



<Business name>
<Address line 1>
<Address line 2>
<Address line 3>
<Address line 4>
<Address line 5>

Credit card account number: <XXXXX1234>

March 2021

<PARTY_IDENTIFIER>

Your Business Credit Card(s) will no longer work from 11 May 2021.

Hello,

We wrote to you in May last year to let you know you could continue to use your TSB Business Banking Credit Cards until further notice.

I'm now writing to tell you that we are discontinuing all TSB Business Banking Credit Cards from **11 May 2021**. I'm sorry for any inconvenience this may cause and assure you we will work with you to minimise any impact on your business.

What is happening and why?

We've decided to discontinue our Business Credit Cards because they don't provide the right level of service for our business customers. You can continue to use your card(s) until 11 May 2021, but all new purchases (including recurring payments) and cash withdrawals will stop from 11 May 2021.

You'll continue to receive monthly statements until any outstanding balance is paid in full. We recommend that you settle the outstanding balance by the end of May or June 2021 as per your monthly statement due date.

If you need support as a result of our decision, such as working capital funding, please contact us and we can discuss other options that may be suitable for you (subject to status and eligibility checks). Call us on 0345 835 3858 and we'll be happy to help you. Lines are open from 8am to 6pm Monday to Friday, 9am to 2pm on Saturdays.

What if I don't normally pay off my balance each month?

As long as you pay the minimum payment you will continue to receive statements until the balance is fully paid. If you have any difficulties in paying the minimum amount, please get in touch with us on 0345 835 3858.

Does this affect my other accounts with TSB?

No, we're just discontinuing our Business Banking Credit Cards. The rest of our business banking products are unaffected.

Continued overleaf

DIRECT MAIL

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ACCOUNT MANAGER	Ursula Anderwert	TRAFFIC NUMBER	J3173	
JOB NAME	Credit Card NOV			
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What do I need to do next?

Please let all Business Credit Card holders in your business know they must destroy their Business Credit Card or hand their Business Credit Card to a TSB partner by 11 May 2021.

If you or a person in your business requires a Business Credit Card after 11 May, you will need to apply for one with another provider.

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 queries 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.

Thank you for banking with us,



Mark Curran
Director of Business Banking

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).

Not all Business 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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