



Business Banking

TSB Bank plc
Excel House
30 Semple Street
Edinburgh
EH3 8BL

May 2020

An important update on our TSB Business Banking Credit Card.

Hello,

I wrote to you in March to tell you about our plans to discontinue the TSB Business Banking Credit Card. However, given the uncertainty that some customers may be facing as a result of the Coronavirus (COVID-19) pandemic, we feel this is not the right time to do this. So your credit card(s) can now be used until further notice.

Please ensure all cardholders are provided with the information in this letter.

Change to the credit card discontinuation date

In March we told you that your TSB Business Banking Credit Card(s) would stop working on 9 June 2020. This will no longer happen and cardholders can continue to use their credit card after this date. We will provide you with at least two months' notice of a revised discontinuation date.

If you have already destroyed your TSB Business Banking Credit Card, but your account is still open, you can request a replacement by contacting us on **0800 015 0030**. Lines are open 24 hours a day, 7 days a week.

About your repayments

Nothing changes. You'll need to continue making monthly repayments as per your current arrangements. This could be the minimum or full monthly repayments but please be aware that the repayments must be made from your Business Current Account.

And if you haven't already, we request you to set up a Direct Debit on your Business Current Account for repayments – please call us on **0345 835 7940**. Lines are open from 9am to 5pm Monday to Friday.

If you have any financial concerns including difficulties in paying minimum repayments, please call us on **0345 835 3858**. Lines are open from 8am to 6pm Monday to Friday, 9am to 2pm on Saturdays. Due to COVID-19, open times have reduced temporarily.

An update on our new business credit card provider

We are still working towards offering a business credit card through a new credit card provider in the future.

Continued overleaf

We're here to help

You will have received a communication from us about the support that we, and the government are offering to businesses because of the COVID-19 pandemic. Visit tsb.co.uk/business/coronavirus for up-to-date information.

If you have any questions about this letter, please call us on **0345 835 3858**. Lines are open from 8am to 6pm Monday to Friday, 9am to 2pm on Saturdays. Due to COVID-19 open times have reduced temporarily.

Yours sincerely,



Ian Ramsden

Director of Borrowing and Insurance

Our normal call centre times are 7am to 8pm Monday to Friday, 9am to 2pm Saturdays. Due to COVID-19 they have reduced temporarily.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **0345 835 3858** (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3852** (lines open from 8am to 6pm Monday to Friday, 9am to 2pm Saturdays).

tsb.co.uk/business

Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to a Partner for more information. Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call Telephone Banking on **+44 203 284 1576**.

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TSB adheres to The Standards of Lending Practice for business customers, which are monitored and enforced by the Lending Standards Board: www.lendingstandardsboard.org.uk
To read more about our lending commitments to you go to tsb.co.uk/business-lending-practice