

Business Instant Access account

Terms and Conditions



Business

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Terms and Conditions

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1. Your Account

- 1.1 These terms and conditions apply to your Business Instant Access Account(s) ("Account"). This document together with your application forms your agreement with us in relation to the Account ("Agreement").
- 1.2 This Agreement replaces any terms and conditions or other agreements that may have applied to your Account.
- 1.3 Your account will be with TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland number SC95237.
- 1.4 Subject to any legal or regulatory requirements which may apply to your Account, you authorise us to act upon any instruction, agreement or arrangement that is in accordance with "Your Authority to operate accounts" ("the Authority") without our enquiring about the purpose, the payee, the disposition of the payment proceeds or the circumstances in which any of your instructions are given. Therefore if any one business party is authorised to operate any of your accounts, that person will be able, for example, to withdraw any money in any of your accounts (which may be without the knowledge of the (other) business parties).
- 1.5 You acknowledge that any individual (whether or not listed in your application or Authority and including any authorised online third party provider appointed in accordance with clause 5.9) 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.
- 1.6 You may cancel or amend your Authority by writing to us at TSB Bank plc, Business Banking, PO Box 373, Leeds LS14 9GQ or by completing and signing the bank form that we provide for that purpose and sending it to us at TSB Bank plc, Business Banking, PO Box 373, Leeds LS14 9GQ. You must give us at least two clear Business Days after we receive your communication to put it into effect.
- 1.7 If we agree to fix any condition for a certain time we will not change it during that time.
- 1.8 We reserve the right to decline to open an account.
- 1.9 The Account is for Surplus Business Funds only and must not be used for Trading Turnover.
- 1.10 If the Account is used for Trading Turnover, we:
 - will charge the Business for those transactions by applying the Business Extra charges in accordance with the scale of charges provided and as varied from time to time in accordance with change to clause 12. For full information on the Business Extra charges and interest rates please consult our website at tsb.co.uk/business or contact your relationship manager.
 - reserve the right to give you two months' notice to close the Account returning any funds to you.
- 1.11 The normal maximum balance per account is £5 million.

2. Liability

- 2.1 General
 - 2.1.1 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. You can do so by contacting us on the telephone number or at the address given in the Need to Know brochure as updated from time to time.
 - 2.1.2 You will be liable for all unauthorised transactions on your Account if you have acted fraudulently.
 - 2.1.3 You will be liable for all unauthorised transactions on your account if you have shared your security credentials with a third party other than in accordance with clause 5.9.
 - 2.1.4 When giving us payment instructions, (other than by cheque, direct debit or standing orders as these are not available), you must provide us with the payee bank's Faster Payments Service enabled sort code and account number, and where applicable, their BIC number (a BIC number is not required for credit transfer in the Single Euro Payments Area) and IBAN and, if required, 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.
 - 2.1.5 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.

2.2 Micro-enterprises

2.2.1 The provisions of this clause 2.2 shall apply if you are a Micro-enterprise. 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 will refund the amount of the transaction or payment to your Account unless the payment was received by the payee's bank. 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 correctly.

2.2.2 Where you have told us that there has been an unauthorised transaction 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.

2.3 Non-Micro-enterprises

Clause 2.2 shall not apply if you are not a Micro-enterprise. Instead this clause 2.3 shall apply, and the Payment Services Regulations 2017 shall apply only insofar as they are provided for herein.

2.3.1 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 2.3.1 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.

2.3.2 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 2.3.1, 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.

2.4 Nothing in this clause 2 excludes our liability for fraudulent misrepresentation by us, our employees or agents or 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.

2.5 If you are telling us about an unauthorised transaction on your account, you need to tell us within 13 months of the payment or the money being taken out of your account if you want to claim a refund. If you tell us after this time, we'll still look at your request for a refund, but we won't need to give you a refund within the times mentioned in clause 9.

2.6 We will contact you via phone, text message, email, or by post, if we think suspected or actual fraud or security threats will have an impact on your account. Which method we use will depend on the circumstances.

3. Force Majeure and Sanctions

3.1 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.

- 3.2 We 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 of our 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.

