

Your account charges explained



This brochure has been designed to let you know when and how our charges will be applied to the following tariffs:

- Business Extra
- Electronic Business Tariff

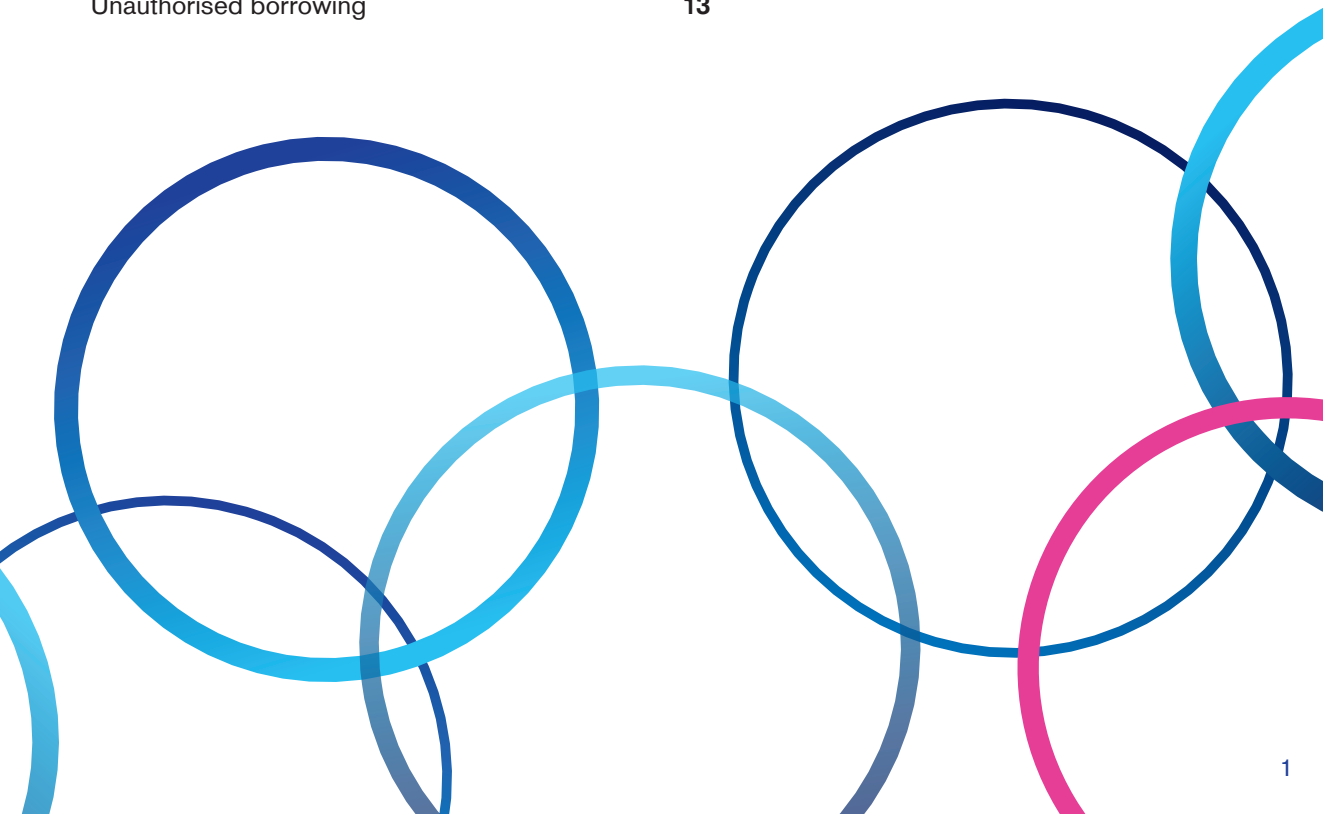
We also provide another tariff – ‘Fixed Fee Account’ – which may be more appropriate for your business. Please see our ‘Fixed Fee Account’ brochure for full details on the specific charges and tariffs.

The charges and tariffs included in this brochure are correct at the time of going to print.

For our most up-to-date rates, please visit www.tsbbusiness.co.uk and refer to ‘Rates and charges’ under the ‘Useful Information’ section.

Contents

Introductory offers	2
Help with queries	2
Keeping your charges low	2
Business Extra Tariff	4
Electronic Business Tariff	5
Other service charges for all tariffs	8
Business Debit and ATM Card charges	12
Charges when you borrow	12
Unauthorised borrowing	13



Introductory offers

To welcome you to TSB Business, we've got two special introductory offers for our new customers:

- 18 months' free day-to-day banking for new start-up businesses
- 6 months' free day-to-day banking for businesses moving their existing business account to us.

