

Club, charity or society

Need to know



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What's on offer for your club, charity or society?

When you represent a non-profit organisation, you want to spend time working for your organisation rather than worrying about your banking arrangements. And let's face it, when you're ringing the bank you want to get through to someone who can help you.

Accessing this service is easy.
Phone **0345 835 3858** Monday to Friday,
7am to 8pm (excluding Bank Holidays)
and Saturday 9am to 2pm.

Business Customer Service Advisors

When you call us you want to get through to someone who can help you first time. Our advisors are trained to deal with your account queries or requests. They can help you with:

- account balances and details of recent transactions
- transferring money between your organisation's TSB accounts
- cancelling and amending standing orders
- cancelling UK Sterling Direct Debits*
- statement requests
- ordering cheque books and paying in books.

Speak to our UK-based Business Customer Service Advisors from 7am to 8pm Monday to Friday, and from 9am to 2pm on Saturdays.

You can even use our automated service to check your account balance, recent transactions or transfer money – available seven days a week, 365 days a year. The service is secure and easy to use.

TSB Clubs and Charities team – your specialist relationship managers

If you have a specialist query, our Business Customer Service Advisors will transfer you to the TSB Clubs and Charities team.

This team of relationship managers looks after club, charity and society customers as well as non-personal trusts, members associations, local government, parish councils, parochial church councils, pension funds and limited companies such as property management and housing associations. They have considerable expertise in dealing with the sector and can help you with more complex issues, such as:

- arranging financial assistance
- savings
- accessing our products and services
- changing signatories on your account.

How to contact the TSB Clubs and Charities team

Phone our Business Customer Service Advisors on **0345 835 3858** and they will put you through to the National Clubs and Charities Centre. If you're calling from outside of the UK, or prefer not to use our **0345** number, please call **+44 20 3284 1576**.

If you like banking outside of normal banking hours, ask about registering for Internet or Telephone Banking.

* SEPA Direct Debits cannot be cancelled for you. As a debtor, you will need to advise your creditor if you wish to cancel your SEPA Direct Debit mandate with them.

Which account?

Our accounts are split into two categories:

- accounts with an annual turnover less than £50,000
- accounts with an annual turnover greater than £50,000.

Annual turnover of less than £50,000

TSB Treasurers' Account – this is the bank account that's tailor made for small, non-profit making organisations with turnovers below £50,000. Whether you're raising funds for a charity, responsible for church finances, or in charge of club or society subscriptions, this is the account for you.

On our Treasurers' Account we don't make any charges for day-to-day banking. All you need to do is make sure that you keep your account within the agreed limits, and not go overdrawn without agreeing it with us first. If you borrow without prior agreement, you will pay higher charges. However, if you want to use other services such as BACS and originating UK Sterling Direct Debit you will be charged to use these. Full details are in the 'Charges for other services' leaflet at the back of this brochure. There's no minimum amount needed to open the Treasurers' Account.

Larger organisations with an annual turnover of more than £50,000

If your club, charity or organisation has an annual turnover of more than £50,000 you may have more complicated requirements – your Clubs and Charities team will be more than happy to have a chat to you about them.

If your organisation has a turnover of £50,000 or more, you can choose from three tariffs:

Fixed Fee Account

Our Fixed Fee Account plans give you a maximum number of transactions each month for a fixed fee. This makes it easier for you to budget for your day-to-day banking and puts you in control of your account charges. For more information about Fixed Fee Accounts please see our 'Fixed Fee Account' brochure.

Business Extra Tariff

You pay a set price for each of your basic transactions.

Electronic Business Tariff

This includes lower charges for electronic or automated transactions as long as you keep at least £1 in your account.

For more information on our Business Extra or Electronic Business Tariffs please ask for a copy of our 'Your account charges explained' brochure.

We don't pay credit interest on our Fixed Fee Account, Business Extra Tariff or Electronic Business Tariff Accounts.

If you're not sure which category your organisation fits into, please call **0345 835 3858** and ask for the Clubs and Charities team. They'll be happy to answer any questions you have and will make sure you open the right type of account.

How to apply?

Call **0345 835 3865**. Lines are open 7am to 8pm, Monday to Friday (excluding Bank Holidays), 9am to 2pm, Saturday

Moving your account to TSB

If you do not qualify for the Treasurers' Account, we will give you 18 months' free day-to-day business banking by way of thanks for moving your account to us. Free business banking includes cheques, standing orders, cash, UK Sterling Direct Debits, deposits and withdrawals. All we ask is that you operate your account in credit or within agreed limits. When your free banking period has ended you will need to choose from the three tariffs on the facing page.

Change your bank without the hassle

If you'd like to transfer your organisation's account to us, we'll do the legwork for you, making it as quick and easy as possible. Naturally, one or two formalities are unavoidable, like proving who you are and where you live. But that aside, we'll manage the move on your behalf.

Our dedicated team will take responsibility for the smooth transfer of your account, making sure:

- all standing orders and UK Sterling Direct Debits* are redirected
- the balance from your old account is transferred
- your old account is closed
- any questions you may have are answered.

We even give you a guarantee: if we miss any agreed deadline by more than 24 hours, we'll refund any charges or interest you incur because of any delay caused by us.

Any charges or interest resulting from anything you or your current bank fails to do are excluded from this guarantee.

