

Pension Trust/Scheme

This Authority is applicable to customers who hold account(s) with Bank of Scotland plc (the "Bank").

This mandate contains your authority to operate the account(s) and will replace any existing mandates in relation to the account(s). It will operate at a customer level ensuring identical signing across all account(s) held in the scheme name and also will apply to any account(s) the scheme may open in the future.

This Authority must be signed by:

- All trustees; and
- Anyone authorised to sign on behalf of a corporate trustee (if applicable); and
- Any scheme administrator or scheme practitioner or fund manager (if applicable).

To: Bank of Scotland plc (the "Bank").

We,

Insert name of individual trustee(s)

and

Insert name of corporate trustee(s)

(the "Corporate Trustee(s)")

(together the "Trustees") of the

Insert full name of the trust (e.g. The Trustees of ABC scheme)

(the "Scheme")

1 The Scheme's instructions to the Bank

The Scheme ("you") confirms to the Bank ("us") that:

- 1.1 Bank of Scotland plc is appointed as your bankers;
- 1.2 You authorise the Bank to operate your account in accordance with:
 - the signatories and signing restrictions in Sections 2 and 3 (which replace any existing signatories and signing instructions you may have given before in relation to the Account);
 - the General Terms and Conditions which have been supplied to you in Section 4 (and which may be varied from time to time);
 - the relevant terms and conditions for the account(s) and ancillary services that you have applied for and/or opened and which have been supplied to you (and which may be varied from time to time);
- 1.3 All trustees and anyone authorised to sign on behalf of any corporate trustees or any scheme administrator, scheme practitioner or fund manager has signed Section 2 and that the specimen signatures given in Section 2 are correct;
- 1.4 Where there is a corporate trustee or fund manager/scheme administrator is a company, a resolution as suggested giving authorised signatories the power to enter into this Authority has been duly passed;
- 1.5 You are entitled, under the terms of the trust deed(s) governing the scheme, to enter into this Authority and that the signing instructions given by you in this Authority comply with the requirements of any such trust deed(s). You certify that the person(s) named in Section 2 below are all validly appointed trustees of the Scheme;
- 1.6 We are furnished with a list of names of the trustees and any other officers of the Scheme, that the Bank shall be notified of any changes thereto and that we are authorised to act on any information give by the trustee as to any changes therein;
- 1.7 Where a new trustee or signatory is appointed, all identification and other checks in relation to the new trustee or signatory will be completed and satisfied before we will be prepared to accept instructions from that person;
- 1.8 We can continue to rely on your existing Authority or mandate until we have processed notice of any changes to your Authority;
- 1.9 Where you request a variation to this Authority, a new Authority may be required from you together with such confirmations that the variation is in accordance with the trust deed(s);
- 1.10 If any of the trustees is an individual and that person dies, we will act on the instructions of:
 - (a) the remaining trustee(s), if there are any (this would include any "additional trustees" or "reserve trustees" who have been appointed to act on the death of the current trustee under the terms of the trust deed, provided they agree to be bound by the terms of this Authority); or
 - (b) if there are no trustees remaining, the "plan trustee" (if any) appointed under the terms of the trust deed, failing which the personal representatives of the deceased trustee,and in either case we will tell the person(s) instructing us what documentation we will need in order to accept and act on their instructions.
- 1.11 Any money now or hereafter standing to the credit of any account(s) in the name of the trustees of the Scheme shall be payable to or to the order of the survivors or survivor of us, or the executor or the administrators of such survivor.
- 1.12 Where a corporate trustee(s) is appointed, those persons authorised to sign on their behalf will be independently advised to us by that company without reference to any other trustee or party hereto and without any requirement for us to obtain the confirmation, agreement or otherwise of such trustee or party.
- 1.13 The pension scheme(s) is registered and controlled in the United Kingdom and has registered status with HM Revenue and Customs and that the account is operated in accordance with the rules of the Trust Deed and in accordance with HM Revenue and Customs requirements.

2 Details of all Trustees

All of the individual trustees, and those signatories instructed by resolution to sign this Authority for each Corporate Trustee, if applicable, are required to sign below.

To be completed by:

- All Trustees; and
- Anyone authorised to sign on behalf of a Corporate Trustee (if applicable); and
- Any scheme administrator or scheme practitioner or fund manager (if applicable).

(a) Individual Trustees (the "Individual Trustees")

Insert name of individual trustee(s)

Signed

Date

Name

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Signed

Date

Name

--

Insert name of individual trustee(s)

Signed

Date

Name

--

Signed

Date

Name

--

Insert name of individual trustee(s)

Signed

Date

Name

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Signed

Date

Name

--

Insert name of individual trustee(s)

Signed

Date

Name

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Signed

Date

Name

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Insert name of individual trustee(s)

Signed

Date

Name

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Signed

Date

Name

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Notes

If there are only individual trustees, please go to Section 3.

If there are corporate trustees, please complete Section 2 (b).

If there is an appointed scheme administrator or scheme practitioner or fund manager, please complete Section 2 (c).

(b) Corporate Trustees (the "Corporate Trustees")

Authorised signatories authorised to sign on behalf of the Corporate Trustee must be appointed in accordance with the resolution passed by the Corporate Trustee in format set out in Section 5.

(c) Scheme administrator/practitioner or fund manager

NOTE: Only complete if the Scheme has appointed such a person. (Confirmation of appointment is to be provided from the scheme.)

Where there is any person you wish to appoint as a signatory on the account, such as a scheme administrator or scheme practitioner or fund manager, such persons must complete Section 2(c).

Full name of scheme administrator/practitioner or fund manager

Where a scheme administrator/practitioner or fund manager is a company, a resolution will be required to authorise individuals to act on the account(s).

Signed

Date

Name

Signed

Date

Name

Signed

Date

Name

Signed

Date

Name

Signed

Date

Name

Signed

Date

Name

3 Signing instructions

All transactions under this Authority must be signed by all trustees unless the Trust Deed provides otherwise.

Please complete Section 3(b) with details of alternative signing instructions (if applicable).

Anyone who wishes to transact under this Authority needs to be identified as a signatory. Unless the Trust Deed permits otherwise and alternative signing instructions are completed in Section 3(b), all trustees must authorise instructions on behalf of the Scheme and interact with the Bank in connection with all matters relating to the Scheme and the account(s) and are authorised by the Scheme to:

- give instructions to the Bank to honour and debit to any account(s) in the name of the Scheme whether in credit or overdrawn or becoming overdrawn in consequence of such debit of such debit and all cheques drafts, payment requests or other orders or receipts for money signed by the "Scheme" and will be jointly and severally liable for the repayment of any such overdraft with interest and any money advanced on any loan account with interest save that;
 - (i) such liability shall only be in respect of the account(s) in the name of the Scheme and no other account(s) in any other name; and
 - (ii) the liability of each and any Corporate Trustee shall be limited to the extent of the assets of the Scheme but without prejudice to the joint and several liability of the other parties to the account(s).
- give instructions to the Bank for the transfer of monies between any account(s) in the name of the Scheme and any other account(s) in such name and to debit or credit such account(s) as it necessary to comply with such a request or order;
- give instructions to the Bank to accept for the credit of the above account(s) any remittances tendered to you in the name of the Scheme;
- give instructions to the Bank to withdraw or deal with any securities, documents or other property which the Bank may from time to time hold on behalf of the Scheme for safe custody or otherwise;
- give instructions to the Bank to enter into or give specific instructions in relation to a loan facility;
- execute any agreement with the Bank for the provision of banking services (e.g. internet or telephone banking or any cards or other services);
- discussing and receiving information about the account(s); and
- any other acts that are required to operate the account(s).

