



Business

International Services tariff



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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.

International drafts

An electronic transfer may not always be appropriate. You might need a draft made payable to your customer or supplier, in either sterling or foreign currency, but issued directly to you. This way, you can personalise the payment with a message or advice note and send it yourself.

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 Bank Identifier Code (BIC) and 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.

If your payment involves a foreign currency exchange the relevant exchange rate at that point in time will be applied. Information on current exchange rates is available by telephoning **0845 835 3858**.

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

You need to provide a Bank Identifier Code (BIC) and an International Bank Account Number (IBAN) whenever you transfer money within Europe and to some other countries that require this information (full details can be found on our website).

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 other European countries, you will be asked to provide your BIC and IBAN for payment to take place. Some other countries may also

request this information. Likewise, you should also include the beneficiary BIC and IBAN details on the payments you wish to make to Europe and other countries that require this information. 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.

Foreign cheques and drafts

Your customer supplies payment in the form of a cheque/draft and you present it to us for payment.

We will pay you the amount either immediately (called negotiation) or after the cheque/draft has been paid by the overseas bank (called collection). Depending on the amount of the cheque/draft, your relationship manager may need to approve your request for us to negotiate the cheque/draft.

If a cheque/draft is negotiated, and subsequently dishonoured, you may incur a charge which we will debit from your account, along with the cheque/draft amount. The amount of the cheque or draft will be recalculated based on the exchange rates on the day we debit your account.

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. There are restrictions on charging options, particularly in Europe owing to Payments Service Regulations.

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
International Drafts payable abroad	£15
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 Bank Identifier Code (BIC) and 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 www.tsbbusiness.co.uk

Receiving money from abroad	
Electronic payments received from abroad:	
Up to £100	£2
Over £100	£7
Foreign cheque/draft	See tariff for Outward Collection or Negotiation as stated overleaf

Bills and cheques/drafts in foreign currency or drawn abroad

Negotiations	
Bill and cheques/drafts (including dividend warrants) payable in foreign currency or sterling drawn abroad, or in foreign currency drawn in the UK (see below for exceptions)	Up to £100: £5 Over £100: 25p per £100 Minimum £8, maximum £80 Charges are per country
Cheques/drafts payable in a different currency from the country upon which the cheque/draft is drawn (excluding items expressed in sterling or drawn in the UK)	Up to £100: £5 Over £100: 25p per £100 Minimum £15, maximum £80 Charges are per cheque
Unpaid charge (if the cheque/draft is not honoured by the paying bank)	£5

Outward Collection	
Clean bills and cheques/drafts (including dividend warrants)	Up to £100: £5 Over £100: 25p per £100 Minimum £15, maximum £80 N.B. fee to be taken whether item is paid or unpaid

Status enquiries

Status enquiries abroad	£20
If sent electronically	additional £10

Foreign exchange

Spot transactions	No charge
Forward exchange contracts	No charge
Currency options	You will be advised of the charges when the service is provided

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 **0845 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: www.tsbbusiness.co.uk/contactus

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

www.tsbbusiness.co.uk

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 0845 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 **0845 835 3852**.

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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).

