



Business

International Services tariff



Contents

International Services

Sending money abroad	1
International payments	1
Receiving money from abroad	1
Cut-off times and exchange rates	2
BIC and IBAN – two numbers you'll need to make or receive International payments	2

International Services Tariff

Sending and receiving money	3
Status enquiries	4
Post payment charges	4

For further information	5
--------------------------------	----------



International Services

Sending money abroad

We have a choice of services that you can use to make overseas payments:

International Payment and Non-urgent Euro (SEPA credit)

Express International Payment is the quickest option for sending payments abroad and is available in a range of currencies, with payments in euro or sterling usually arriving same day or, at the latest, the next business day after your instruction.*

For less urgent payments, our Standard International Payment is convenient for sending non-euro payments abroad and our Non-urgent Euro (SEPA credit) service can be used for euro payments in the SEPA† community.

Although we'll make sure money leaves your account promptly, delays can occur at the beneficiary's bank which is out of our control. The payment could take longer to reach your customer or supplier, if your payment is going to a non-EEA country or is in a non-EEA currency.

For example, it could take up to five business days for a payment to reach your customer in USA, Canada, South Africa, the Middle East, Australia, New Zealand and the Far East.

For more information on processing times by currency please see our 'Payment Transaction' brochure.

Receiving money from abroad

If you credit your sterling account with a foreign currency, the amount will be calculated according to the exchange rate on the day your payment is credited.

* Instructions made by paper (i.e. bank form or letter) may take an additional business day.

† The SEPA (Single Euro Payments Area) community for the Non-urgent Euro (SEPA) are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK. For a full list of the SEPA community, including territories visit www.europeanpaymentscouncil.eu. Payment instructions must contain a valid International Bank Account Number (IBAN) and charges must be 'split/SHA'.

Cut-off times and exchange rates

For information on cut-off times for sending and receiving international payments refer to our 'Payment Transaction' brochure.

BIC and IBAN – two numbers you'll need to make or receive International payments

You need to provide a Bank Identifier Code (BIC) and an International Bank Account Number (IBAN) whenever you transfer money outside of the SEPA.

A BIC identifies the bank to which the payment should be sent. An IBAN represents an account number and the account-holding branch information.

When receiving payments from outside of the SEPA, you will be asked to provide your BIC and IBAN for payment to take place. Likewise, you should also include the beneficiary BIC and IBAN details on the payments you wish to make outside of the SEPA. Including BIC and IBAN helps to ensure payments reach their destination quickly. You can find your BIC and IBAN details on your TSB bank statements.

International Services tariff

For most International Services, we work through our worldwide network of correspondent banks, who will make a charge for the service they provide. Their charges will vary dependent on bank and country. Usually the TSB charges are paid by you and the foreign bank charges are paid by the receiving person abroad (called split/SHA charges). However, you or the receiving person may be able to opt to pay both charges. In order to comply with the Payment Services Regulations 2017, the SHA option must be selected for all domestic and cross border payments made within the European Economic Area (EEA). We can only carry out your instructions on this basis.

Unless otherwise indicated, postage and other out-of-pocket expenses will be charged in addition.

All fees are charged when the service is provided and all charges are per item unless stated otherwise.

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

Sending and receiving money

Sending money abroad

International Payment via Internet Banking	£15
Non-urgent Euro (SEPA)*	£19
Standard International Payment	£21
Express International Payment	£28
SEPA Direct Debit†	Free

* The SEPA (Single Euro Payments Area) community for the Non-urgent Euro (SEPA) are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK. For a full list of the SEPA community, including territories visit www.europeanpaymentscouncil.eu Payment instructions must contain a valid International Bank Account Number (IBAN) and charges must be 'split/SHA'.

† You can find out more about the SEPA Direct Debit scheme, which countries are participating in the scheme and how you can set up payments, by reading the terms and conditions which are available at tsb.co.uk/business

Receiving money from abroad

Electronic payments received from abroad:	
Up to £100	£2
Over £100	£7

Status enquiries

Status enquiries abroad	£20
If sent electronically	additional £10

Post payment charges

These charges apply when requests are made after an international payment has been sent abroad.

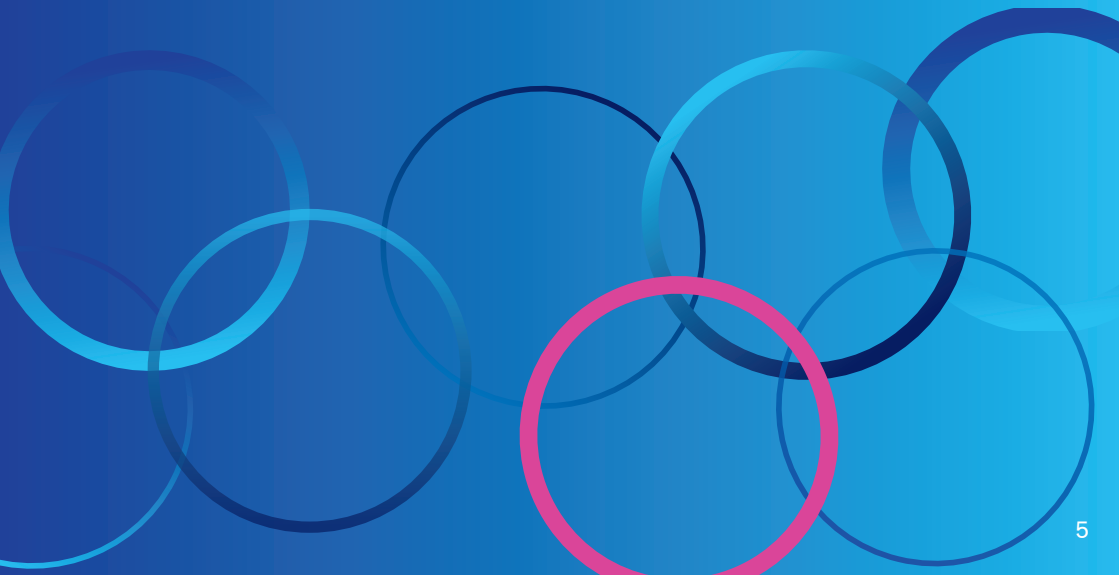
Amendments*	£5 per message
Beneficiary claiming non-receipt of funds (BCNR) query	The first chaser is free of charge, there is a £5 charge for each following chaser
Recalling a payment†	£20 per payment

We will refund these post payment charges taken if it was subsequently proved that we were solely responsible for the errors.

* Amendments are only allowed on International Payment (Standard and Express). They are amendments you want to make on the beneficiary details and/or the amount of payment after the payment is sent.

† If the payment has already been credited into the beneficiary's account using International Payment, we can only recall the payment subject to the beneficiary's agreement. The charge will be taken whether the payment can or cannot be recalled. If a payment is recalled, the amount returned to you will be calculated according to the exchange rate on the day it is credited into your account. In the case of cancelling a draft, we may ask you to sign a counter indemnity which allows us to debit your account if money is paid out.

For further information about any of our International Services please call us on **0345 835 3858**. Lines are open 7am to 8pm, Monday to Friday (excluding Bank Holidays), 9am to 2pm, Saturday.



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

Please contact us if you'd like this in Braille, large print or on audio tape.

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

We accept calls via Text Relay. Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 (0)203 284 1576**, to speak to one of our advisors. You can also call us on Textphone **0345 835 3852**.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH.
Registered in Scotland no. SC95237.

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).

Information created on 1 July 2017, effective not before 5 November 2017.