* SEPA Direct Debits cannot be transferred for you. As a debtor, you will need to advise your creditor of your new account details.

Identification we need from you

Why do we need identification?

To protect all our customers, and to prevent money laundering we must request proof of identity and address for certain parties before you open a new business account. This is required by law. If you make any changes to an existing account, we will need to identify new signatories and all Key Account Parties. In addition to identifying account parties, we may need to see documentation to confirm the Business address. We may also carry out a search with fraud prevention and credit reference agencies.

These procedures ensure we're not only complying with the law, but we're doing our best to protect all of our customers. Please help us prevent financial crime.

Who will need to be identified?

All Key Account Parties need to be identified. This will include anyone who has control or influence on the business, for example:

Anyone who can authorise transactions verbally, in writing or electronically. Anyone who has injected significant capital into the business. Anyone with a shareholding of 25% or more. Principal controllers/directors and shadow directors. New signatories to existing accounts.

Which documents are required?

If you are a UK citizen living in the UK, you can identify yourself by taking one of the following documents to your local branch:

- A current passport.
- A current full UK photo driving licence containing your present address.
- A current UK firearms certificate.
- A current UK shotgun certificate.
- A current Northern Ireland voters card.

If you are a citizen of an EU country* (except Bulgaria and Romania) or from one of the following countries, please take your current passport to a local branch:

- Australia
- Canada
- Gibraltar*
- Hong Kong
- Iceland*
- Japan
- Liechtenstein*
- New Zealand
- Norway*
- Singapore
- South Africa
- Switzerland*
- United States of America.

Citizens of other countries (including Bulgaria and Romania) will need to provide a copy of their passport and one piece of address verification from the list below.

* Citizens of EU/EEA countries and Switzerland can provide their National ID card as proof of identification.

UK/EU/EEA citizens (includes Gibraltar, Iceland, Liechtenstein, and Norway) and citizens from Switzerland who do not possess one of the documents above, will need to visit a branch with one piece of identification and one separate piece of address verification from the following lists.

Documents appearing on both lists can only be used once for either identification or address verification.

Identification

- Current National ID card (**does not** include ID cards issued by the UK Border Agency).
- Current UK provisional photo driving card.
- Current full UK paper driving licence.
- Current UK Construction Industry Scheme Card.
- UK Benefits Notification letter less than five months old.
- UK HM Revenue & Customs Tax Notification including a 10 digit tax reference number or National Insurance number, less than 5 months old (not including P45/P60).
- UK Blue Disabled drivers pass.
- EU valid Residence Permit.
- Travel document issued to foreign nationals granted permission to remain in the UK.

Address

- Current EU full photo driving licence.
- Current UK provisional photo driving licence.
- Current full UK paper driving licence.
- Current National ID card containing present address (**does not** include ID cards issued by the UK Border Agency).
- UK Benefits Notification letter less than five months old.
- UK HM Revenue & Customs Tax Notification/Correspondence including a 10 digit tax reference number or National Insurance number, issued in the current tax year (not including P45/P60).
- Original mortgage statement (not printed from Internet) less than 12 months old.
- Original bank statement (not printed from Internet) less than three months old and showing at least two transactions.
- Council tax bill within this tax billing year.
- Council tenancy agreement less than 12 months old.
- Credit card statement less than five months old.
- Solicitor's correspondence confirming current house purchase up to three months after house purchase.
- Utility bill less than five months old – this does not include Water Bills, Sky, Broadband, mobile phone or Internet bills.

Proof of business address

If your business trading address is different from your home address, we will require confirmation in the form of one of the following documents:

- Original bank or building society statements (not printed from the Internet) for existing businesses (less than 3 months old and showing at least two transactions).
- A recent utility bill (from a supplier of utilities) less than five months old. Water Bills, Satellite or cable TV, broadband, mobile phone and Internet bills are **not** regarded as proof of address.
- A local authority bill, i.e. a business rates bill (valid for the current financial year).
- Accountant/Solicitor/Lawyer's invoice for services or confirmation that they are acting for the business, addressed to the business premises.
- HM Revenue & Customs correspondence less than five months old.
- Signed lease confirming terms of rental and the parties involved.

What happens if I don't possess one of these documents?

If you can't show us any of the items listed, don't worry. There are other ways of proving who you are or where you live. A Relationship Manager or Business Customer Adviser will be pleased to tell you what these are so that you can help us meet our legal obligations without traditional forms of proof.

Understanding the nature of your business

So that we can tell you about products and services that may assist your business, we need to understand the nature of the business you are planning to start. This doesn't have to be in writing, but if you have already completed one of our business planning tools or produced a business plan, we'll be happy to talk through the ideas and questions you have identified. The information that we are likely to request is:

- what your business does;
- the reason behind the opening of the account and how it's going to be used;
- your anticipated level and nature of activity, for example – whether you'll be using cash/cheques, and the likely volumes, etc;
- who your expected customers will be and where they trade;
- business plans, projections, reports and accounts;
- source of funds to set up your business;
- if your business is incorporated we will need to carry out a Companies House search.

The products and services we offer you

Savings

There are two accounts that can help you make the most of those occasions when you find you have more in your organisation's account than you immediately need to use:

Instant Access Account

Your money, once cleared, will be instantly available should you suddenly need to use it. But whilst it's in the savings account, it will be earning interest. There are no withdrawal charges and it has the added benefit that you can open and manage it online.