If you apply for internet or telephone banking or any of our cards or other services, specific terms and conditions will apply and any restrictions you have detailed in this Authority may no longer apply.

Any person noted as a signatory must have provided a specimen signature in Section 2 above.

Where there is any conflict between this Authority and the General Terms and Conditions, this Authority shall override the General Terms and Conditions.

Signatories

3(a) All trustees must sign for all instructions under this Authority

3(b) Where the Trust Deed permits alternative signing instructions, please specify below which signatories are authorised to sign.

Any one Any two All to sign Other (please specify) e.g. one individual trustee and one corporate trustee, any two signatories from scheme administrator, etc.

Note

If a single trustee is identified as the only signatory, the trustee will have individual authority without any restriction to authorise any transaction or other business with the Bank in relation to the Scheme account(s). We will give this signatory any information.

Section 4

General Terms and Conditions which apply to all accounts for a Non-incorporated Club, Charity, Society or Non-Personal Trust

1 Terms which apply to your account(s)

1.1 This document together with the information given with your application and any Charges Brochures (together, the "Agreement") set out the terms and conditions which apply to your business account(s), including business current account(s) and to "Your authority to operate accounts" ("the Authority"). In addition, specific terms and conditions will apply to certain business accounts and services and these will be supplied to you if you apply for such accounts and services.

Where you apply for the provision of banking services:

- by bank card, debit card, charge card, credit card or any other card introduced by the Bank from time to time; or
- by electronic or similar means; or
- by any other means that may be introduced by the Bank from time to time;

specific terms for such services will apply. If there is any conflict, those specific terms will override the terms of the Authority and/or these general terms and conditions.

This Agreement replaces any terms and conditions or other agreements that may have applied to your account.

1.2 Your account will be held with the Bank of Scotland plc bank. Registered and Head Office: The Mound, Edinburgh, EH1 1YZ. Registered in Scotland number SC327000.

1.3 Subject to any legal or regulatory requirements which may apply we are authorised to act upon any instruction, agreement or arrangement that is in accordance with the Authority (or any subsequent properly authorised addition or alteration to it) without enquiring about its purpose, or the circumstances in which it is given, or about the disposition of any proceeds. We may from time to time require you to sign in another way from the instructions which you have provided in this Authority for non-payment transactions. We will inform you of our signing requirements at the time you apply for a particular product or service. The Organisation shall be responsible to us for all or any of the debts or liabilities on the Organisation's accounts save that when the Organisation is not a separate legal entity then each authorised signatory will be liable for all (and not just a share) of the debts or liabilities on the Organisation's accounts.

1.4 You acknowledge that any individual (whether or not listed in your application or Authority) can access your account if they pass our standard customer verification procedure on any of your accounts or if they already have an established relationship with you which is recorded on our records. Our standard customer verification procedure can be passed by anyone who has access to your bank statements and banking information. It is therefore important that you keep your bank statements and banking information in a secure place and do not disclose them to anyone whom you do not want to have access to your account.

1.5 We reserve the right to decline to open an account.

1.6 You acknowledge that financial markets transactions which are traded directly between you and Lloyds Bank plc trading as Lloyds Bank Commercial Banking ("LBCB") will be subject to the terms and conditions issued from time to time by LBCB.

1.7 On request, you must promptly send us a certified copy of the Rules or Constitution of the Organisation and any changes to them together with any resolutions amending them duly certified by the Secretary or Chairperson of the Organisation.

- 1.8 You must promptly send us without request:
- a certified copy of any future resolutions which affect the terms of the Authority;
 - details of any changes to your officials and authorised signatories.
- 1.9 We need not concern ourselves as to whether or not any transaction in which we become involved, or of which we become aware, as a result of transactions under the Authority or under other resolution(s) are for purposes which are permitted by the Organisation's Rules and any instructions within the terms of the Authority or any other resolution(s) on behalf of the Organisation shall be valid even if we are aware that the purposes may not be so permitted or authorised.
- 1.10 Any termination of or alteration to the Authority shall not release the Organisation or where applicable the authorised signatories from any sums owing to us or from any previous liability or indemnity for any act performed by us in accordance with instructions previously received from the authorised signatories under the Authority.

2 Communications: General authority to Bank to accept internet/iDTV/WAP/e-mail/telephone/fax/any other electronic communications

- 2.1 Subject to the following sub-clause, we may accept your instructions even if they are not given in conventional written paper form such as by letter or on cheques. This would cover any form of electronic or telephonic communication, including those not currently available. It applies to all present and any future business on your accounts.
- 2.2 The Authority enables us to accept instructions given by electronic communications from you. It does not imply that we can or do currently actually accept all the types mentioned. We will tell you what types we will accept.
- 2.3 Note that there may be no signature, security or password protection for e-mail, phone, fax and other future forms of electronic communication. You should bear this in mind if you decide to permit us to accept those types of instruction.
- 2.4 Where we agree to accept instructions in electronic format, we will not be able to act on the instructions unless they are legible and clear.
- 2.5 We may decline to act on an electronic communication, even if we have told you we will in general accept that type of instruction. We may do this if we consider there is doubt about the validity of the electronic communication and it is in our or your interest to query it with you. However, we are not obliged to check or consider the validity of your electronic communications unless we have previously agreed a system of validation with you, such as the use of digital signatures.
- 2.6 If we come to believe that you may not have properly authorised an electronic communication we may, after making reasonable efforts to check whether it was authorised, refuse to act on the instruction and take steps to reverse any action already taken on it.
- 2.7 Without prejudice to clause 10.1, we may act on any electronic communication which we reasonably believe you have given us, even if in fact it has not come from you.
- 2.8 You must follow any security procedures we specify. We may also require you to sign a separate agreement before you can use some types of electronic communication to send us instructions and to access some kinds of services and accounts by electronic communication. If there is any conflict, the specific terms of that subsequent agreement will override the terms of the Authority.
- 2.9 We may insist on you confirming any electronic communication in conventional written form by the next Business Day. We need not wait for confirmation before acting on the instruction.
- 2.10 We can communicate with you by any form of electronic communication by which you have chosen to be able to give us instructions.
- 2.11 We advise:
- against using analogue mobile or cordless phones to contact us as they can sometimes be intercepted or overheard;
 - you to be careful not to let other people see your details if you are on-line in a public place;
 - against using e-mail for sending us confidential information.

3 Business Relationship Terms

- 3.1 We will use reasonable care and skill in providing services and managing your day-to-day banking needs, but you should bear in mind that:
- our relationship services are for your general guidance and information only and they are based on information that we know from operating your accounts or that you have given us;
 - there may be occasions when you should take specialist advice rather than solely relying on our services;
 - we are not responsible for how you interpret information we provide, or implement any action you choose to take.
- 3.2 As you retain sole responsibility for deciding whether to act on it, we will not be liable if you rely on financial information we supply; or if you choose to act on any suggestions or guidance we give you, whether or not they derive from tools we make available to you. Such suggestions or guidance are not provided to make decisions for you and there will be areas where you may wish to obtain more expert advice.