This means that all the charges listed in the day-to-day banking transactions sections on pages 4, 5, 6 and 7 will be free, including 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 and don't go overdrawn without agreeing it with us first. Don't forget, you'll be charged interest if you borrow money.

Help with queries

If at any point you think we've charged you the wrong amount, please speak to your relationship manager. If we can't resolve your query there and then, we'll usually acknowledge it within five working days and sort it out as soon as possible. Then, if we agree we've made a mistake, we'll refund the money.

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

Keeping your charges low

Services that cost us more to process are going to cost you more to use; for instance, writing and accepting cheques. So here are some ways to cut the cost of day-to-day banking once your introductory period of free banking has run its course.

Go online

You can save money by using **Online for Business**, our Internet Banking service, to make direct payments to suppliers or staff. This online service lets you pay bills, transfer money, check account balances, set up and amend standing orders, view and cancel most UK Sterling Direct Debits, and print out statements. **Online for Business** is open 24 hours a day, seven days a week, every day of the year.* To register visit www.tsbbusiness.co.uk/register

Pay by UK Sterling Direct Debit

Why not make regular Sterling payments within the UK, such as phone bills or National Insurance contributions, by Direct Debit rather than by cheque? As Direct Debits made in Sterling within the UK are a cheaper option, the savings will soon add up over a 12-month period.

Get cash with your card, not a cheque

Instead of cashing a cheque, use your Business Debit Card† in a TSB cash machine to get cash – its free of charge. And when you opt for our **Electronic Business Tariff**, all Business Debit Card transactions are free.

Pay less often

If you switch your monthly UK Sterling Direct Debits to quarterly or annual payments, you could save money. And why not arrange to pay suppliers monthly instead of weekly?

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

† Business Debit Cards are subject to application.

Cut the cost of paying in

If your cashflow's healthy, wait until you've got several cheques before paying them in together as a single credit. Remember you are charged for every credit that you use, so paying in several cheques together rather than one by one means that you only get charged for one credit.

Accumulate any spare cash that you're going to re-use soon and keep it in a safe at home or at your business premises. Re-using £100 cash each week could save you money in bank charges over the course of the year – but don't forget to record all your earnings and make sure you don't exceed the cash sum that your insurance policy allows you to keep on the premises.

Get your customers to pay automatically

Customers who pay you regular amounts may be happy to use automated credits like standing orders. Even one-off payments could be cheaper for both of you through BACS, Telephone or Internet Banking.

Keep an eye on your money

Check up on your finances with our Internet or Telephone Banking, or free Text Alert services. We'll send free text messages to your mobile phone, showing your account balance and the last six transactions – once a week or every day if you need it.

Agree borrowing up front

If you need to borrow money, even for a short time, make sure you talk to us first to avoid extra charges for unauthorised borrowing.

Choose the tariff that best suits your business

How do you use your business account? Our **Fixed Fee Account** plans give you a maximum number of transactions each month for a fixed fee – putting you in control of your account charges. Please see our separate brochure 'Fixed Fee Account' for details.

Alternatively, our **Business Extra Tariff** provides a set price for each of your basic account transactions.

Or you may prefer our **Electronic Business Tariff**, which includes lower charges for electronic or automated transactions as long as you keep at least £1 in your account.

We don't pay credit interest on our Fixed Fee Account, Electronic Business and Business Extra Tariffs. Talk to your relationship manager if you're unsure about which tariff is best for your business.

Business Extra Tariff

With our **Business Extra Tariff**, you pay a set price for basic transactions. All charges and interest are calculated monthly, from the 10th of one month to the 9th of the next. The first regular invoice you receive following each charging period will show any account transaction charges you have incurred and these will be collected 18 days (or the next working day)

after the date of the invoice. Your monthly statement will show any debit interest that is payable to us and this will be collected on the 9th of the following month (or the next working day) after the statement.

If there are charges to pay but you're not due a regular statement, we'll send you an extra one free of charge.