30 Day Notice Account

If you're not worried about instant access, you could get a higher rate of interest with our 30 Day Notice Account. An ideal account to save for planned savings or expenses. If funds are withdrawn without giving notice you will lose 30 days' interest.

Internet and Mobile Banking

Online for Business

Online for Business is our Internet Banking service, and is a quick and convenient way to manage your organisation's accounts online – although this facility may not be available to non-personal trusts whose trust document does not allow the sole signatory of trustees.

With Online for Business you can:

- check your balances
- transfer money between your TSB accounts
- pay bills
- set up, amend or cancel most standing orders
- view and cancel most UK Sterling Direct Debits.*

To register go to tsb.co.uk/business/register

Text alerts

Free Text alerts can be sent direct to your mobile phone every business day or weekly. Detailing your account balance and up to the last six transactions, it is a handy way to keep a close eye on your balance. And you can cancel, pause and re-register for the service at any time. If you have signed up for Online for Business you can register by logging on to tsb.co.uk/business-text-alerts or calling us on **0345 835 3858**.

Making and receiving payments

Business Debit Card

A flexible way to pay for business expenses and help keep control of your finances. Debit card transactions are deducted directly from your Business Current Account.

Cash machines

Cash withdrawals on a Business Debit Card are free when you use a TSB cash machine, although if you use another bank's cash machine, some providers may charge you a fee.

Pay In box

Avoid queues and make payments into your account quickly and without fuss – this is available in most branches.

Deferred checking

Instead of checking the details of an over-the-counter deposit while you wait, we check and credit your account by the end of the day – this is available in most branches.

Nightsafe

For paying in money outside of banking hours. Your account is credited the next business day – this is available in many of our branches.

Cardnet®

This allows your customers to pay you by debit or credit card and save money on the cost of handling cash and cheques.

Statements

You'll get a regular account statement to help you manage your money more efficiently. It will be sent monthly, quarterly, annually (minimum period), or on request. We usually charge for duplicates or copies. Details of the charges for these services are covered in the leaflet inside the back pocket of this brochure.

Balance availability

You may only be able to withdraw part of your balance if there are payments that have not been debited from your account (e.g. a card transaction) or cheques that have not yet cleared. (For further information, please see the section 'Making and receiving payments by cheque' on page 14).

Other services

You can also set up to pay:

- UK Sterling Direct Debits
- standing orders
- recurring transactions, these are also known as continuous payments.

How to access our products and services

For more information on accessing our products and services, please contact our Clubs and Charities team who will be happy to go through the various products with you.

* SEPA Direct Debits cannot be cancelled for you. As a debtor, you will need to advise your creditor if you wish to cancel your SEPA Direct Debit mandate with them.

Borrowing for your club, charity or society

Is my club, charity or society allowed to borrow?

Charities and other organisations have to operate under strict rules which are laid down in their governing document. Before considering the possibility of a loan the trustees of the charity must check that their governing document gives them the power to borrow – we will need to see this. It's also worth noting that your trustees should get together and have a meeting to discuss how you are going to deal with borrowing money, and you'll need to produce a set of minutes that capture the conversation. They should also clearly outline your resolution to borrow the money and should include:

- Why the organisation needs money.
- Why it has decided to borrow money rather than look for funds in other ways.
- Why a particular form of borrowing and a particular lender have been chosen.

We would recommend that you get quotes from several banks or other sources before going ahead with any borrowing.

What are my personal responsibilities for the borrowing?

It is in your own interest to find out the extent of your personal liability and to be comfortable with this. Small groups or clubs may not be incorporated and will not therefore have an identity separate from the club members, committee or trustees appointed in accordance with the relevant constitution and rules. Individuals who enter into commitments on behalf of their organisation may ultimately be personally liable for payments.

Please read the section 'Joint and Several Liability' that appears on page 10.

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.

How does my organisation borrow money?

A voluntary organisation may need an overdraft to stabilise its day-to-day cash flow or a loan to invest in equipment or property. Whatever the reason, you will need to go through certain preliminary processes. This section runs through the products and the key steps that you will need to take.

Overdraft

Your organisation can, by arrangement, borrow any amount up to an agreed limit. And, you'll only pay interest on the money that you actually use.

Base rate linked and fixed rate loans

We have several types of loans available that give you more options. Your relationship manager will be happy to discuss these with you.

Commercial mortgage

Looking to buy, refurbish or invest in property? Then ask your relationship manager about a base rate linked or fixed rate commercial mortgage for over £25,000. Usually, we lend up to 70% of the value of the property, but in some cases we're able to lend more. With the base rate linked mortgage, you can apply for flexible capital repayment holidays of up to two years. We will require a first legal (or first standard security) charge over property as security.

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.

Charges when you borrow

An arrangement fee is payable depending on the amount you borrow. Your relationship manager will inform you of the appropriate charge before any facilities are agreed.

For higher value loans we may also require security. The costs of taking any security will be discussed with you at the time of your application.

If you need to borrow money for any purpose or period, please talk it over with us first to avoid extra charges. Once we've agreed terms we'll write to you, letting you know the interest rate, when it's charged and what fees are payable.

In the case of an agreed overdraft, the limit, review date and current interest rate will be shown on your statement.

Ask your relationship manager for further details of the interest rates and fees that apply to our borrowing facilities.