4 Running your account

- 4.1 You will examine bank statements, invoices, confirmations and communications sent to you within a reasonable time after you receive them and will promptly advise us as soon as possible of any apparent mistake or discrepancy. Delay in notification may make correcting any error difficult.
- 4.2 In certain circumstances we may refuse to accept a payment into the account.
- 4.3 Your account should not become overdrawn without arrangements having been made with us nor should the account operate in excess of the agreed borrowing limits.
- 4.4 You should only issue instructions to us to withdraw funds from your account where there are sufficient funds available at the time those instructions were issued or, where an overdraft limit has been agreed and the withdrawal will not cause that limit to be exceeded. However, if at any time such instructions would result, without prior arrangement, in the account becoming overdrawn, or the agreed overdraft limit being exceeded, we may in our sole discretion and without contacting you, allow an overdraft to be created or allow the agreed overdraft limit to be exceeded. In these circumstances the new or excess overdraft is an unauthorised overdraft and you will be charged at the applicable rate for unauthorised borrowing. For details of our unauthorised borrowing interest rate please refer to our Charges Brochure or www.bankofscotlandbusiness.co.uk. Interest is calculated on the cleared daily balance of the new or excess overdraft and is payable for the duration of the new or excess overdraft.
- 4.5 We may at any time, without giving you notice, withdraw or restrict any right to an overdraft or demand immediate repayment of your overdraft. We will write to you if we require any repayment of your overdraft.
- 4.6 Our Need to Know brochure sets out the steps you should take to help protect your accounts, which include not giving out account or security details, such as any PIN to anyone. If you tell us that your cheque book, debit card or Keycard has been lost or stolen or that someone else knows your PIN or other security information, we will take action to try to prevent these from being used. More detailed procedures for specific services may be set out in greater detail in the terms and conditions and/or brochures that are specific to those services.
- 4.7 You will inform us in writing if you wish to issue cheques signed with the facsimile or other printed signature of an authorised signatory (for example by pre-printing, rubber stamp, cheque signing machine or lasering) and will give us specimens of such signatures. You acknowledge that if you do not so inform us, we may reject such cheques. However we are authorised to pay such cheques if they reasonably appear to us to have been issued by you. We need not check that a facsimile or other printed signature (or an imitation of it) has been added with your authority or the authority of your authorised signatory(s). You must ensure that cheques with facsimile or other printed signatures are kept secure and not available to anyone not authorised by you to use them.
- 4.8 You acknowledge that if you choose to complete cheques (other than the signature) by typewriter, laser printing or other mechanical means, such cheques may be easier to alter than hand-written cheques. You must ensure that all pre-printed or facsimile cheques are kept secure and not made available to anyone other than your authorised signatory(s). We are authorised to pay such cheques completed by typewriter, laser printing or other mechanical means.
- 4.9 We shall have the right to stop a Payment instrument on reasonable grounds relating to:
- (a) the security of the Payment instrument;
 - (b) the suspected unauthorised or fraudulent use of the Payment instrument; or
 - (c) your ability to repay any credit advanced to you.
- 4.10 If we discover that a payment that has been credited to your account has been made by mistake, or if a payment has been recalled by a bank that has made it, we will immediately debit your account with the amount of that payment, even if this results in your account going into an unauthorised overdraft. You may have to pay any charges and interest that may result from use of an unauthorised overdraft in these circumstances.

5 Fees, Charges and Interest Rates

- 5.1 Our Charges Brochures set out and/or refer to how, when and what we charge for the range of services we provide, as well as the applicable rates of interest, if any. For a copy of any brochure please contact your relationship manager or see our website www.bankofscotlandbusiness.co.uk
- 5.2 The terms and conditions for any agreed overdrafts, including the overdraft interest rate for agreed overdrafts, will be detailed in a separate overdraft facility letter.
- 5.3 Unauthorised borrowing will be charged at the applicable unauthorised borrowing rate and will incur other unauthorised borrowing charges.
- 5.4 If you are the recipient (i.e. a payee) of a payment we may deduct our charges as set out in the Charges Brochure from the money transferred before crediting it to you. If we deduct any charges under this clause, we will give you details in your regular bank statements or charges invoices (or other agreed means by which you wish to be notified) of the amount of the money we receive and of our charges for receiving the money.
- 5.5 We may change any of our charges at any time. We will tell you (in accordance with clause 12) at least two months before the change to the charge takes effect.
- 5.6 Before we deduct interest or charges for maintaining and running your accounts which have built up over a charging period, we will give you at least 14 days' notice of how much we will deduct. Please refer to the Charges Brochure for the relevant dates of the applicable charging period.
- 5.7 Notwithstanding clause 12.3 we may change our interest rates at any time and without notice to you if such a change is either:
 - 5.7.1 to your advantage;
 - 5.7.2 a change to a Reference Interest Rate; or
 - 5.7.3 a change to a Reference Exchange Rate,we will tell you about the change by making details available in our branches within three Business Days of making the change or by telling you personally within 30 days of making the change.
- 5.8 We will update our website within three Business Days of an interest rate change taking effect.
- 5.9 Where we pay interest on credit balances on a business current account, interest will accrue daily and will be paid monthly.

6 Payment transactions to and from your account, other than cheques

- 6.1 In order for a payment instruction from you to be properly executed by us, you must provide us, as applicable with:
 - (a) for sterling payments to a sterling account in the UK: the payee bank's Faster Payments Service enabled sort code and account number and, if required, full name and address; or
 - (b) for payments to an international account: subject to clause 6.1 (c) below, the payee bank's BIC number and IBAN number and, if required, payee's full name and address, the payee bank's SWIFT address or National Clearing Code; or
 - (c) for Euro payments to an account within a SEPA country: the IBAN number and, if required, payee's full name and address, the payee bank's SWIFT address or National Clearing Code. Sometimes we will also require the BIC.By 'SEPA' we mean the Single Euro Payments Area and a 'SEPA country' means any of the countries or territories listed from time to time on the European Payment Council's website as being part of SEPA.
- 6.2 We may not be able to carry out a payment instruction if the bank or building society you are sending the payment to is not a member of the Faster Payments Service or a participant in the Faster Payments Service. If we cannot make a payment using the Faster Payments Service we will notify you or make this information available to you as described in clause 7 and you can contact us to ask if there is any other method available to make the payment. Until we have received an instruction from you that we can properly execute by an alternative method we will not make the payment.
- 6.3 Payment transactions will be shown on your account in sterling (GBP) and will be executed in sterling (GBP) unless otherwise agreed.
- 6.4 Unless agreed otherwise, we use Reference Exchange Rates for foreign exchange transactions. We may change our Reference Exchange Rates at any time and without notice to you. Such changes to a Reference Exchange Rate will be applied immediately. You can obtain details of our Reference Exchange Rates by telephoning the number given in the Payment Transaction brochure or such other number as we advise from time to time.
- 6.5 You must give consent before the execution of a payment transaction or a series of transactions and, depending on the Payment instrument or procedure, in one of the following ways:
 - (a) for transactions initiated in writing (other than by facsimile or by e-mail), by written instructions signed in accordance with the Authority;
 - (b) for telephone banking transactions, in accordance with the terms and conditions governing your telephone banking service with us;
 - (c) for a debit card or Keycard linked to the account, in accordance with the terms and conditions governing that card;
 - (d) for direct dial or online services linked to the account, in accordance with the terms and conditions governing the internet banking service linked to the account (for the avoidance of doubt, we do not accept payment instructions or consent to a payment transaction by e-mail); and
 - (e) for any other transaction linked to the account, the method and form of consent as agreed with you from time to time.
- 6.6 Unless your payment is initiated by way of a Paper Payment Order, we will execute payment instructions for payments out of your account in sterling, euro or other EEA currencies in accordance with our processing cycles so that the amount to be transferred reaches the payee's bank in all events no later than:
 - 6.6.1 for payments in sterling: where the payee's bank is within the UK, the next Business Day after the Business Day on which we received your instruction, or where the payee's bank is elsewhere in the EEA, the fourth Business Day after the Business Day on which we received your instruction;
 - 6.6.2 for payments in euro: where the payee's bank is within the EEA (including the UK), the next Business Day after the Business Day on which we received your instruction;
 - 6.6.3 for payments in any other EEA currencies: where the payee's bank is within the EEA (including the UK), the fourth Business Day after the Business Day on which we received your instruction.