4. Interest on money in your Account

- 4.1 Until further notice, interest is calculated on a daily basis on cleared credit balances.
- 4.2 Any interest will be taxed according to your individual circumstances and as specified by law.
- 4.3 Interest is payable monthly and will be paid on the 10th day of each calendar month and upon closure of the Account.
- 4.4 The rates of interest paid on the Account and the balances in relation to which such rates are payable are available in our UK branches and on tsb.co.uk/business
- 4.5 You can contact your relationship manager to check your interest rates and to get details of interest rate changes at any time.

5. Running your Account

- 5.1 We will provide you with regular bank statements for your account to help you manage your finances at least once a month or in accordance with the frequency that you have requested. You will examine bank statements, confirmations and communications sent to you within a reasonable time after receiving them and will promptly advise us of any apparent mistake or discrepancy. Delay in notification may make correcting any error difficult.
- 5.2 If we need to investigate a transaction on your Account we may require you to co-operate with us and the police, if we need to involve them. We may need you to give us confirmation or evidence that you have not authorised a transaction. In certain circumstances we may refuse to accept a payment into the Account.
- 5.3 You are not permitted to overdraw the Account.
- 5.4 If the Account does become overdrawn unauthorised borrowing will be charged at the applicable rates and other charges may also be incurred. These rates and charges are in our Charges Brochure and are also available on our website at tsb.co.uk/business. Interest is calculated on the cleared daily balance of unauthorised borrowing and is payable for the duration of the unauthorised borrowing. Interest and charges may vary from time to time in accordance with clause 12.
- 5.5 Nothing in this Agreement restricts our right to refuse to allow any overdrawing or other borrowing or any increase in any overdrawing or other borrowing.
- 5.6 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.
- 5.7 You should only issue instructions to us, or to a third party in accordance with clause 5.9, to withdraw funds from your Account where there are sufficient funds available at the time those instructions were issued.
- 5.8 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. You may only share your Security Details with authorised online third parties in accordance with clause 5.9.
- 5.9 If you want to allow an authorised online third party provider to have access to your account:
- You must have registered for Business Internet Banking;
 - You must give them explicit consent to access your Business Internet Banking; and
 - You may only share with them your user ID, password and memorable information that you set up when you registered for Business Internet Banking. If they enter your user ID, password and characters from your memorable information on your behalf that means you have agreed to any Transactions they make on your behalf.

For the purposes of this agreement, Transactions made by an authorised online third party provider will be treated as Transactions made by you.

If you give access to an authorised online third party provider in accordance with this clause all your Business Banking accounts with us will be visible to the third party. If you want to stop an authorised online third party provider accessing your Business Internet Banking, you will need to change your password and memorable information.

6. Payment instructions

- 6.1 In order for your payment instructions to be properly executed by us, when giving us payment instructions (other than cheques) you must provide us, as applicable, with:
- For sterling payments to a sterling account in the UK: the beneficiary bank's sort code and account number and, if required, full name and address; or
 - For payments to an international account: the beneficiary bank's BIC number (a BIC number is not required for credit transfer in the Single Euro Payments Area) and IBAN number and, if required, full name and address, or the beneficiary bank's SWIFT address or National Clearing Code.

We will rely on the sort code and account number for the payee that you provide to us. You are responsible for giving us the correct details and for checking that you have done so. We will also rely for payment instructions upon the signature provided under the Authority or, in the case of telephone and on-line banking, the specific requirements that apply in the terms and conditions for those banking channels. We shall not be liable if you provide incorrect sort codes or account numbers in respect of debit transactions.

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 8 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.

- 6.2 Payment transactions will be shown on your account in sterling (GBP) and will be executed in sterling (GBP) unless otherwise agreed.
- 6.3 Unless agreed otherwise, we use a Reference Exchange Rate for foreign exchange transactions. We may change our Reference Exchange Rate at any time and without notice to you. Such changes to a Reference Exchange Rate will be applied immediately. You can obtain details of the Reference Exchange Rate by telephoning the number given in the Payment Transaction brochure or such other number as we advise from time to time.
- 6.4 You must give consent before the execution of a payment transaction 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 online banking services linked to the Account, in accordance with the terms and conditions governing those banking services linked to the Account (for the avoidance of doubt, we do not accept payment instructions or consent to a payment transaction by e-mail);
 - (d) for transactions initiated through an authorised online third party provider in accordance with clause 5.9; and
 - (e) for any other transaction linked to the Account, the method and form of consent as agreed with you from time to time.
- 6.5 You can withdraw your consent to payment at any time up until we receive your payment instruction. If we allow you to withdraw your consent to our making a payment after we have received your payment instruction, we may be entitled to charge you a fee to compensate us for the reasonable costs and expenses we incur in relation to this.
- 6.6 Once we receive your payment instruction, you cannot withdraw your consent to the payment unless:
- If you have initiated a payment through an authorised online third party provider for a future dated payment and you withdraw your consent no later than the business day before execution you will need to contact us rather than the authorised online third party provider. The authorised online third party provider cannot cancel the payment for you; 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.

