can add names or numbers.

We need to know as soon as you think that:

- Your cheque book or card has been lost or stolen.
- Someone else knows your PIN, password or other security information.

Call one of the numbers provided with your card or cheque book, or call your relationship management team. We'll take immediate steps to protect your account from unauthorised access. Be on your guard against hoax calls or callers. They could be criminals trying to get extra information about your account. For example, someone may pose as a police officer or a bank representative and ask for your PIN. Genuine callers would never ask for this kind of information.

Liability for business card losses.

Should any of your Business Debit or Charge Cards ever be misused, you may be liable to cover the costs. In some circumstances you may not have to pay anything, however, if you have acted fraudulently or without all reasonable care, you will be responsible to cover all the losses in your account.

Account aggregation.

Account aggregation lets you view some, or all, of the online accounts you hold with several different banking or finance providers. We don't offer this service ourselves so please be aware that if you do use an external account aggregation service, you may be liable for any fraud or mistakes that occur as a result.

Your personal and business information.

Your personal and business information is kept private and confidential, even if you're no longer a customer. This information, including your name and address, isn't disclosed to anyone outside the Lloyds Banking Group except in the following cases:

- If we're legally obliged to provide information.
- If we have a public duty to reveal information.

- If it is needed by our agents and others involved in running accounts and services for you or your business.
- If we or others need to investigate or prevent crime.
- If our interests are threatened – where we suspect fraud, for example. This will not be used as an excuse for revealing information about you or your accounts to anyone, including other companies in our group for marketing purposes.
- If you ask us to reveal the information, or if we have your or the business' written permission.

If we're asked to answer a query about your financial status, we'll make sure we have your permission before responding.

Information if you are new to business.

Free Sage Planning for Business software.

Bank of Scotland is working with Sage, one of the UK's leading suppliers of business management software, to offer you a free and easy-to-use business planning tool.

Sage Planning for Business will guide you step-by-step through the key things you need to consider when starting a new business or in the stages of developing a newly established one; such as forecasting your cash flow or setting out your marketing approach.

It helps you put together a professional business plan that you can change and review as you make decisions about your business. With links to useful advice and information, it's all designed to help UK businesses get off to a great start.

As Sage Planning for Business integrates with Sage Start-up you can review your actual trading cash flow against your forecast, which will help you understand any financial difficulties.

If you haven't already taken advantage of this free offer call us on **0845 300 1956** to receive your Sage software CD.

Free 90-day free trial of Sage Start-up accounting software.

Along with your free Sage Planning for Business software, you can also take advantage of a free 90-day trial of Sage Start-up.

Sage Start-up is an easy-to-use day-to-day accounts package specifically designed to manage cash flow and invoicing for new businesses. It doesn't matter if you've never even thought about doing accounts before, it's all explained step by step.

And as a new Bank of Scotland customer, when your free trial is coming to an end, you can opt to keep using the service at a discounted subscription. This offer is available at £11.99 per month plus VAT.

Sage Start-up will help you to:

- Manage your money in and out of your business.
- Handle your customers and suppliers.
- Keep track of all your products and services.
- Plan your time with the business diary.
- Monitor your business progress against forecast to see if it's on track, by linking up to your Sage Planning for Business software at the click of a button.

Sage Start-up is not just an accountancy package, it will also support your business with the latest:

- Research, planning and analysis tools all in one place.
- Up-to-date intelligence on 200 trades and industries, helping you understand set-up costs.
- Information on key business areas such as legal issues, marketing, tax, VAT and funding.

Throughout you'll be supported by:

- UK-based telephone, email and online support – call **0845 245 0259**, between 9am – 5pm Monday to Friday.*
- Software upgrades so you're always on the latest technology.

For more information about Sage products available through Bank of Scotland please contact **0845 245 0259**.

Sage prices quoted are correct as at January 2013.

*Calls will be charged at your local rate.

Software is licensed for use by Sage (UK) Limited which is subject to the terms and conditions set out in the Sage Licence Agreement. Bank of Scotland makes no guarantees in relation to any Sage product and you should ensure it meets your requirements. To the extent permissible in law, Bank of Scotland is not legally responsible for any damage caused by the use of the software or services provided to you by Sage (UK) Limited.



Troubleshooting.

What to do if...

I can't access my Business Internet Banking account.

If you're having problems accessing your account via Business Internet Banking, go to the Business Internet Banking log on screen and click on the 'Unable to log on?' button.

Changes to my business.

If your business details need amending (change of address, change in business type, change of name etc) call us on **0845 300 0268** where we can arrange for you to talk to your relationship management team.

I can't remember my PIN.

If you've forgotten your PIN number you can order a replacement in the following ways:

- **By phone** – please call us on **0845 300 4709**.
- **In branch** – to help you find contact details of your branch, you can use our branch locator online.

I've lost my Business Debit Card or Charge Card.

If you've lost your Business Debit or Charge Card you should call Customer Card Services immediately on **0845 300 0344** or if you're calling from abroad, call **+44 131 454 1605**.

What should I do if I don't recognise a transaction on my account?