For payments out of your account where the payment is initiated by way of a Paper Payment Order, we will execute payment instructions in accordance with our processing cycles so that the amount to be transferred reaches the payee's bank in all events no later than (in case of payments in sterling in the UK and payments in euro anywhere within the EEA) the end of the second Business Day after the Business Day on which we received your instruction, or (in case of such payments in sterling in the EEA, other than the UK, and payments in other EEA currencies anywhere within the EEA), the fourth Business Day after the Business Day on which we received your instruction.

For payments outside the EEA and/or in non-EEA currencies different timescales will apply.

Where we receive a payment instruction from you for execution on a specific day, you agree that the time of receipt is deemed to be the specific day on which we are to execute the payment instruction.

We must receive payment instructions before the cut-off time specified in the Payment Transaction brochure or we will deem the instruction to have been received on the next Business Day. Instructions received on days which are not Business Days will also be deemed to have been received on the next Business Day.

- 6.7 Once we receive your payment instruction, you cannot revoke it except in the following circumstances:
 - in the case of a direct debit payment you inform us in writing that you withdraw your consent no later than the Business Day before the account is due to be debited; or
 - where a specific day has been agreed for execution, you inform us in writing that you withdraw your consent no later than the business day before execution.
- 6.8 If we receive an electronic payment for you in sterling or euro on a Business Day, we apply the monies to your account and make them available for you immediately we receive them. If we receive a payment for you on a non-Business Day, we apply the monies to your account and make them available for you on the next Business Day. For payments received in other currencies, the monies are made available to you after the payment has been converted into sterling. How long this takes depends on when we receive the payment and the foreign exchange market for that currency. Please refer to our Payment Transaction brochure for further information.

If sterling cash is paid into your account through deposit points or by way of some other deferred checking service the cash will not be received by us until we have taken the money from the machine and/or envelope. In some cases this might not be until the next Business Day but if you use these types of services we will tell you when we are deemed to have received the money.

You agree to our deducting our reasonable charges from the money payable before applying them to your account. We will not deduct any other charges from that money before paying it into your account. If we deduct any charges under this clause, we will give you details of the amount of the money we receive and of our charges for receiving the money in our charges invoices.

- 6.9 Where we have been notified by a UK payment scheme service such as the Current Account Switching Service, that the recipient of one of your standing orders and/or bill payments (payees set up on your account which you may at any time subsequently make payments on variable dates and/or for variable amounts) has moved their current account to another bank participating in the Current Account Switching Service, we will update the recipient's new sort code and account number without further notice to you to ensure that your payment reaches the correct account within applicable timescales.

7 Stopping a payment instruction

- 7.1 We have the right to not execute any particular payment instruction where it is reasonable to do so, for example if you are in breach of this Agreement, or we (or the systems we use) reasonably suspect the payment instruction is fraudulent, or we are otherwise unable to make a payment under this Agreement. If we have declined the payment instruction or we are unable to act upon your payment instruction we will, where it is reasonable or we are required to do so, notify you or make available to you, the reason why the payment instruction was not executed as soon as possible and in any event within the designated maximum execution times for payment transactions of that type as set out in our Payment Transaction brochure.
- 7.2 Subject to any legal or regulatory requirements which may apply, we will notify you, or make the information available to you, that we have refused to act on your instructions and stopped the payment, or were not able to act on your instructions. If this has been due to your giving incorrect information you can contact us and we will tell you how to put this right. We will notify you or make this information available to you in the manner that we reasonably believe is most appropriate having regard to the way in which you have sought to instruct us and the terms of our relationship with you.

8 Refunds

- 8.1 Where you give us a payment instruction for a transaction or series of transactions to be initiated by or through a payee but your authorisation:
- 8.1.1 does not specify the exact amount of the payment; and
- 8.1.2 the amount is more than you can reasonably expect to pay having regard to the previous history on your account, any other circumstances relevant to you, the account or the person to whom the payment is made;
- we will refund the full amount of the payment provided you request the refund within 8 weeks from the date on which the funds were debited.
- 8.2 If you request a refund we may ask you to provide such information or further information as we consider reasonably necessary to show that the payment satisfied the requirements for refund.
- 8.3 We shall inform you of our decision regarding your request for a refund within 10 Business Days of our receipt of the information you provide under clause 8.2.
- 8.4 The foregoing provisions of this clause 8 do not apply to direct debits which have been incorrectly debited to your account and your refund rights under the Direct Debit scheme will continue to apply. You should tell us immediately you think that there has been an incorrect direct debit payment so that we can arrange a refund.

9 Communicating with you

- 9.1 We will provide you with regular bank statements for your account to help you manage your finances in accordance with the frequency that you have requested. Bank statements will also be available to you upon request at least once a month. If you prefer paperless communications from us, we will communicate and make available all relevant transaction information with you through the internet banking service accessible at www.bankofscotlandbusiness.co.uk. You will examine bank statements, invoices, confirmations and communications sent to you within a reasonable time after receiving them and will promptly advise us as soon as possible of any apparent mistake or discrepancy. Delay in notification may make correcting any error difficult.
- 9.2 If you require information on an individual payment transaction (for example, in relation to charges or execution times), please refer in the first instance to the latest Need to Know brochure or contact your relationship team.
- 9.3 The language of this Agreement shall be English and all information provided, made available and notified to you shall be in English.