7. Payments to and from your Account, other than cheques

- 7.1 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:

7.1.1 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;

7.1.2 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;

7.1.3 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 the 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 the case of such payments in sterling in the EEA, other than the UK, and payments in other EEA currencies anywhere in 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 or referred to in the Need to Know 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.

7.2 Standing orders and direct debits are generally not available on your Account.

7.3 If you are making a payment we will send the full amount of the payment to the person named in your payment instruction. We will send the money without deducting any of the charges we incur for making the payment but will deduct our charges from your Account which shall be set out in our charges invoices.

7.4 Payments will reach the bank of the person to whom any payment is made in accordance with the information provided or referred to in our Need to Know brochure and available from our website at tsb.co.uk/business and as varied from time to time in accordance with clause 12. Times may differ according to currency and location, especially if payments are being made outside the EEA.

7.5 If we receive an electronic payment for you in sterling, euro or any other EEA currency, we apply the monies to your account and make them available for you immediately we receive them. 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 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.

8. Stopping a payment instruction

8.1 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.

8.2 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. We will be entitled to charge for any costs we incur in making any such notification.

8.3 An authorised online third party provider will not be able to access your Internet Banking account using your user ID, password and memorable information if we have stopped your/their ability to use them.

9. Refunds

9.1 Where you give us a payment instruction but your consent to the payment:

9.1.1 does not specify the exact amount of the payment; and

9.1.2 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.

9.2 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.

9.3 You are responsible for making sure you give us the correct information for who you want to pay. If you don't give us the correct information, we aren't responsible if the payment is delayed or goes to the wrong person. If the payment goes to the wrong person because you gave us the wrong information we'll try to get the money back for you.

9.4 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 9.2.

10. Charges

We reserve the right to impose charges in accordance with the scale of charges provided or referred to in our Charges Brochure as varied from time to time in accordance with clause 12. For a copy of any brochure referred to please contact your relationship manager or see our website at tsb.co.uk/business

11. Termination/Closing of Accounts

11.1 This Agreement shall continue until terminated in accordance with this clause.

11.2 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 (in Scotland) you intimate your intention to apply for a Debt Payment Programme under the Debt Arrangement Scheme, a bankruptcy petition (or in Scotland, a petition for sequestration) is presented against you, or steps are taken to appoint a 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 are a partnership in Scotland, you intimate your intention to apply for a Debt Payment Programme under the Debt Arrangement Scheme;

(h) if you fail at any time to meet any checks required by law or regulation;

(i) if closure is required by the order of any court or direction or decision of a regulator; or

(j) if you breach in a serious or repeated way this Agreement or any other agreement with us.

- 11.3 Subject to clause 11.2, we may terminate this Agreement by giving you at least two months' notice.
- 11.4 We also reserve the right to require the 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 any other losses not directly associated with the closure whatsoever and howsoever arising.
- 11.5 You may terminate this Agreement at any time by informing us by telephone or in branch.
- 11.6 Closure of your Account either by you or by us will not release you from any liability in respect of 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 you or a business party.

12. Variation

- 12.1 We may change or introduce (where appropriate):
- interest rates, including their type or the way they are calculated or charged. The new rates apply to your Account from the date the rate changes;
 - charges and annual fees;
 - statement dates; and/or
 - these terms and conditions.
- 12.2 Subject to clauses 12.3 and 12.5 we will notify you by notice in writing at least two months before we make any change to these terms and conditions. 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 11.3 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.
- 12.3 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 12.2 wherever possible. Where this is not possible we will give you as much prior notice as reasonably practicable.
- 12.4 If a change referred to in clause 12.1 above adds a new service to your account we'll tell you either:
- personally within 30 days of the change; or
 - by publishing details within three days of the change.
- 12.5 Notwithstanding clause 12.2 we may change our interest rates at any time if the change is either:
- 12.5.1 to your advantage; or
- 12.5.2 a change to a Reference Interest Rate,
- in either case 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.
- 12.6 When we tell you personally about a change we can do this by letter, email, text, statement, statement inserts or messages or in any other way which is sent to you individually.
- 12.7 We will update our website within three Business Days of a rate change taking effect.
- 12.8 We will not change a fixed rate or a bonus rate on your Account for the time we have agreed to keep it fixed.