Day-to-day Business Extra Tariff transactions

Account payments	Charge
UK Sterling Direct Debits*	40p
Standing order	40p
Transfer to another TSB account in your name with a sort code starting with a 30, 77 or 87	Free
Business Debit Card transactions (excludes ATM)	40p
Cash withdrawals from a TSB cash machine	Free
Cash withdrawals from another bank's cash machine	45p [†]
Faster Payments	15p
Internet Banking and Telephone Banking payment	15p
Internet Bulk Payment – per item	15p
Internet Bulk Payment – batch UK Sterling Direct Debit	40p [†]
Cheque	65p
Other debit	65p
Account receipts	Charge
Automated credit	20p
Automated credit – faster payments inbound	20p
Automated credit (Telephone and Internet Banking)	15p
Transfer from another TSB account in your name with a sort code starting with a 30, 77 or 87	Free
Credit paid in at a TSB branch (including an Immediate Deposit Machine)	70p
Credit paid in at another bank	70p
Credit paid in via a night safe	Free
Other credit	70p

Day-to-day Business Extra Tariff transactions (continued)

Charges for other services	Charge
Cash paid in	57p per £100
Cash paid out at a TSB counter	62p per £100**
Cash exchanged	£1.65 per £100
Cheque paid in (or Postal Order)	28p
BACS – file submitted	£4
BACS – debit or credit item	10p
Account maintenance fee	Charge
A charge made for the basic administration costs of running your account	£5 per month

All charges are per item unless stated otherwise.

* For SEPA Direct Debit please see the International Services Tariff Brochure.

† The owner of the machine may also charge you for this transaction. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.

‡ You will be charged an item fee for each individual payment that you make within a Bulk Payments batch. In addition you will also be charged for the debit made to your account for the total amount of the Bulk Payments batch – charged at the rate of a UK Sterling Direct Debit. For example, a batch of 10 payments will incur a charge of 10 × 15p for the individual payments as well as 1 × 40p for the UK Sterling Direct Debit to the account. This makes a total of 11 individual charges.

** This includes the use of debit cards to withdraw cash over branch counters and where a bank giro credit is paid using either a debit card or a cheque drawn on your account and processed as cleared funds.

Electronic Business Tariff

On this tariff, you can keep charges low with free transactions including debit card payments, UK Sterling Direct Debits, standing orders and Internet payments.

What you need to know

Once you've registered for the Electronic Business Tariff, you'll get the benefits as long as you keep at least £1 in your account. However, if your balance falls below £1, you'll pay the standard Business Extra Tariff on all transactions during the appropriate charging period (from the 10th of one month to the 9th of the next).

What to do next

Call our business customer service advisors on **0345 835 3858** between 7am and 8pm, Monday to Friday, or 9am and 2pm on Saturdays, excluding UK public holidays. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 (0) 20 3284 1576**, to speak to one of our advisors. They'll be happy to answer any questions you may have and make the necessary arrangements. We will be able to give you all the information you need to help you choose the tariff that's right for your business. If you later find that you'd prefer to move your account onto a different tariff, simply ask your relationship manager.

Textphone users (if you have a hearing or speech impairment) can call us on **0345 835 3852 (+44 (0) 173 328 6350** from overseas).

Day-to-day Electronic Business Tariff transactions

Accounts payments	Charge
UK Sterling Direct Debits*	Free
Standing order	Free
Transfer to another TSB account in your name with a sort code starting with a 30, 77 or 87	Free
Business Debit Card transactions (excludes cash withdrawals)	Free
Cash withdrawals from a TSB cash machine	Free
Cash withdrawals from another bank's cash machine	Free†
Faster Payments	Free
Internet Banking and Telephone Banking payment	Free
Internet Bulk Payment – per item	Free
Internet Bulk Payment – batch UK Sterling Direct Debit	Free
Cheque	65p
Other debit	65p
Account receipts	Charge
Automated credit – (including Telephone and Internet Banking)	Free
Automated credit – faster payments inbound	Free
Transfer from another TSB account in your name with a sort code starting with a 30, 77 or 87	Free
Credit paid in at a TSB branch (including an Immediate Deposit Machine)	65p
Credit paid in at another bank	65p
Credit paid in via a night safe	Free
Other credit	65p
Other services	Charge
Cash paid in	89p per £100
Cash paid out at a TSB counter	89p per £100‡
Cash exchanged	£1.65 per £100
Cheque paid in (or Postal Order)	30p
BACS – file submitted	£4
BACS – debit or credit item	Free

Day-to-day Electronic Business Tariff transactions (continued)

Accounts maintenance fee	Charge
A charge made for the basic administration costs of running your account	£5 per month
Minimum balance	Charge
The amount of money you need to keep in the account to benefit from the Electronic Business Tariff	£1

All charges are per item unless stated otherwise.

* For SEPA Direct Debit please see the International Services Tariff Brochure.

† The owner of the machine may also charge you for this transaction. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.