10 Liability

- 10.1 General
- 10.1.1 The extent of your liability for any losses you incur in respect of an unauthorised payment transaction:
- (a) arising from the use of a lost or stolen Payment instrument linked to your account, or a misappropriation of the security features of a Payment instrument linked to your account; or
- (b) where you have acted fraudulently or with intent or gross negligence failed to take reasonable steps to keep safe any of the personalised security features of a Payment instrument linked to your account;
- is set out in the terms and conditions governing the use of the relevant Payment instrument.
- 10.1.2 You must notify us by telephone or in writing as soon as possible after you become aware of any incorrectly executed transaction or any unauthorised transaction on your account otherwise we may not be liable to you.
- 10.1.3 You will be liable for all unauthorised transactions on your account if you have acted fraudulently.
- 10.1.4 When giving us payment instructions (other than by cheque), you must provide us with the payee bank's Faster Payments Service enabled sort code and account number, and where applicable, their IBAN number and, if required BIC number, full name and address, and the payee bank's SWIFT address or National Clearing Code, for your payment instructions to be properly executed. If you fail to provide the correct details we will not be liable should a transaction not be capable of being properly executed although we will, where relevant use all reasonable efforts to recover your payment. We reserve the right to charge you a fee to cover our reasonable costs for so doing.
- 10.1.5 We will not be liable for:
- any losses not directly associated with the incident that may cause you to claim against us whether or not such losses were reasonably foreseeable; nor
 - any loss of profits, loss of business, loss of goodwill or any form of special damages; nor
 - any losses associated directly or indirectly with our failing to make a payment because you have not provided us with the required or correct details.
- 10.1.6 You are responsible for ensuring that cheques issued by you are correctly and legibly completed and signed.
- 10.2 Micro-enterprises
- The provisions of this clause 10.2 shall apply if you are a Micro-enterprise.
- 10.2.1 If we fail to execute (other than in situations where you have not provided us with all of the required information), or incorrectly execute a payment transaction or a cheque payment on your account, we will refund the amount of the transaction or payment to your account. We will also refund to you any interest and charges directly incurred by you on your account that would not have been incurred had we executed the transaction or payment correctly.
- 10.2.2 Where you have told us that there has been an unauthorised transaction on your account or an unauthorised cheque payment on your account, we will refund to your account the amount of the transaction or payment and any interest and charges directly incurred on the account as a result of the transaction or payment if the payment was in fact unauthorised. Beyond this we will have no further liability for an unauthorised transaction.
- 10.2.3 Where a payment instruction is initiated by a payee (e.g. a direct debit);
- (a) and you are the payee, our responsibility is limited to correctly transmitting the payment order to the payer's bank. If we have incorrectly transmitted the payment instruction to the payer's bank, you may request that we make immediate efforts to trace the payment transaction and notify you of the outcome;
- (b) and you are the payer, we are only responsible to you for a failure to execute the payment transaction or for incorrectly executing the payment transaction if the payment order has been correctly transmitted to us.
- 10.3 Non-Micro-enterprises
- Clause 10.2 shall not apply if you are not a Micro-enterprise. Instead this clause 10.3 shall apply, and the Payment Services Regulations 2009 shall apply only insofar as they are provided for herein.

10.3.1 If we fail to execute (other than in situations where you have not provided us with all of the required information), or incorrectly execute a payment transaction on your account, we shall be liable to you for any reasonable losses incurred by you but only if they arise directly from our breach of this Agreement or our negligence, and if in the ordinary course of events and with the knowledge we had, we might reasonably have expected such loss to result directly from such breach or negligence. Our liability pursuant to this clause 10.3.1 shall be limited:

- (i) to the amount (if any) necessary to reimburse you as required by law in respect of the transaction pursuant to which our breach or negligence occurred; and
- (ii) to the amount of any interest and charges directly incurred by you on the account that would not have been incurred otherwise.

Beyond this we shall have no further liability to you for a failure to execute properly or a failure to execute at all for any reason.

10.3.2 Where you have told us that there has been an unauthorised transaction on your account you will be liable for such transactions unless we are reasonably satisfied that the transaction was unauthorised. Subject to clause 10.3.1 if the transaction was unauthorised we will refund to your account the amount of the transaction and any interest and charges directly incurred on the account as a result of the transaction. Beyond this we will have no further liability to you for an unauthorised transaction.

10.3.3 We shall not be liable for the defective execution or payment of cheques unless we are negligent or in breach of contract. If you tell us that there has been an unauthorised cheque payment on your account we will only be liable to you if we are reasonably satisfied that the cheque payment was not authorised by you. If we are liable to you under this clause 10.3.3 we will refund to you the amount of the payment, to the extent the payment has been wrongly paid away, and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount, but beyond this we will not have any further liability to you.

10.4 Nothing in this clause 10 excludes our liability for fraudulent misrepresentation by us, our employees or agents, our liability for death or personal injury caused by our negligence or the negligence of our employees or agents or any other liability on our part which cannot be excluded by law.

11 Force Majeure and Sanctions

11.1 Notwithstanding anything to the contrary in this Agreement, if we are prevented, hindered, or delayed from or in performing any of our obligations under this Agreement due to abnormal and unforeseeable circumstances beyond our control (including any strike, lock-out, labour dispute, act of God, war, riot, civil commotion, malicious damage, compliance with a law or governmental order, rule, regulation or direction, accident, breakdown or other failure of equipment, software or communications network, fire, flood, or other circumstances affecting the supply of goods or services), then we shall not be liable to you or be obliged to perform our obligations under this Agreement to the extent that we are prevented, hindered or delayed in our performance by the abnormal and unforeseeable circumstances beyond our control.

11.2 We and/or any member of the Lloyds Banking Group may be subject to sanctions and/or embargoes imposed by the international community including the UK, EU, UN and the USA. We may not accept instructions and may refuse to make any payment or take any action pursuant to an instruction if it would result, or in our reasonable opinion is likely to result, in a breach by us or any member of the Lloyds Banking Group or any of our respective employees of any sanction or embargo whether or not imposed in the UK and we will not be liable for any loss, damage, cost or expense by reason aforesaid. We shall be permitted to disclose to the relevant authorities such information in relation to any instruction and/or payment as may be required.

12 Modifications to Terms and Conditions/Termination/Closing of account

12.1 You may cancel or amend your Authority by writing to us at your branch or wherever your relationship manager is based or by completing and signing the bank form that we provide for that purpose and sending it to us at your branch or wherever your relationship manager is based. You must give us at least two clear Business Days after we receive your communication to put it into effect.

12.2 We may change any provision of this Agreement.

12.3 Subject to clause 12.4, we will notify you in writing at least two months before we make any change to this Agreement. You will be deemed to have accepted any such change if you do not notify us to the contrary before the date any such change comes into effect. However, if you choose not to accept any change:

- you can close the account at any time before the change comes into effect provided that any outstanding amounts on the account are paid; or
- our notice of the change shall be deemed to be notice of termination given under clause 12.10 and this Agreement will terminate the day before any change comes into effect. Should there be any outstanding balance on the account it will become immediately due and payable on termination.

12.4 We may change this Agreement at any time to reflect changes in law, regulation or codes of practice which apply to us or the way we are regulated. We will always endeavour to give you at least two months' notice of such changes in accordance with clause 12.3 wherever possible. Where this is not possible we will give you as much prior notice as reasonably practicable.

12.5 When we tell you about a change we will do so by letter, e-mail, text, statement, statement inserts or messages or in any other way which is sent to you individually.

12.6 If we agree to fix any condition for a certain time, we will not change it during that time.

12.7 Where we can notify you about a change in a number of different ways under clauses 12.5 above and 5.7 above, we will do so in a way that we reasonably think is likely to come to your attention and which satisfies legal and other regulatory requirements.

12.8 This Agreement will continue until terminated in accordance with this clause.

12.9 We may terminate this Agreement immediately if any of the following occur:

- (a) if any information you have given us or give us in the future (whether in connection with this Agreement or not) is inaccurate;
- (b) if any material litigation is, or material administrative, criminal or judicial proceedings are, being taken against you at the time this Agreement is signed and you have not informed us in writing before entering into this Agreement ("material" means likely, if successful, to have any damaging effect on your business);
- (c) if you are a sole trader you die, become of unsound mind, become insolvent (or in Scotland, apparently insolvent) a bankruptcy petition (or in Scotland, a petition for sequestration) is presented against you, or steps are taken to appoint an administrator, judicial factor or similar officer to you or you apply to the court for a moratorium or make a proposal to creditors for a voluntary arrangement or you grant a trust deed for creditors or take any action (including entering negotiations) with a view to readjustment, rescheduling, forgiveness or deferral of any part of your indebtedness;
- (d) if you are a limited company or limited liability partnership, you have a petition presented or resolution passed for winding up or an administration order or a notice of intention to appoint an administrator is issued or notice of appointment of an administrator is filed with the court or you have a receiver appointed over all or part of your assets or you cease to trade, or you are deemed by law unable to pay your debts, or you make an application in connection with a moratorium or a proposal to creditors for a voluntary arrangement or take any action (including entering into negotiations) with a view to readjustment, rescheduling, forgiveness or deferral of any part of your indebtedness, including in Scotland granting a trust deed for creditors;
- (e) if you are a partnership (including a limited liability partnership) or unincorporated association, you dissolve or a petition is presented for an order to be made for the winding-up of the partnership or an application or a petition is presented or made for an administration order against the partnership;
- (f) if you are a limited liability partnership, any member ceases without our written consent to be a member or you cease for any reason to be a limited liability partnership;
- (g) if you fail at any time to meet any checks required by law or regulation;
- (h) if closure is required by the order of any court or direction or decision of a regulator; or
- (i) if you breach in a serious or repeated way this Agreement or any other agreement with us.