What sorts of questions will the bank ask?

Banks, generally, have standard questions they will ask if you want to borrow money.

The bank will want to know what you want the money for, what it's going to do for your organisation, how long you want to borrow it for and how you will repay it, for example.

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.

Our finance application checklist gives more details about the type of information we may ask you to provide to support your application.

Please ask your relationship manager for a copy or visit tsb.co.uk/business-finance-checklist

Do we need a business plan?

It may not be necessary for charities or small organisations to present a business plan. However, a business plan can be a useful tool and may ultimately dictate whether you will be offered a loan, as well as what terms the bank is prepared to offer.

As a general guide, your plan should include:

- general information about your club or charity, its aims and objectives
- the legal form of your organisation and proof that it has the power to borrow
- details of the organisation's assets and liabilities
- brief details of the people running the organisation
- details of the project and why you need a loan for it
- a cash flow forecast for the next 12 months showing how you intend to repay the loan
- a current balance sheet
- accounts for the past three years
- details of any previous borrowing.

For more information please call 0345 835 3858

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1576**, to speak to one of our advisors.

Financial assessment

Before we lend your organisation any money, or increase its overdraft borrowing limit we'll assess whether we feel you will be able to repay us. This may include us looking over the business plan and accounts, including cash flow, profitability and existing financial commitments and:

- how your organisation's finances have been handled in the past
- information we get from credit reference agencies
- credit assessment techniques, such as credit scoring
- any security provided.

If we can't help you, wherever practical, we will explain the reason why and suggest what steps you might take next.

If we ask you for security to support borrowing or other liabilities, we will tell you why we need this security and we will confirm what we need in writing. We will make sure that any documents are easy to understand by avoiding technical language whenever possible. We will make sure that you have the opportunity to discuss with us anything you're not sure about.

You should read the documents carefully and feel free to ask us questions and get independent advice. If you ask us, we will tell you under what circumstances we will agree to release the security.

We may agree to accept security provided by another person to support your organisation's liabilities. If you want us to accept a guarantee or other security from another person for your liabilities, we may ask you for your permission to give confidential information about your organisation's finances to the person giving the guarantee or other security, or to their legal adviser.

If the guarantee or other security is provided by an individual rather than a company, we will also:

- recommend that the person providing the guarantee gets independent legal advice to make sure that they understand their commitment and the possible consequences of their decision (where appropriate, the documents we ask them to sign will contain this confirmation).
- tell them that by giving the guarantee or other security they may become liable instead of, or as well as, your organisation; and
- tell them what their liability will be.

We will not take an unlimited guarantee from individuals other than to support your organisation's liabilities under a merchant agreement.

We will only accept unlimited guarantees from companies.

Coping with financial difficulties

We will consider cases of financial difficulty sympathetically and positively. You'll usually spot problems first and should let us know as soon as possible. If we become aware of problems, we'll let you know in writing. If speed seems to be important, we may try to contact you by phone, fax or e-mail. This list gives a few examples of what may concern us, particularly if you do not explain what is happening.

- If you go overdrawn without our agreement.
- If you go over your agreed overdraft limit, especially more than once.
- If there are large increases or decreases in your organisation's turnover.
- If you are trading at a loss.
- If you suddenly lose a key customer or employee.
- If you sell a large part of your organisation's assets.
- If you use a facility for purposes other than those agreed with us.
- If you fail to make a loan repayment.
- If you do not keep to conditions set out in the loan agreement.
- If you do not supply agreed monitoring information on time.
- If another creditor brings a winding-up petition or other legal action against your organisation.

We'll do all that we can to help you overcome any difficulties. We'll develop a plan with you for dealing with your financial difficulties and we'll confirm in writing what we have agreed. We follow the Lending Code which includes details of how we can best work together to deal with problems of financial difficulty. A copy of 'A Guide to the Lending Code' is enclosed. The Lending Code can be downloaded from the Lending Standards Board at www.lendingstandardsboard.org.uk or our website tsb.co.uk/businesslendingssupport

Making the most of your account

Charges and interest

We charge for the services you use, like any other business. We'll tell you what we're charging for and how much.

Our main 'Charges' brochure takes you through all our banking charges, in depth. It contains all the charges for our most frequently used UK mainland branch services, and full details of our charging cycle. It shows you how you could save money, too.

If you'd like a copy of the main 'Charges' brochure, please ask. For details of the charges we make to clubs, charities and societies for other services, for example BACS payments, please refer to the 'Charges for other services' leaflet at the back of this brochure. The information is also on our website tsb.co.uk/business

You'll find our interest rates in your local branch and on our website: tsb.co.uk/business/rates-and-charges

Joint and Several Liability

This section explains the potential liability of authorised signatories in the event of there being outstanding liability to the Bank. Other matters to do with your account authority are also addressed.

Opening your Club, Charity or Society Account

You will open your account with us in the name of the organisation instead of its officials or 'authorised signatories'. Where the organisation isn't a separate legal entity we may be able to take appropriate actions against each and every one of the authorised signatories to the account. For example, if the organisation's account becomes overdrawn, the Bank may take action to recover the whole of any debt from each and/or every one of the 'authorised signatories' to the account.

You and the other members of your organisation will be asked to sign an account authority. This is your contract with us and contains your instruction on the way you want to run the account and your promise to pay any debts. Although the members of your organisation who you ask to become authorised signatories on the account will give a specimen signature, it's up to you whether you have one or more member(s) to sign each cheque (or other instruction).

