



Quick start guide

How to get your account up
and running



First things first

What to expect

- Your account should be opened within five working days after your application has been completed.
- As soon as your account is open, we will send you a Welcome Letter confirming all of your account details.
- If you requested cheque and credit books, they should arrive within a further three working days.
- Once we have agreed a debit card, you should receive it within a further five to seven working days.

If you haven't heard from us within these timescales please call **0345 835 3858**.

Note your new account details here:

Sort code:	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>
Account number:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Who to tell

It's worth making a checklist of the people who need to know you've set up a new business account, for example:

- Make sure you let HM Revenue and Customs know – as your tax position may have changed or you may need to register for VAT.
- Tell your home insurers if you're working from home, as your policy may not cover you for this.
- Give your customers and suppliers your new bank account details.

Setting up and using Telephone Banking

To set up your Telephone Banking, all it takes is one easy call.

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 business account queries or requests. They can also put you through to your business team if you need to speak to them.

- Speak to our UK-based business customer service advisors from 7am to 8pm Monday to Friday, and from 9am to 2pm on Saturdays.
- Use our automated service to check your account balance, recent transactions or transfer money – available seven days a week, 365 days a year.
- A free service that is secure and easy to use.

Accessing the service is easy, just call **0345 835 3858**.

Internet Banking 24 hours a day, 365 days of the year

We call it Online for Business and you can use it to access your account from your home, office or anywhere you can plug into the Internet.

- It's easy to use and most importantly it's secure.
- Use it to check account balances, transfer money, view statements, pay bills and manage standing orders and UK Sterling Direct Debits.*
- Online access to your account – available 24 hours a day, seven days a week, every day of the year.† Well worth putting it in your 'Favourites'.
- To sign up to Online for Business, log on at tsb.co.uk/business/register

* SEPA Direct Debits cannot be managed via Internet Banking.

† Occasionally we may need to carry out essential maintenance to Online for Business, resulting in some interruption to the service.

Text alerts to keep you in control

Like to keep tabs on your account?

We can send you free text alerts direct to your mobile phone.

- Receive alerts every working day or weekly.
- Check your balance as well as your last six transactions.
- Cancel, pause and re-register for the service at any time.
- To register for free text alerts, visit tsb.co.uk/business-text-alerts/ or call **0345 835 3858** for a registration pack.

Choose when you receive your statements

How often would you like your bank statements? Just let us know and we'll arrange it.

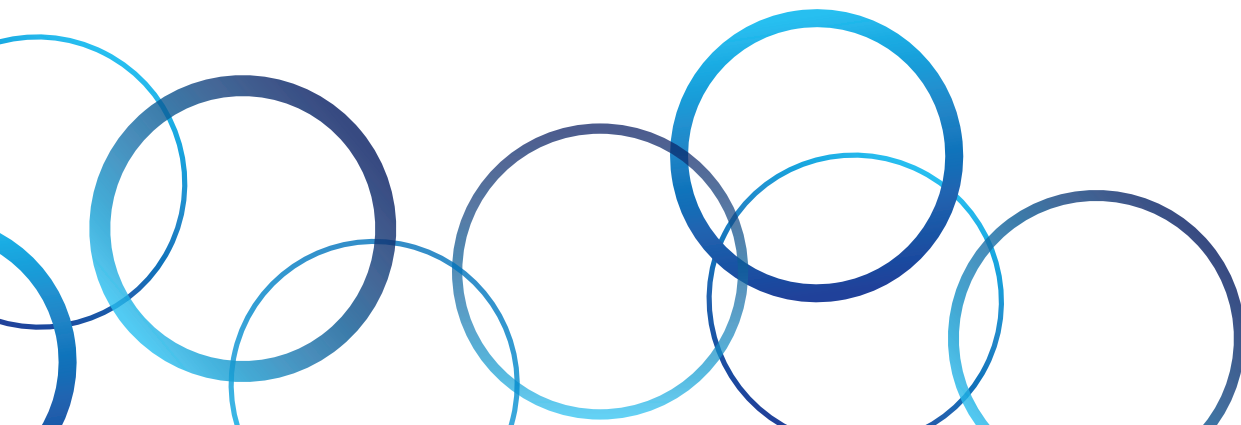
- Receive them weekly, monthly or quarterly by post.
- With Internet Banking, you can check your account transactions online.
- To let us know how often you'd like to receive your statements, call our business banking centre on **0345 835 3858**.



Your banking relationship

- When you open your account, you'll have access to a relationship manager who can provide guidance and support.
 - They're empowered to make decisions quickly, so you can take advantage of business opportunities as and when they arise.
 - When you want to discuss your business banking, you can speak to one of our relationship managers on the phone.
- For day-to-day matters, you'll also have the support of our team of dedicated business customer service advisors to call on. They're available from 7am–8pm Monday to Friday and 9am–2pm on Saturdays.

To speak to a relationship manager, or a business customer service advisor call **0345 835 3858**.





For any queries about your business banking please call

0345 835 3858

Or visit:

tsb.co.uk/business

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Thank you
for choosing a
TSB business
account



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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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).