12.10 Subject to clause 12.9 we may terminate this Agreement by giving you at least two months' written notice.

12.11 We reserve the right to require any account to be closed without giving a reason. This applies even if closure of the account results in a loss of tax benefits, and we will not be liable to compensate you for any loss of tax benefits or other consequential or indirect losses whatsoever and howsoever arising.

12.12 You may terminate this Agreement by giving us at least one month's written notice. We shall not charge you for the termination of this Agreement after 12 months from its commencement.

12.13 Any closure of your accounts by you or by us will not release the Organisation or where applicable the authorised signatories from any liability in respect of any sums owing to the Bank or from any previous liability or indemnity for any act performed by the Bank in accordance with instructions received from the Organisation or an authorised signatory under the Authority. Should there be any outstanding balance on any of your accounts it will become immediately due and payable on termination.

13 Rights and duties of authorised signatories

- 13.1 Although any account opened with us would be opened in the name of the Organisation instead of its officials or authorised signatories where the Organisation is not a separate legal entity, the terms of the Authority and any specific terms of any account opened with us shall apply to each authorised signatory. If there is a breach of such terms, the Bank may take appropriate actions against each and every one of the authorised signatories for example if any account becomes overdrawn, the Bank may take action to recover the whole of any debt from each and/or every one of the authorised signatories.
- 13.2 If there is a dispute between the authorised signatories about the Organisation's account, we may require all authorised signatories to authorise transactions until all authorised signatories agree how the Organisation's account is to be operated.
- 13.3 We will send all correspondence relating to the Organisation's account to the correspondence address of the Organisation and marked for the attention of the contact name of the Organisation as specified by you to us during the account opening interview. We may give any information about the Organisation's account to all or any of the authorised signatories.
- 13.4 (Where the Organisation is not a separate legal entity), if any authorised signatory dies or ceases to be an authorised signatory, we may treat any continuing authorised signatories as having full power to carry on the Organisation's business and to deal with its assets as if there had been no change in the Organisation. This applies unless we receive written notice to the contrary from any of the continuing authorised signatories or from the executors, legal personal representatives or trustees of any deceased authorised signatory.
- 13.5 (Where the Organisation is not a separate legal entity), if we are owed money on the Organisation's accounts or on outstanding loans:
- when an authorised signatory dies, the deceased authorised signatory's estate remains responsible for paying the debt and we may require payment from the deceased authorised signatory's assets;
 - when an authorised signatory leaves the Organisation, each authorised signatory (including the authorised signatory who has left) remains separately responsible to us to repay all the debts.
- 13.6 The Authority will not be affected by:
- any change in the name of the Organisation; or
 - any change in the authorised signatory as a result of death, bankruptcy, retirement, any new authorised signatory(s) joining or otherwise.

14 Authority of signatories to operate accounts under the Authority

- 14.1 Unless you have provided otherwise in Section 3 "Signing restrictions" of the Authority each signatory named in Section 2 of the Authority has individual authority without any restriction to authorise any transaction or other business (including opening any further accounts in the name of the Organisation or applying for further services) with the Bank, and to operate all your accounts. Therefore each of these signatories will be able, for example, to withdraw money from any of your accounts, or set up an overdraft (which may be without the knowledge of the other signatories). We will not be obliged to make enquiries about the purpose of any transactions or the signatory's authority to conduct them.

15 Authority to change the Authority

- 15.1 You can change the Authority (or Authorities that have already been changed) by any two signatories named in Section 2 of the Authority (or one signatory if there is only one signatory named in the Authority) writing to us or completing a bank form. This includes adding to or changing the signatories.

16 Using money between accounts

- 16.1 If you owe us money on an account (including a loan, credit card, mortgage, current, savings or other account) we may use money in any of your other accounts with us to reduce or repay (by way of set off or otherwise) what you owe us without telling you before we do so.

17 Application of insurance monies

- 17.1 If you have taken out a general insurance policy through us in connection with one of our accounts, we will hold any money we receive in relation to the insurance (including any premiums, and any claims payments and premium refunds paid to us by the insurer) in our capacity as a bank approved by the Prudential Regulation Authority and the Financial Conduct Authority, rather than as a trustee for you (or in Scotland as an agent for you), and the Financial Conduct Authority's client money rules do not apply to the money.

18 Cheques and Cheque clearing

- 18.1 Banking of cheques for payment will at all times be subject to the rules, and clearing processes, of any cheque clearing systems used by the Bank.
- 18.2 We reserve the right to refuse payment on any cheque that is presented more than six months after the date of the cheque.
- 18.3 If you require information in relation to cheques (for example, in relation to charges or clearing processes), please refer in the first instance to the latest Need to Know Brochure or consult our website at www.bankofscotlandbusiness.co.uk. If you have any queries or need further information please contact your relationship team.
- 18.4 The processing times for dealing with UK cheques do not apply to foreign cheques paid into your account. We may at our sole discretion, either negotiate a foreign cheque or collect it. If we negotiate the cheque we will buy it from you by paying into your account the sterling equivalent of the cheque on the Business Day after the day that we receive it, using the relevant Reference Exchange Rate prevailing on that day. If we collect the cheque we will pay into your account the sterling equivalent of the cheque on the day we receive payment from the paying bank using the relevant Reference Exchange Rate prevailing on that day. You can obtain details of our Reference Exchange Rates by telephoning the number given in the Payment Transaction brochure or such other number as we advise from time to time.
- If the foreign bank returns the cheque or asks for the money to be returned, we will take the currency or the sterling equivalent from your account. If we converted the cheque into sterling, we will recalculate the amount based on the Reference Exchange Rate prevailing on the day we debit your account. Occasionally it is not possible to obtain payment of foreign cheques because of local foreign exchange or other restrictions.
- Further information on foreign cheques is set out in our International Services brochure. Details of charges for negotiated or collected cheques are set out in our International Services tariff under Negotiations and Collections. Copies of these brochures are on our website at www.bankofscotlandbusiness.co.uk or alternatively contact your relationship manager.

19 Notice

- 19.1 Any notice (other than notification on changes to interest rates referred to in clauses 5.7 and 12 above) to be given by either party in relation to your account shall be written and either sent by facsimile (in which case deemed to be received the next Business Day after sending), post or otherwise delivered by hand to the other party (and deemed received upon receipt). The address for any such notice for us will be the Bank of Scotland plc, Citimark, 150 Fountainbridge, Edinburgh EH3 9PE until further notice. The address for any such notice for you will be the address you have given us for correspondence. Either party may change address for communication by giving seven days' notice in writing to the other party.