‡ This includes the use of debit cards to withdraw cash over branch counters and where a bank giro credit is paid using either a debit card or a cheque drawn on your account and processed as cleared funds.

Compare our Business Extra Tariff and Electronic Business Tariff

Account payments	Number of items	Business Extra Tariff		Electronic Business Tariff	
		Cost per item	Charge	Cost per item	Charge
UK Sterling Direct Debit	20	40p	£8.00	Free	Free
Standing order	3	40p	£1.20	Free	Free
Business Debit Card transactions (excludes cash withdrawals)	15	40p	£6.00	Free	Free
Cheque	30	65p	£19.50	65p	£19.50
Sub Total	68		£34.70		£19.50
Account receipts and other transactions					
Automated credit	15	20p	£3.00	Free	Free
Credit paid in at a TSB branch	10	70p	£7.00	65p	£6.50
Cheque paid in	30	28p	£8.40	30p	£9.00
Sub Total	55		£18.40		£15.50
Account maintenance fee					
A charge made for the basic administration costs of running your account			£5.00 per month		£5.00 per month
Total charges per month	123		£58.10		£40.00

This table is an illustration only and demonstrates the potential savings that you could make if you choose to use more low-cost services and opt for the Electronic Business Tariff.

Online Tariff Calculator

If you're an existing TSB customer, you can log on to our online tariff calculator at www.tsbbusiness.co.uk/newtariff with your latest statement to hand to compare our two tariffs.

Other service charges for all tariffs

Bankers draft	Charge
Bankers draft (sterling)	£20
Special cheque presentation	Charge
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	Charge
Transfer of funds for same-day value	£30
Stopped cheque	Charge
Your instruction to us not to pay a cheque that you have issued	£10
If the cheque has been lost or stolen	Free
Statements	Charge
You will receive a regular monthly statement of your account	Free
Intermediate statements	Charge
Ordered via TSB cash machine	Free
Ordered at branch	£3
Copy statements	£5 per sheet
Vouchers with statements	Charge
Cheques and/or credit vouchers returned with your statement	£5 per sheet

Other service charges for all tariffs (continued)

Monitoring	Charge
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
Status enquiry	Charge
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	Charge
Details of balances and other information provided, at your request, to your accountant.	£25 per hour plus VAT (min £25)
SMS Text alerts	Charge
You can register for a number of text alerts to be sent to your mobile when you approach your overdraft limit, for example, and these can be set-up at www.tsbbusiness.co.uk/waystobankwithus/textalerts There is a monthly charge per account when you activate the text alerts.	£2 a month for each account activated
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. Inter-Bank Agency Agreements are arrangements between banks to provide a range of branch counter services to another bank's customers by prior arrangement. They provide a convenient service to business customers who find the accessibility of their own bank's branches difficult – for example due to location.	

* VAT is 20% as at 4 January 2011.

Other service charges for all tariffs (continued)

How do they work

The nature and range of the counter services offered under an Inter-Bank Agency Agreement is at the discretion of the providing bank.

Once the service is set up, TSB will claim back charges from the customer's own bank on a quarterly basis. The additional charge, if any, made by the account-holding branch is negotiated with their customer.

The Counter Services available at TSB branches are as follows:

- Cash transactions
- Cheques paid in
- Bank Giro credits
- Wages/salary cheques cashed
- Night safes
- Special presentations (cheques)
- Returned cheques collected.

While we wish to be as helpful as possible, there may be local circumstances where we are unable to provide this service.

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.

International services

We have a range of international services to support your business. To find out the details of our service charges, please speak to your relationship manager or see our International Services tariff.



Business Debit and ATM Card charges

These charges will apply in addition to any current account debit charges (see day-to-day banking transactions for Business Extra and Electronic Business tariffs).

Using your card in the UK	Charge
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

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 at www.tsbbusiness.co.uk/ratesandcharges Because of the additional work involved in monitoring your account, we may also charge the following fees:

Unauthorised Borrowing Fee	Charge
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 unauthorised 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	Charge
We charge each time we have to return a cheque unpaid or there is insufficient money in your account to pay a standing order or UK Sterling Direct Debit*.	£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 for up to 26 days from the date it was due (the "retry period"). You will be charged for an unpaid item, but you will only be charged once for the initial failed payment during the retry period.

We'll contact you every time we return an item unpaid. 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:

www.tsbbusiness.co.uk/contactus

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 24 hours a day, seven days a week).

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.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh, EH2 4LH. Registered in Scotland, No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

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).