You should call our team of Business Customer Service Advisors immediately with the transaction details on **0845 300 0268**. We'll then be able to look into the item on your behalf. Please note, we may require you to sign a declaration form disclaiming your knowledge of the transaction(s) and we may need to block your account number for security purposes in cases where there is suspected unauthorised or fraudulent use of your account.

What should I do if a retailer does not accept chip and PIN?

Where the retailer doesn't have an upgraded terminal that accepts chip and PIN transactions, you'll be asked to sign a receipt.

Who do I contact about financial problems?

Your relationship management team should always be contacted in the first instance. They can fully review your financial situation and will be able to work with you to develop a plan.

Help with problems.

When something goes wrong.

With the best will in the world, mistakes can happen. If something goes wrong, we'll put it right as quickly as possible. To help us do that, make sure you've got the following information to hand when you call us.

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

We're here to help. So by all means tell us how you think the problem should be solved.

How to make a complaint.

If you are unhappy with something we've done and would like to make a complaint you can:

- Make sure your usual contact at the bank knows about your complaint and tell them how you think it could be resolved. We'll make sure we respond to you, usually within five business days.
- Or you can call our Commercial Telephone Banking Centre on **0845 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 **0845 606 6114**.
- Alternatively, you can raise your complaint with Customer Services. Write to The Manager, Bank of Scotland, Customer Services, PO Box 761, Leeds LS1 9JF.

Getting you satisfaction.

Commercial customers that are micro-enterprises with a group annual turnover or balance sheet up to €2 million (sterling equivalent) and who have fewer than 10 employees may be eligible to take their complaint to the Financial Ombudsman Service.

If you have a complaint and we haven't issued our response within eight weeks from the date you first raised your complaint, or if you're dissatisfied with our response, you can ask the Financial Ombudsman Service for an independent review. The Financial Ombudsman Service will only consider your complaint once you've tried to resolve it with us, so please take up your concerns with us first and we'll do all we can to help. Write to Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

How to make a complaint (continued).

Or you can call on:

0800 023 4567 - calls to this number are normally free for people ringing from a 'fixed line' phone - but charges may apply if you call from a mobile phone; or

0300 123 9123 - calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

These numbers may not be available from outside the UK – so from abroad call on **+44 20 7964 0500**.

For further information visit the Financial Ombudsman Service website at:
www.financial-ombudsman.org.uk

The Financial Services and Markets Act 2000 sets out timescales for dealing with such complaints. To reduce inconvenience to you, we aim to reduce those timescales wherever possible.

Changing your mind.

When you open a new account we will inform you of any right to cancel. If you do want to cancel, please write to us at Bank of Scotland, Business Banking, Operations, Citymark, 150 Fountainbridge, Edinburgh EH3 9PE within 14 days of receiving our letter and we will be happy to cancel the account. Any requests for payment we receive after you exercise your right to cancel will be returned and products or services which require this account to operate will also be cancelled.

We will repay to you any credit balance in your account together with any interest due if credit interest is paid on your account. You will be required to pay any charges for day-to-day business banking or other services that you may incur before we receive your request to cancel the account and we will deduct these charges from the monies we return to you. If your account is overdrawn you must repay the outstanding balance together with any interest and charges that you owe us within 30 days of exercising your right to cancel.

Where possible we will help you find an account from our range which better suits your needs. The right to cancel does not affect your ongoing right to close the account as set out in the terms and conditions.

Important information about compensation arrangements.

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the bank including their share of any joint account, and not to each separate account.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website www.FSCS.org.uk or call the FSCS **020 7741 4100** or **0800 678 1100**. Please note **only** compensation related queries should be directed to the FSCS.

Deposits with us are held with Bank of Scotland plc. Accounts with Bank of Scotland plc include accounts with its divisions and trading names: Halifax, Intelligent Finance (IF), Birmingham Midshires (BM Savings), Bank of Scotland, Bank of Scotland Private Banking, Bank of Scotland Germany, Bank of Scotland The Netherlands, Bank of Scotland Treasury, St James's Place Bank and St James's Place Private Bank. Some savings accounts under the AA Savings, Saga and Charities Aid Foundation brand names are also deposits with Bank of Scotland plc. An eligible depositor's £85,000 limit relates to the **combined** amount in accounts under all of these names.

If you are unsure which bank your account is held with please check your account literature.

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 bankofscotlandbusiness.co.uk/contactus

Please contact us if you'd 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 Text Relay (previously Typetalk) or if you would prefer to use a Textphone, please feel free to call us on 0845 606 6114 (lines open 7am-8pm, Mon-Fri and 9am-2pm Sat).

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.

Cardnet® is a registered trademark of Lloyds Bank plc.

PhoneBank® is a registered trademark of Lloyds Bank plc.

depositpoint™ is a trademark of Lloyds Bank plc.

Bank of Scotland plc Registered office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland No. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

We subscribe to The Lending Code; copies of the Code can be obtained from www.lendingstandardsboard.org.uk

Bank of Scotland plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all Bank of Scotland business customers will be covered by these schemes.)

The Lloyds Banking Group includes Bank of Scotland plc and a number of other companies using brands including Lloyds Bank, Halifax and Bank of Scotland, and their associated companies.

Issue date: October 2013.