20 Third Party Rights

- 20.1 Nothing in this Agreement confers or is intended to confer a benefit enforceable by a person who is not a party to it and such a person shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

21 Governing law and jurisdiction

- 21.1 This Agreement and any non-contractual obligations arising out of or in connection with it shall be governed and construed in accordance with either the laws of England and Wales if your account is held in England and Wales or the laws of Scotland if your account is held in Scotland. The courts of either England and Wales or of Scotland (depending on where your account is held) shall have exclusive jurisdiction to settle any dispute arising out of or in connection with this Agreement (including any dispute relating to any non-contractual obligation arising out of or in connection with this Agreement).

22 Defined Terms

"Business Day" means 9am to 5pm Mondays to Fridays other than public and bank holidays in England and Wales, or Scotland (if in Scotland) unless transacting through one of our branches which opens for shorter hours or we notify you of different times for the processing of payments to and from your account.

"Charges Brochure" means any brochure or leaflet of ours that sets out the charges, including where appropriate, international as well as UK charges that apply to your account.

"Current Account Switching Service" means a UK payments industry service operated by Bacs Payment Schemes Limited which facilitates the transfer of bank accounts from one participating bank to another participating bank.

"Faster Payments Service" means the payments service which allows faster electronic payments to be made between accounts in the UK with sort codes capable of receiving faster payments held with banks and building societies which are either members of the service or participants in the service.

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

"Micro-enterprise" means any enterprise, or group of enterprises of which it forms part, which at the time you enter into this Agreement employs fewer than 10 persons and has an annual turnover (or balance sheet) of less than €2 million (or its equivalent).

"Organisation" means any body corporate or unincorporated, sole trader or partnership named in this Agreement and where the Organisation (not being a body corporate) consists of two or more persons, then this definition means all or any of them and the liability of such persons will be joint and several.

"Paper Payment Order" refers to any instruction from you to us to make a payment that is issued by you in a paper form, including instructions on completed bank forms or those sent to us by way of letter and fax and whether such instruction is delivered to us by post, in person or by fax transmission.

"Payment instrument" means any personalised device or personalised set of procedures agreed between you and us which you use in order to initiate a payment but for the avoidance of doubt does not include cheques or bankers drafts.

"Payment Services Regulations 2009" means the Payment Services Regulations 2009 (S.I. 2009/209) as amended or replaced from time to time.

"Reference Exchange Rate" means the exchange rate which is used as the basis to calculate any currency exchange and which we make available.

"Reference Interest Rate" means a publicly available interest rate such as the Bank of England bank rate.

"We"/"us"/"our"/"Bank" means Bank of Scotland plc, registered in Scotland number SC327000. Registered and Head office: The Mound, Edinburgh EH1 1YZ and its successors and assigns.

"You"/"your" means the Organisation named in this Agreement.

23 Help and information

- 23.1 If you require a copy of this Agreement or any document referred to in it please consult our website at www.bankofscotlandbusiness.co.uk in the first instance. If you have any queries about your account or need further information please contact your relationship team.
- 23.2 We aim to provide the highest level of customer service possible. However, if you experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If something has gone wrong please bring this to the attention of any member of staff. The complaint procedures are also published on our website: www.bankofscotlandbusiness.co.uk/contactus
- 23.3 You should let us know as soon as possible if your Organisation is experiencing financial difficulties. We will always seek to help you and develop a repayment plan with you.

24 Resolutions

This section will apply if there is more than one authorised signatory to the account.

The following are the resolutions of the Organisation which are the Organisation's authority to the Bank and the Bank is authorised to act on the Organisation's instructions when given in accordance with the Authority.

- 1 We, the Organisation, hereby appoint Bank of Scotland plc ("the Bank") as our bankers and apply for the account(s) and service(s) as indicated to the Bank.
- 2 We authorise the Bank to operate our account(s) whether opened now or in the future in accordance with:
 - the terms as set out in Sections 2 and 3 of the Authority; and
 - the General Terms and Conditions and these terms are approved.
- 3 We, the Organisation, hereby agree that:
 - a current account or accounts or (if applicable) a deposit account or accounts ("the account") be opened with the Bank. For the purposes of the Authority refers to "account or accounts" means the account whether opened now or in the future;
 - the terms set out in the General Terms and Conditions and separate terms and conditions governing the use of the accounts shall apply to the accounts;
 - the Bank is authorised to act on any instructions received from the people named in Section 2 of the Authority (the "authorised signatories") and in accordance with Section 3 ("Signing restrictions") of that form, acting within the Authority to pay from or debit the account(s) either in writing or via any electronic or other automated payment or funds transfer system that the Bank makes available to the Organisation, by telephone, bank card, debit card, credit or by any other means that may be introduced by the Bank;
 - The Authority will apply whether the account is in credit or overdrawn, even where the account will become overdrawn as a result of the debit.
- 4 The authorised signatories are authorised acting within the Authority to:
 - arrange with the Bank from time to time for advances to the Organisation by way of loan or overdraft;
 - withdraw and deal with any of the Organisation's property which the Bank may hold from time to time and;
 - approve and authorise the execution on behalf of the Organisation of any contracts, agreement or other document with any part of the Lloyds Banking Group for the provision of banking services.
- 5 The Bank may act on any instructions given pursuant to the Authority provided by these resolutions without at any time making any enquiries as to the circumstances of the instructions or why such instructions were given.
- 6 The Bank is authorised to accept changes to this Authority from the authorised signatories acting within the Authority.
- 7 The Bank will be provided with the Rules and the Resolutions or Constitution of the Organisation for inspection and also with copies of any resolutions amending them that may from time to time be passed and certified by the Chairperson or the Secretary.
- 8 The Bank will also be provided with a list of the names of the officials of the Organisation and also with copies of any resolutions amending them that may from time to time be passed and certified by the Chairperson or the Secretary.
- 9 The Authority will not be affected by any change in the name of the Organisation but the Bank will be notified of any changes and the Organisation will complete all necessary documentation as requested by the Bank.
- 10 It is certified that the above resolutions were duly passed in accordance with the Organisation's Rules or Constitution (if any) and entered into the Organisation's minute book (if any) and that the specimen signatures shown in Section 2 of the Authority are correct and that all signatories are duly authorised on behalf of all members to enter into legally binding obligations with the Bank in behalf of the Organisation.

25 Declaration

This section will apply if there is only one authorised signatory to the account.

The sole authorised signatory confirms that:

- there are no rules or constitution for the Organisation;
- there is no Chairperson, Treasurer, Secretary associated with the Organisation;
- the sole Authorised signatory is the only party responsible for operating the account;
- a current account or accounts or (if applicable) a deposit account or accounts ("the accounts") be opened with Bank of Scotland plc, (the "Bank") references to "account or accounts" means the account whether opened now or in the future;
- the terms set out in the General Terms and Conditions and separate terms and conditions governing the use of the account(s) shall apply to the account;
- the Authority shall apply whether the account is in credit or overdrawn, even where the account will become overdrawn as a result of the debit;
- the Bank may act upon instructions pursuant to the Authority given by me and (if applicable) authorised signatories appointed by me;
- the Authority will not be affected by any change in the name of the Organisation but the Bank will be notified of any changes and the Organisation will complete all necessary documentation as requested by the Bank;
- the information given in the Authority is full and correct and the authorised signatory understands that the Bank may make any enquiries necessary for confirmation of the above information and for credit assessment.

