



Club, charity or society

Charges for
other services





Charges for other services

This brochure outlines what charges your club, charity or society will be charged when using other services outside of your day-to-day business banking. If you would like a full breakdown of what all of our charges are, please ask for our 'Your account charges explained' brochure. If you make or receive international payments please ask for our International Services tariff.

Bankers draft	
Bankers draft (sterling)	£20
Special cheque presentation	
A cheque paid into your account sent direct to another branch or bank for payment. Normally this service is used to find out earlier if a cheque is going to be paid, although it doesn't speed up the clearing process.	£10
Electronic funds transfer 'CHAPS' payment	
Transfer of funds for same day value	£30
Stopped cheque	
Your instruction to us not to pay a cheque you have issued	£10
If the cheque has been lost or stolen	Free
Statements	
You will receive a regular monthly statement of your account	Free
Intermediate statements	
Ordered via a TSB cash machine	Free
Ordered at branch	£3
Copy statements	£5 per sheet
Vouchers with statements	
Cheques and/or credit vouchers returned with your statement	£5 per sheet
Monitoring	
Where, by agreement, we will monitor your account on a regular basis to make transfers in accordance with your instructions.	
Daily monitoring	£20 per month
Weekly monitoring	£7 per month
Monthly monitoring	£5 per month

Charges for other services (cont.)

Status enquiry

Where you can request information about a third party to assess if they can commit to a financial arrangement or make a payment. This can only be requested with the third party's consent and the information is based on their account status at the time of enquiry.

£10.21
(includes VAT*)

Audit letter

Details of balances and other information provided, at your request, to your accountant

£25 per hour
plus VAT
(min £25)

Clerical administration fee

We are happy to discuss your day-to-day banking activities without charge.

However, if we spend a significant amount of time on a specific area not covered in this brochure we may charge a fee. In all cases this will be agreed with you first.

Using other banks

Other banks sometimes charge us when you use their counter services. In turn, we may pass these costs on to you. Your branch will be able to tell you which banks charge and why.

Other services

Some charges may not be included in your pre-notification. If this is the case, we'll call, email (if appropriate) or write to tell you how much the service will cost, before we provide it.

BACS – file submitted

£4.00

BACS (Business Extra) – debit or credit item

10p

BACS (Electronic Business Tariff) –
debit or credit item

Free

Credit paid via a night safe

Free

Please note. As the law stands, most banking services are exempt from VAT. If the situation changes, then we will add VAT at the appropriate rate.

* VAT is 20% as at 4 January 2011.

Card charges

Using your card in the UK	
Cash withdrawals from a TSB cash machine using your Business Debit Card or Business ATM Card.	Free
Cash withdrawals from other machines (LINK and non-LINK)	Free Please note, If you're using another bank's cash machine, the owner of the machine may charge you. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.
Purchase of foreign currency or travellers' cheques from a TSB branch, travel bureau or any other provider displaying the VISA sign.	Free
Using your card abroad	Charge
Withdrawals from cash machines displaying the VISA sign or from other bank's counters, travel agents, bureau de change and other outlets displaying the VISA sign.	The converted sterling value includes a 2.75% non-sterling transaction fee; the total converted sterling value then incurs a 1.5% non-sterling cash transaction fee (minimum £1.50). If you are using another bank's ATM, some providers may charge you a fee for using their machines.
All other Business Debit Card transactions	2.75% non-sterling transaction fee

All charges are per transaction unless specified otherwise. Please refer to your relationship manager for details of these charges.

Charges when you borrow

If you need additional funding for any purpose or period, please talk to us first to avoid paying unauthorised borrowing charges. Once we've agreed your requirements, we'll write to let you know the interest rate, when it's charged and the fees payable. In the case of an agreed overdraft, the limit, review date and current interest rate will be shown on your statement and we will give you written confirmation of the terms at the time they are agreed. Please ask your relationship manager for further details of the interest rate and fees that apply to our borrowing facilities. Typical charges include:

An arrangement fee which is dependent on the amount you borrow.

Security fees

If required, we will arrange security against your borrowing. Your relationship manager can provide an estimate of the fees and expenses which may be payable in a given situation. You will also be required to pay expenses and fees which we may incur, such as:

- Solicitors and/or valuation fees
- Expenses in connection with enquiries made about the security subject
- Fees payable to register the security.

For any fixed rate loan over £25,000, a breakage fee will occur if the loan is paid off early – in partial or in full.

Any property given as security, which may include your home, may be repossessed if you do not keep up repayments on your mortgage or other debts secured on it.

All lending is subject to a satisfactory credit assessment and we will need your permission to carry out a credit check on you and your business. You should not apply for an amount that you cannot comfortably afford to repay now and in the future to avoid the possibility of legal action.

Unauthorised borrowing

If you overdraw your account or exceed an overdraft limit without prior agreement, you'll be charged a higher rate of interest on this unauthorised borrowing.

The rate is displayed in all branches and on our website tsb.co.uk/business/rates-and-charges

Because of the additional work involved in monitoring your account, we may charge the following fees as well:

Unauthorised borrowing fee	
The first time you overdraw your account or exceed your agreed limit with us by £50 or more, an unauthorised borrowing fee (UBF) is chargeable. After that, the UBF is chargeable every time you increase your authorised borrowing by £50 or more from the previous day's closing balance unless a higher limit is agreed with us, or until the account is within its existing limit or in credit.	£15 (one charge per day, maximum)
Unpaid item	
We charge each time we have to return a cheque unpaid, or cannot pay a standing order or direct debit because there isn't enough money in your account*.	£35 for each item not paid

* For standing orders, where, on the date that such a payment is due to be made there is not enough money in your account to make that payment, we will attempt to complete the payment again in the afternoon of the same day and also make an additional retry attempt the following morning (the "retry period"). You will only be charged if all three tries are unsuccessful, and this will be charged after the final try has failed.

We'll contact you every time we return an item unpaid, and any unauthorised borrowing or return item charges will be accrued into one lump sum and charged on a monthly basis.

Our service promise

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-complaints](https://www.tsb.co.uk/business-complaints)

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay (previously Typetalk) or Textphone on **0345 835 3852** (lines are open 7am – 8pm Monday to Friday, 9am – 2pm Saturdays).

[tsb.co.uk/business](https://www.tsb.co.uk/business)

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, seven days a week. Please speak to an adviser for more information.

Calls may be monitored or recorded.

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We subscribe to The Lending Code; copies of the Code can be obtained from www.lendingstandardsboard.org.uk

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).

Rates and prices correct as at May 2015.

