



Business Banking

TSB Bank plc
Excel House
30 Semple Street
Edinburgh
EH3 8BL

March 2020

You will not be able to use your Business Credit Card(s) from 9 June 2020.

Hello,

I'm writing to let you know that we are discontinuing all TSB Business Banking Credit Cards from 9 June this year. I'm really sorry for any inconvenience this may cause you, and I want to assure you that we will work with you to minimise any impact on your business.

Please ensure all cardholders are provided with the information in this letter.

What is happening and why?

We have made a decision to discontinue our Business Banking Credit Cards. These cards do not provide the level of functionality that we consider appropriate for our valued business customers. We are currently reviewing a number of business credit card providers to enable us to offer an alternative to our TSB Business Banking Credit Card in future.

From 9 June 2020 current cardholders will be unable to use them for any purchases (including recurring payments) and cash withdrawals.

Cardholders can continue to use their cards from today until 9 June, but it is important that they are aware that their cards will stop working and **all new purchases and cash withdrawals will stop from 9 June 2020.**

Please be aware that you will continue to receive monthly statements until any outstanding balance is paid in full. We recommend that you settle the outstanding balance by end June/July 2020 depending on your standard payment schedule date.

What if I don't normally pay off my balance each month?

As long as you pay the minimum payment you will continue to receive statements until the balance is fully paid.

If you have any difficulties in paying the minimum amount, please get in touch with us on **0345 835 3858**. Lines are open from 7am to 8pm Monday to Friday, 9am to 2pm on Saturdays.

Continued overleaf

Does this affect my other accounts or cards with TSB?

No, we are just discontinuing our Business Banking Credit Cards. The rest of our business banking products and services are unaffected.

What do I need to do next?

Please let all Business Credit Card holders in your business know to destroy or hand their Business Credit Card to a TSB partner in branch by 9 June 2020.

We'll send you a reminder nearer the time that we're stopping the credit cards. But if you or a person in your business requires a Business Credit Card after 9 June 2020 then they will need to apply for one with another provider.

If you do have any questions about this letter, please call us on **0345 835 3858**. Lines are open from 7am to 8pm Monday to Friday, 9am to 2pm on Saturdays.

Yours sincerely,



Ian Ramsden

Director of Borrowing and Insurance

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **0345 835 3858** (lines open from 7am to 8pm Monday to Friday, 9am to 2pm Saturdays).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3852** (lines open from 7am to 8pm Monday to Friday, 9am to 2pm Saturdays).

tsb.co.uk/business

Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to a Partner for more information. Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call Telephone Banking on **+44 203 284 1575**.

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TSB adheres to The Standards of Lending Practice for business customers, which are monitored and enforced by the Lending Standards Board: www.lendingstandardsboard.org.uk
To read more about our lending commitments to you go to tsb.co.uk/business-lending-practice