What 'Joint and Several Liability' means

The concept of 'Joint and Several Liability' applies to the Club, Charity or Society Account. 'Joint and Several Liability' arises when two or more people agree to pay a debt (or similar). This is a joint promise together to pay the debt. At the same time, each person makes a separate promise to pay the full amount of the debt on his or her own.

That means that each authorised signatory (who these are depends on who is nominated in the account opening authority) is liable to pay the full amount of the debt. This means that you, personally, would be responsible for any overdraft even if another authorised signatory signed all the cheques. If you have a 'one to sign' or 'two to sign' authority then this means that those authorised signatories could withdraw the whole balance on the account.

Running your Club, Charity or Society Account

All payment instructions are to be signed the way you've agreed in your account authority and in accordance with the Terms and Conditions. Usually however, anyone can pay into your account. Statements will be sent to your organisation's correspondence address (as detailed on the account application form), marked for the attention of the organisation's contact name. You and the other members will need to check these statements for errors. Ask for additional copies if you need them although there will be an extra cost involved as detailed in our 'Charges for other services' leaflet, which is available inside the back pocket of this brochure.

Changing the authority

You may notify us of a change to the account authority by completing our standard form to 'vary the instruction to operate our account'. This form should be signed by any two authorised signatories.

If the committee have a disagreement

We'd like to know of any disputes as soon as possible. If there is a dispute, we may require all authorised signatories to authorise transactions until all authorised signatories agree how the organisation's account is to be operated. If we make this change, we may have to ask you not to use your Business Debit Card or not to use Internet or Telephone Banking until things are sorted out. If the dispute becomes serious, we'll have to freeze the account until the dispute is resolved.

Freezing the account means that none of you will be able to take any money out of the account on your own (or carry out any other transactions, either). This enables us to ensure that no transactions are carried out unless you all agree. As you know, if your organisation is not a separate legal entity, the authorised signatories will each be jointly and severally liable for any overdrawn balance when the account is frozen. You might be able to open new, separate accounts, but we may ask you to keep these accounts in credit at all times and to put forward proposals for repaying the debt.

If an authorised signatory leaves the organisation

Please tell us immediately. If the organisation isn't a separate legal entity we may treat any continuing authorised signatories as having full power to carry on the organisation's business and to deal with its assets as if there had been no change in the organisation. This will apply unless we receive written notice to the contrary from any of the continuing authorised signatories.

If the organisation isn't a separate legal entity and has an overdraft or any outstanding loans with us, each authorised signatory (including the authorised signatory who has left) remains separately responsible to us to repay all the debts.

If an authorised signatory dies

If the organisation isn't a separate legal entity we may treat any continuing authorised signatories as having full power to carry on the organisation's business and to deal with its assets as if there had been no change in the organisation. This applies unless we receive written notice to the contrary from any of the continuing authorised signatories or from the executors, legal personal representatives or trustees of any deceased authorised signatories.

If the organisation is not a separate legal entity and has an overdraft or any outstanding loans with us, when an authorised signatory dies, the deceased authorised signatory's estate remains responsible for paying the debt and we may require payment from the deceased authorised signatory's assets.

The organisation's account authority with us will not be affected by any change in the authorised signatories as a result of death, bankruptcy or retirement.

If a new signatory joins

If the organisation is not a separate legal entity, a new signatory might not want to become jointly and severally liable for any loans or overdrafts outstanding on the existing account. In that case, we can open a new account. But the old signatories will have to reach an agreement with us about paying the old debts. The organisation's account authority with us will not be affected by any change in the authorised signatories as a result of any new authorised signatory(s) joining the organisation.

Closing the account

If your account is in credit, you'll need to tell us where to send the money and how to deal with any regular payments in or out of the account. If your organisation isn't a separate legal entity, all authorised signatories will have to make proposals for repaying any debts. Normally, if it's our decision to close the account we will give you at least two months' notice.

Confidentiality

We assume that all information about the organisation's account and the organisation in general can be discussed with any authorised signatory. You may want us to deal with one authorised signatory, solely. Personal accounts remain separate and confidential.

Mortgages and guarantees

If you take out a mortgage or sign a guarantee, the persons signing these documents may be jointly and severally liable in respect of any outstanding obligations. These are complex and legally binding documents and you should take legal advice before signing one.

Protecting your account

Please let us know of any changes you make to your organisation's signatories (e.g. your name, organisation's name, address, phone number or email address) as soon as possible. Never give account or security details (such as your account number) to anyone, without checking who they are and why they need the information. Check your statements regularly.

If you're suspicious of an entry, call us right away. If we have to investigate, you'll be asked to co-operate with ourselves and the police, if necessary. And to confirm or provide evidence that you hadn't authorised the transaction.

Be careful when storing or getting rid of information about your accounts. People who commit fraud use many methods such as 'bin raiding' to get this type of information. Shredding printed material is a simple way of protecting yourself.

Cards and PINs (Personal Identification Numbers)

Your new card will include a chip which holds your personal identification number (PIN). When you use your card, you will be asked to enter your four-digit PIN into a PIN pad at the till. The number you enter is matched with the one held on the chip in your card, and if the match is correct the transaction will be confirmed. Please note that if you do not know your PIN, you should not expect to be able to sign and your transaction may be declined.