13. Cheques and Cheque clearing

- 13.1 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.
- 13.2 We reserve the right to refuse payment on any cheque that is presented more than six months after the date of the cheque.
- 13.3 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 tsb.co.uk/business. If you have any queries or need further information please contact your relationship team.

14. Notice

Any notice (other than notification on changes to interest rates referred to in clause 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 TSB Bank plc, Business Banking, PO Box 373, Leeds LS14 9GQ, 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.

15. Third Party Rights

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 and/or the Contract (Third Party Rights) (Scotland) Act 2017 (as relevant).

16. Governing law and language

- 16.1 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).
- 16.2 The language of this Agreement is English and all communications and notices between us shall be in English.

17. Defined Terms

"authorised online third party provider" means a person included in the Financial Conduct Authority Register as an authorised payment institution pursuant to regulation 4(1)(a) of the Payment Services Regulations;

"Business" means any body corporate or unincorporated, sole trader or partnership named in this Agreement and where the Business (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;

"Business Day" means Mondays to Fridays other than public and bank holidays in England and Wales, or Scotland (if in Scotland) 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 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;

"EEA" means the European Economic Area;

"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;

"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 whose annual turnover and/or balance sheet total does not exceed EUR 2 million (or its equivalent);

"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 Services Regulations 2017" means the Payment Services Regulations 2017, 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 on our website at tsb.co.uk/business;

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

"Surplus Business Funds" means funds additional to the cashflow required to maintain the Business's current account;

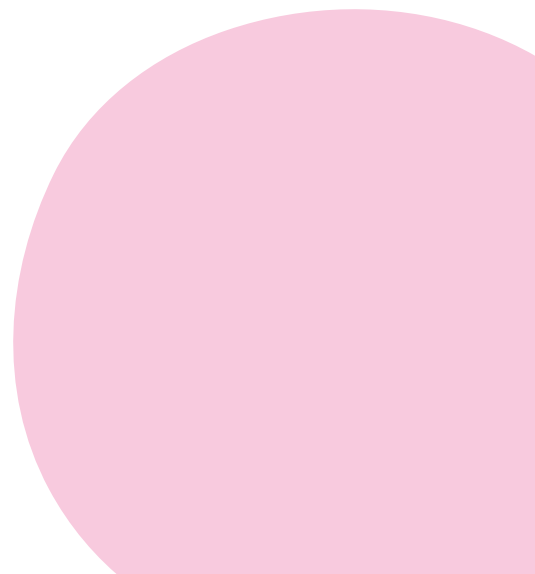
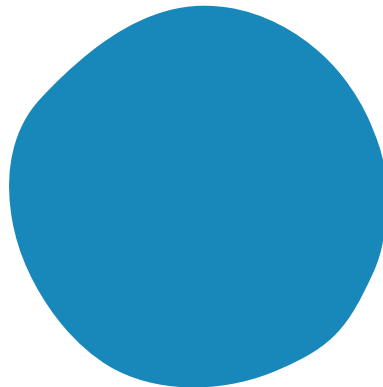
"Trading Turnover" means funds used to maintain the day-to-day cashflow of the Business;

"we"/"us"/"our"/"Bank" means TSB Bank plc; and

"you"/"your" means the Business named in this Agreement.

18. Help and Information

- 18.1 If you require a copy of this Agreement or any document referred to in it please consult our website at tsb.co.uk/business in the first instance. If you have any queries about your Account or need further information please contact your relationship manager.
- 18.2 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: tsb.co.uk/business/contact-us
- 18.3 You should let us know as soon as possible if your business is experiencing financial difficulties. We will always seek to help you and develop a repayment plan with you.



Other ways we can help.

Go to tsb.co.uk/business

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).

Important information

If you need to call us from abroad, or prefer not to use our 0345 number, you can also call us on 0203 284 1576.

Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to a TSB Partner for more information.

Calls may be monitored or recorded.

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TSB Bank 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 TSB Business customers will be covered by these schemes).



Business