26 Personal and Business Information and Lloyds Banking Group

This information does not form part of your product conditions.

26.1 Use of Business Information

When businesses apply for, or hold, products or services provided by us, we may acquire and process information relating to the business as well as personal data of individuals associated with the business. More information about how we use business information is available at www.bankofscotland.co.uk/businessprivacy

26.2 Privacy Notice

Who looks after your personal information

Your personal information will be held by Bank of Scotland plc which is part of the Lloyds Banking Group. More information on the Group can be found at www.lloydsbankinggroup.com

How we use your personal information

We will use your personal information:

- to provide products and services, manage your relationship with us and comply with any laws or regulations we are subject to (for example the laws that prevent financial crime or the regulatory requirements governing the products we offer).
- for other purposes including improving our services, exercising our rights in relation to agreements and contracts and identifying products and services that may be of interest.

To support us with the above we analyse information we know about you and how you use our products and services, including some automated decision making. You can find out more about how we do this, and in what circumstances you can ask us to stop, in our full privacy notice.

Who we share your personal information with

Your personal information will be shared within Lloyds Banking Group and other companies that provide services to you or us, so that we and any other companies in our Group can look after your relationship with us. By sharing this information it enables us to better understand our customers' needs, run accounts and policies, and provide products and services efficiently. This processing may include activities which take place outside of the European Economic Area. If this is the case we will ensure appropriate safeguards are in place to protect your personal information. You can find out more about how we share your personal information with credit reference agencies below and can access more information about how else we share your information in our full privacy notice.

Where we collect your personal information from

We will collect personal information about you from a number of sources including:

- information given to us on application forms, when you talk to us in branch, over the phone or through the device you use and when new services are requested.
- from analysis of how you operate our products and services, including the frequency, nature, location, origin and recipients of any payments.
- from or through other organisations (for example card associations, credit reference agencies, insurance companies, retailers, comparison websites, social media and fraud prevention agencies).
- in certain circumstances we may also use information about health or criminal convictions but we will only do this where allowed by law or if you give us your consent.

You can find out more about where we collect personal information about you from in our full privacy notice.

Do you have to give us your personal information

We may be required by law, or as a consequence of any contractual relationship we have, to collect certain personal information. Failure to provide this information may prevent or delay us fulfilling these obligations or performing services.

What rights you have over your personal information

The law gives you a number of rights in relation to your personal information including:

- the right to access the personal information we have about you. This includes information from application forms, statements, correspondence and call recordings.
- the right to get us to correct personal information that is wrong or incomplete.
- in certain circumstances, the right to ask us to stop using or delete your personal information.
- from 25 May 2018 you will have the right to receive any personal information we have collected from you in an easily re-usable format when it's processed on certain grounds, such as consent or for contractual reasons. You can also ask us to pass this information on to another organisation.

You can find out more about these rights and how you can exercise them in our full privacy notice.

Other individuals you have financial links with

We may also collect personal information about other individuals who you have a financial link with. This may include people who you have joint accounts or policies with such as your partner/spouse, dependents, beneficiaries or people you have commercial links to, for example other directors or officers of your company.

We will collect this information to assess any applications, provide the services requested and to carry out credit reference and fraud prevention checks. You can find out more about how we process personal information about individuals with whom you have a financial link in our full privacy notice.

How we use credit reference agencies

In order to process your application we may supply your personal information to credit reference agencies (CRAs) including how you use our products and services and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity.

We may also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time, information on funds going into the account, the balance on the account and, if you borrow, details of your repayments or whether you repay in full and on time. CRAs will share your information with other organisations, for example other organisations you ask to provide you with products and services. Your data will also be linked to the data of any joint applicants or other financial associates as explained above.

You can find out more about the identities of the CRAs, and the ways in which they use and share personal information, in our full privacy notice.

How we use fraud prevention agencies

The personal information we have collected from you and anyone you have a financial link with may be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found in our full privacy notice.

How we share personal information about insurance products

If you apply to us for insurance, we may pass your details to the relevant insurer and their agents. If a claim is made, any personal information given to us, or to the insurer, may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

Our full privacy notice

It is important that you understand how the personal information you give us will be used. Therefore, we strongly advise that you read our full privacy notice, which you can find at www.bankofscotland.co.uk/businessprivacy or you can ask us for a copy.

How you can contact us

If you have any questions or require more information about how we use your personal information please speak to your usual bank contact or email the data privacy team at CBDataPrivacy@LloydsBanking.com

If you feel we have not answered your question Lloyds Banking Group has a Group Data Privacy Officer, who you can contact on 0345 721 3141 (+44 131 337 4218 from outside the UK) and tell us you want to speak to our Data Privacy Officer.

Version Control

This notice was last updated in January 2018.

Section 5

Suggested Resolution for completion by each Corporate Trustee

Insert name of the Corporate Trustee

At a Meeting of the Directors of _____ (the "Company")

held at _____

on the following Resolutions were passed.

1 That any **one/two/all*** of _____ (the "Authorised Signatories")

Insert names of Authorised Signatories of Corporate Trustees

be and is/are hereby authorised to sign on behalf of the Company the mandate for the operation of the account(s) and/or ancillary services and for the administration of the account and/or ancillary services and for any future accounts/services opened with the Bank of Scotland plc (the "Bank") in the name of:

Insert full name of the Scheme (e.g. ABC scheme)

_____ (the "Scheme")

in which name the Company and _____

Insert names of Trustees

_____ are acting as Trustees (the "Authority")

2 That when the Company signs as a trustee on behalf of the Scheme to authorise any instruction made pursuant to the Authority, any one / two / all (delete as appropriate) of the Authorised Signatories must sign on behalf of the Company.

3 That the Bank be furnished with a list of the names of Directors, the Secretary and other Officers of the Company and, if requested by the Bank, a copy of its Memorandum and Articles of Association and be from time to time informed by notice in writing under the hand of any Director or the Secretary of any changes which may take place therein and may be entitled to act on any such notices of change therein until the receipt of further notice under the hand of any one of the Directors or the Secretary.

4 That if there is any lending to the Trustees of the Scheme, **any one/two/all*** of the Authorised Signatories are hereby authorised to sign on behalf of the Company any loan documentation to be entered into by the trustees of the Scheme.

We certify that the foregoing resolutions have been duly entered in the Minute Book of the Company and that they are in accordance with the Articles of Association of the Company. We have seen and approve the Authority completed for the Scheme and directed that it be delivered to the Bank. We confirm that the signatures appearing below are those of the duly authorised officials of the Company.

Name of Director	Name of Director/Secretary/Witness*
<input type="text"/>	<input type="text"/>
Signature of Director	Signature of Director/Secretary/Witness*
<input type="text"/>	<input type="text"/>
Date	Date
<input type="text"/>	<input type="text"/>

*** Delete as applicable**

Please rule through any boxes not required

Authorised signatories of the Company (the "Authorised Signatories")

Name (in full)

Job title

Signature

Date

Name (in full)

Job title

Signature

Date

Name (in full)

Job title

Signature

Date

Name (in full)

Job title

Signature

Date

Please rule through any boxes not required

Information is available in large print, audio and Braille on request.

www.bankofscotlandbusiness.co.uk

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 169628.

We adhere to the Standards of Lending Practice which are monitored and enforced by the LSB: www.lendingstandardsboard.org.uk

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS).

Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

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.