If you are unable to use a PIN because of a disability or a medical condition, please let us know. We will be happy to tell you about alternative options to ensure you can use your card in retail outlets.

Customers who do not have a chip and PIN card, or make a purchase from a retailer who has not installed a PIN pad, will have their transaction authorised by signing a receipt.

Keep your cheque book and cards separate. Don't tell anyone, or write down your PIN, password or other security information. Memorise them as soon as you receive them and destroy the evidence.

Don't let anyone use your card and keep it safe at all times. The same applies to card receipts that you have. We'll send you, and other authorised users a card only if you ask, or when it's time to replace your existing one. Never write down or record your PIN, password or other security information.

When you change a card we'll send you a new PIN in a separate envelope. If you'd like to change your new PIN you can do it at any TSB cash machine. Just enter your new PIN and follow the onscreen instructions. You can't change your PIN during the month before a renewal card is due. Choose your new PIN carefully.

You can find out more information on chip and PIN at www.apacs.org.uk or www.cardwatch.org.uk

If you suspect card fraud a useful guide on what you need to do can be found on the APACS website www.cardwatch.org.uk

Cheques

To help prevent fraud, add some relevant information alongside the name of the person you're making the cheque out to. Such as:

- in the case of organisations like the HM Revenue & Customs, add the name of the account you want the cheque paid into and the reference number, e.g. HM REVENUE & CUSTOMS, ACCOUNT – J SMITH, Ref: XXXX

- if you're paying the cheque into a bank or building society, add the name of the account holder, e.g. XYX BANK, ACCOUNT-J COLLINS. Then draw a line through unused spaces so no one can add names or numbers.

Lost or stolen confidential information

Your post is valuable information if it gets into the wrong hands. Contact us if you don't receive a bank statement, card statement or any other financial information that you're expecting.

We need to know as soon as you think that:

- your cheque book or card has been lost or stolen or
- someone else knows your PIN, password or other security information.

Call one of the numbers provided with your card or cheque book, or get in contact with the Clubs and Charities team through **0345 835 3858**. We'll take immediate steps to protect your account from unauthorised access. Be on your guard against hoax calls or callers. They could be criminals trying to get extra information about your account.

For example, someone may pose as a police officer or a bank representative and ask for your PIN. Genuine callers would never ask for this kind of information.

Liability for losses

Generally, the following will apply:

- (a) Unless we can show that you or a cardholder have acted fraudulently or have not taken all reasonable care in keeping a card or card details safe and in accordance with our security requirements you will not have to pay anything in respect of the use of a card or card details that:
 - are used before the card or card details are received; or
 - are lost or stolen, provided you tell us as soon as you become aware of such loss or theft.
- (b) Unless we can show that you or a cardholder have acted fraudulently you will not have to pay anything in respect of the unauthorised use of a card or the card details where the cardholder does not need to be present.
- (c) Unless we can show that you or a cardholder have acted fraudulently or have not taken all reasonable care in keeping a card or the card details safe and in accordance with our security requirements we will refund the amount of any unauthorised card transaction. We will also refund any interest charged in respect of that transaction together with any charges directly incurred on your account which would not otherwise have been incurred.
- (d) If you or any cardholder have acted fraudulently in connection with the use of a card or the card details or have not taken all reasonable care in keeping a card or card details safe and in accordance with our security requirements, you will be responsible for all losses arising out of or in connection with unauthorised card transactions.

Account aggregation services

Account aggregation allows you to view some, or all, of the online accounts you hold. If you use an account aggregation service you may be liable for any fraud or mistakes that occur as a result.

TSB don't offer an account aggregation service, at the moment.

Making and receiving payments

Payment cut off and transaction times

For details of cut off and transaction times for payments please refer to our 'Payment Transaction' brochure.

Cheques

Most cheques written and received by you go through the clearing cycle, a system used by the main British banks to transfer money between accounts.

The clearing cycle used by the main banks changed in November 2007 and is now often referred to as the '2-4-6' process (or '2-6-6' for deposit accounts) as it sets a maximum time limit of two, four or six business days for each stage of the process after paying in a cheque.

This is how it works:

If you pay a cheque in on a Monday morning...

- By two business days. You will start to earn interest on your cheque from Wednesday or if you have an overdraft, this can start to reduce the interest charged.
- By four business days. Your money will be available from Friday in your account – although the cheque could still be returned unpaid. This means you'll be able to withdraw cash or make payments. Also, money will normally be available through the usual way at the cash machine, on Internet Banking and to use through your debit card.
- By six business days. By the end of the sixth business day, in this case the following Tuesday, you can be certain that even if the cheque is later returned unpaid, the funds will not be debited from your account without your agreement – unless you are a knowing party to fraud.

This does mean that a cheque can still be taken from your account for up to six days after you pay it in even if you have already spent the money.

For our purposes, a business day lasts from 9.00am to 5.00pm, Monday to Friday, excluding Bank Holidays. Cheques or cash paid in after 5.00pm (sometimes after 3.30pm) might not be processed until the next business day.

If you have any further questions about the clearing cycle, please ask your relationship manager or your local branch.

More information on all of this and how it applies across the UK Banking Industry can be found at www.chequeandcredit.co.uk/246

Making automated payments

Faster Payments

What is Faster Payments?

