

# ePay Virtual Pricing.

General information	Price
Interest Free Period	No interest is applied when balances are settled in full at the end of each month
Currency Conversion Fee	2.75%
Late Payment Fee	2% of outstanding balance (minimum £10)
Returned Payment Fee	£30.00
Statement/Report Copy	£10.00
Implementation Fee	Negotiable
Annual Licence Fee	Negotiable
Transaction Fee	Negotiable
File Transfer monthly maintenance fee	Negotiable

## Changes to ePay Virtual Pricing

Bank of Scotland has the right to make changes to the ePay Virtual product pricing where necessary to ensure compliance with legal or regulatory requirements, rectify errors or omissions, take account of reorganisations within Lloyds Banking Group, change the scope of the service or take account of changes to our systems. Changes will be notified to you in writing by post or email and whichever form notification takes, you may be directed to the Commercial Banking website for further details of the change(s).

If there is any conflict between the pricing contained above and those contained in the ePay Virtual Agreement, the terms of the ePay Virtual Agreement prevails to the extent of that conflict.

## **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 [business.bankofscotland.co.uk/business-home/contact-us/complaints-procedure/](https://business.bankofscotland.co.uk/business-home/contact-us/complaints-procedure/)

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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 0345 300 2755 (lines open 7am-8pm Monday to Friday and 9am-2pm Saturdays).

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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.

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.