Faster Payments is a payment service which allows most customers of UK banks to be able to make and receive sterling payments within the UK in a matter of hours, and often in minutes.

Payments made through Telephone Banking and any Internet Banking payments which are over the limit for same-day, will be processed overnight and will reach the recipient's bank the business day after the payment instruction was received by us.

Details of same-day payment limits within Internet Banking will be available to you at the time you make the transaction.

How do Faster Payments work?

Most Faster Payments will be processed by your bank and accepted by the receiving bank almost immediately. You will need to check that the recipient's sort code accepts Faster Payments, as not all sort codes accept this type of payment. If the recipient's account sort code does not accept Faster Payments or your payment exceeds the Faster Payment Service's limit, your payment will be refused and you'll need to make alternative arrangements.

Some utility bills and credit card companies may take a few days to credit the individual account, so it's worth checking with each company concerned how quickly they will process your payment once they receive it.

How will I know if an account is set up for Faster Payments?

The Payments Council has created a Sort Code Checker for the UK Payments website where you can go online to check that the sort code you are sending a payment to can receive Faster Payments, BACS Credits and CHAPS Payments. To find out more or to check a sort code, visit our website at tsb.co.uk/business, click into the 'Payment services' tab and select 'Faster Payments'.

Taking money out

Most cheques will clear according to the cheque clearing process but please be aware that if another TSB customer pays in one of your cheques at a TSB branch, the money could leave your account on the same day. If you cash a cheque at any TSB branch before 5pm, the money will leave your account that day.

Over the counter

Write CASH on the 'pay' line of a cheque and hand it over the counter of any TSB branch. If it's not your branch, you'll be asked for your card or another form of identification.

There's a limit to how much you can take out in one day, but usually you can take out more money by agreeing it with us in advance.

Stopping a cheque

Now and then, you may need to ask us not to pay a cheque on your behalf. In that case, phone our Business Customer Service Advisors on **0345 835 3858**. You'll need to add details of any replacement cheque that you've written. This must be done before the cheque is presented for payment. To stop a cheque, we need to know:

- the cheque number
- the amount
- the date it was issued
- who it was made payable to.

Our 'Charges for other services' leaflet at the back of this brochure will tell you how much it costs to stop a cheque. Also, stopping a cheque doesn't cancel your legal obligation to pay for goods or services rendered.

Returned cheques

If you don't have enough money in your account to cover a cheque you've written, the cheque may be returned unpaid. We'll write to you giving details of the returned cheque and our charges for dealing with the situation. We aim to notify you within two business days of the cheque being presented to us.

Unpaid cheques

As you know, we'll write and give you the details of any unpaid cheques, normally within two business days of it being brought to our attention. However, things like postal delays could lead to a cheque being returned unpaid after the normal four business day clearing cycle. So, don't assume that a cheque has been paid just because it's marked as a cleared item on your account.

Changing your mind

When you open a new account we will inform you of any right to cancel. If you do want to cancel, please write to us at Ariel House, 2138 Coventry Road, Birmingham, B26 3JW within 14 days of receiving our letter and we will be happy to cancel the account. Any

We will repay to you any credit balance in your account together with any interest due if credit interest is paid on your account. You will be required to pay any charges for day-to-day banking or other services that you may incur before we receive your request to cancel the

Where possible we will help you find an account from our range which better suits your needs. The right to cancel does not affect

How to move to another bank

If you want to move your account to another bank we'll make sure it happens as quickly and smoothly as possible. The following table shows you the steps that we need to take to complete your move.

Steps	
1	Complete an application form for an account with your new bank
2	We send your new bank a list of your existing standing orders and UK Sterling Direct Debits
3	We will cancel all your standing orders and UK Sterling Direct Debits* with us
4	If the account that you're transferring has a credit balance, we send your new bank the outstanding balance and, if requested, close your account
5	If the account that you're transferring has a debit balance, on receipt of funds from your new bank, we'll clear your overdraft, and if requested, close your account

Remember, you can always request a different timescale to suit your business needs. Talk to your relationship manager about how we can help. Business days do not include Saturday, Sunday or Bank Holidays, and all reference to the number of business days excludes the business day we receive your request.

It could be crucial for you to know whether a cheque has been paid or not – if it's payment for goods you're waiting to deliver, for instance. Your branch will tell you how to check this (there may be a charge).

Out-of-date cheques

In the past, banks generally treated cheques as out of date if they were written more than six months ago. Not because the cheque had become invalid, but just as a precaution in case it was lost or stolen. This practice is less common now and most banks will only return very high value cheques because they're considered out of date. However, you should be aware that it is still possible that we or another bank could return a cheque as out of date, so if you have one that's more than six months old you should ask the person you got it from to write a new one and destroy or return the old one.

As a cheque that is more than six months old can be paid, you should never rely on us to return a cheque unpaid purely because it was written more than six months ago. If you don't want a particular cheque to be paid then it should be stopped.

Standing orders

For standing orders (or other future dated payments), 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 shortly after midnight on the next business day (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. Details of the charge are contained in our Charges Brochure which can be found at tsb.co.uk/business/rates-and-charges.

If the standing order is not paid within the retry period, the payment will be missed and you will need to contact the beneficiary of the payment. The standing order will be classed as a missed payment and the next payment will be attempted as normal.

requests for payment we receive after you exercise your right to cancel will be returned and products or services which require this account to operate will also be cancelled.

account and we will deduct these charges from the monies we return to you. If your account is overdrawn you must repay the outstanding balance together with any interest and charges that you owe us within 30 days of exercising your right to cancel.

your ongoing right to close the account as set out in the terms and conditions.

Terms and Conditions

We will notify you in writing at least two months before we make any change to your 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 two months' notice of termination and the Terms and Conditions will be terminated 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.

In normal circumstances we will not close your account without giving at least two months' notice. We will not close your account, or threaten to do so, solely in response to you making a valid complaint. You do not need to hold a current account with us if you want a loan or deposit account. However, we will open a feeder account for you to allow movement of funds on the loan.

If you have any problems

If you are unhappy with something we've done and would like to make a complaint you can:

- Make sure your usual contact at the bank knows about your complaint and tell them how you think it could be resolved. We'll make sure we respond to you, usually within five business days.
- Or you can call our Business Telephone Banking Centre on **0345 835 3858** 7am–8pm Monday to Friday, 9am–2pm Saturdays (we're closed on all UK public holidays). To call us from outside the UK call **+44 20 3284 1576**. You can also call us on Textphone **0345 835 3852**.
- Alternatively, you can raise your complaint with Customer Relations. Write to The Manager, TSB Customer Relations, Correspondence Centre, BX4 7SB.

If you're not satisfied with our handling of your complaint, you can contact the Financial Ombudsman Service. This is a free independent resolution service for personal and micro-enterprise customers of most UK banks, building societies, insurance companies and other financial institutions. For more information, log on to www.financial-ombudsman.org.uk, or contact The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Financial Ombudsman Service

Commercial customers that are micro-enterprises with a group annual turnover or balance sheet of up to €2 million (sterling equivalent) and that have fewer than 10 staff may be eligible to take their complaint to the Financial Ombudsman Service.

Important information about compensation arrangements

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS), subject to eligibility criteria. Not all Business Banking customers will be covered and we will write to you if we believe you are NOT covered by the scheme. Please refer to the information sheet and exclusions list at <http://www.tsb.co.uk/business/useful-information/financial-services-compensation-scheme/>

Deposits with us are held with TSB Bank plc. Accounts with TSB Bank plc include accounts in all its divisions and under trading names TSB and TSB Business. An eligible depositor's £85,000 limit relates to the combined amount in all accounts with TSB Bank plc.

Useful contacts

You can also get help from debt counselling and business support organisations, some of which are listed here. If you ask us to, we'll work with your advisors.

Advice UK

020 7469 5700 (www.adviceuk.org.uk)

Association of Charitable Foundations (ACF)

020 7255 4499 (www.acf.org.uk)

Association of Chief Executives of Voluntary Organisations (ACEVO)

0845 345 8481 (www.acevo.org.uk)

Business Debtline

0800 197 6026 (www.bdl.org.uk)

Business Link

0845 600 9006 (www.gov.uk)

Charities Aid Foundation (CAF)

03000 123 000 (www.cafonline.org)

Charities Trustee Networks

020 7391 4812 (www.trusteenet.org.uk)

Citizens' Advice (visit their website to find out contact details of your local bureau)

(www.citizensadvice.org.uk)

Citizens' Advice Scotland

(www.cas.org.uk)

Community Development Foundation (CDF)

020 7833 1772 (www.cdf.org.uk)

Community Matters

020 7837 7887 (www.communitymatters.org.uk)

The Council of Ethnic Minority Voluntary Organisations (CEMVO)

020 7426 8950 (www.ethnicminorityfund.org.uk)

Financial Conduct Authority

0300 500 0597 (www.fca.gov.uk)

The Institute of Directors

020 7766 8866 (www.iod.com)

Institute of Fundraising

020 7840 1000 (www.institute-of-fundraising.org.uk)

Money Advice Scotland

0141 572 0237 (www.moneyadvicescotland.org.uk)

National Association for Voluntary and Community Action (NAVCA)

0114 278 6636 (www.navca.org.uk)

National Council for Voluntary Organisations (NCVO)

0800 2798 798 (www.ncvo-vol.org.uk)

Northern Ireland Association of Citizens' Advice Bureaux

0289 023 1120

Office of The Scottish Charity Regulator (OSCR)

01382 220446

The Charity Commission for England and Wales

0845 3000218 (www.charitycommission.gov.uk)

The Insolvency Service

0845 602 9848 (www.insolvency.gov.uk)

Wales Council for Voluntary Action (WCVA)

029 2043 1700 (www.wcva.org.uk)

Useful link

You can find information about business accounts on the BBA website: www.bba.org.uk

The service is called the 'Business Account Finder.'

Disclaimer

The contents of this brochure are general in nature and cannot cover every situation which may arise. We hope that it will draw attention to issues which you may need to consider with the other members of your organisation and legal or financial advisors.

For more information

Lines are open 7am to 8pm, Monday to Friday
(excluding Bank Holidays) 9am to 2pm
Saturday on

0345 835 3858

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

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 or Textphone on **0345 835 3852** (lines are open 7am – 8pm Monday to Friday, 9am – 2pm Saturdays).

tsb.co.uk/business

Cardnet® is a registered trademark of Lloyds Bank plc.

Calls may be monitored or recorded.

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to an adviser for more information.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 20 3284 1576** to speak to one of our advisors.

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TSB Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

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).

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