



Business Credit Card

User Guide

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Please retain this for your reference

Welcome to your Business Credit Card

Your Business Credit Card is a convenient and flexible way to manage everyday business expenses. It can also help you to manage the cash flow of your business.

This User Guide explains how your Business Credit Card works and gives you a step-by-step guide to using your card. Please take time to read the whole guide.

Making your Business Credit Card account work for you

Your Business Credit Card account is a convenient and flexible way to pay for day-to-day expenses and purchases.

It can also help your business improve its cash flow with up to 45 days' interest-free credit on Sterling purchases (provided that your business pays off the total balance in full by the due date on both the previous and the latest statement).

Alternatively your business can choose to pay a smaller amount (£5 or 5% of your balance – whichever is more) or any amount in between, and roll over the balance to the following month. Remember, if you only ever make the minimum payment it will take you longer and cost you more to clear your balance.

The Business Credit Card account gives your business control over who can use a card and how much they can spend. Every month you can see how much each person is spending by checking the monthly statements we send you.

Other valuable benefits include:

- Your Business Credit Card is accepted wherever you see the Visa sign – in millions of outlets worldwide – so you don't have to open accounts for suppliers and spend time providing trade references.
- Cardholders can withdraw up to £500 per day from a cash machine – as long as they stay within their monthly spending limit. If the card is used at a non-TSB cash machine, some providers may charge your business a fee for using their machine.
- You can look forward to less paperwork with fewer invoices to reconcile and settle.
- Your business will need to hold less petty cash for everyday expenses.
- We send you regular statements which detail what cardholders are spending and with which suppliers – a quick and easy way to monitor expenditure against budget and identify which suppliers you could negotiate reduced rates with.

Business Credit Card User

Welcome to your Business Credit Card

Your Business Credit Card is enclosed with this User Guide. Please sign the card immediately.

Your Personal Identification Number (PIN) notification has been sent to you separately. For security reasons, if you've not received your PIN or if the notification has been opened or tampered with, please inform your Business Representative.

Please memorise your 4 digit PIN, destroy the notification letter as soon as possible and do not keep a written record of it. Do not disclose your PIN to any other person including colleagues in your business and bank staff.

Only you are authorised to use the card. It is your responsibility to keep your card safe and secure.

Verified by Visa provides additional security for online payments and full details can be found on page 6 of this guide.

Chip and PIN

Your card includes a chip which holds your PIN. When you use your card, you will be asked to enter your 4 digit PIN into a PIN pad at the till. If the number you enter is matched with the one held on the chip in your card, the transaction will be confirmed.

If you do not have a chip and PIN card or make a purchase from a retailer who has not installed a PIN pad, you will have to authorise your transaction by signing the receipt.

If you are unable to use a PIN because of a disability or a medical condition, please let us know. We will be happy to give you alternative options to ensure you can use your card in retail outlets.

For more information on chip and PIN, refer to

www.ukpayments.org.uk

or www.financialfraudaction.org.uk

Changing your PIN

Your PIN is personal to you. So if you prefer to choose your own PIN, you can do this at a TSB cash machine by selecting 'PIN Services'.

Please choose a number that you will not forget but one that is difficult for others to guess.

Please note: With a renewal card, you cannot change the PIN for a period of 30 days after the card is sent to you.

Using your Business Credit Card

- You can use your card wherever you see the Visa sign – in millions of outlets worldwide.
- You present your card at time of payment, or quote your card number when you make a transaction over the phone or the Internet.
- A transaction is authorised when you use the card or card details with the PIN or security code and any 'proceed' key is pressed. Once the 'proceed' key is used authorisation cannot be withdrawn. Transactions can also be authorised by signing a sales voucher. Once the sales voucher has been accepted by the retailer or provider of a cash withdrawal authorisation cannot be withdrawn.
- It's also important to keep track of every transaction you make by holding onto all of your sales vouchers and VAT receipts. This will make it easier for your accounts department to cross check the transactions on your monthly statement and to reclaim any tax.
- Each month, you'll get a statement showing how much you've spent and where you've spent it.
- Your business will settle your statement. All you need to do is follow your business's policy on sales vouchers and VAT receipts.

Your spending limit

The maximum amount you can spend each month has been agreed with your business. If you go over this amount on a purchase, your transaction could be declined as would any further transactions. If you think you need to increase your spending limit, you should speak with your Business Representative.

Renewing your card

We will automatically issue a renewal card a few weeks before the expiry date of your current card. Once your renewal card is ready to be used, please destroy your old card by cutting off the bottom left corner through the smartcard chip. Please do not return old cards to us.

If your renewal card does not arrive before your current card expires, please inform your Business Representative.

Making payments abroad

When you make a card purchase abroad, the retailer may ask you if you would like to pay in local currency or Sterling. If you choose Sterling, the merchant is likely to apply their own exchange rate. This may include a mark up and may not always be a favourable rate. You may prefer to accept the transaction in local currency and let us handle the conversion for you through the Visa scheme on the day the transaction is applied to your account.

'Card Not Present' transactions

Transactions made over the phone or the Internet are known as 'Card Not Present' transactions, in other words where the cardholder is not physically present to authorise a purchase. To ensure these types of transactions are as secure as possible, Visa has introduced some additional security measures.

When you make a 'Card Not Present' transaction, you'll be asked to confirm:

- your full postal address as it appears on the card statement
- the last three digits of the security code. This is the number printed on the back of your card in the 'authorised signature' panel (this number changes when your card is changed for any reason, for example, on renewal).

To avoid having a transaction declined, please ensure you know this information in advance.

Declined transactions

If a transaction is declined at point-of-sale and you wish to know the reason, please contact Business Card Services on **0345 835 7940** or **01733 286355**. If you're abroad call **+44** for the UK followed by **1733 286355**.

Please note, we will not be liable for any loss to you as a result of any delay or if we do not allow a transaction to be made.

Blocking your card

If we have to block your card for any reason we will generally give you prior notice.

Lost or stolen cards

If your card is lost or stolen, or if the PIN becomes known to another person, you must notify us as soon as possible:

- Telephone **0800 015 0030** if you're in the UK, or if you're abroad, dial the code **+44** for the UK, followed by **20 7481 2567**, confirming in writing within seven days to:
- Business Card Services, TSB Bank plc, Ariel House, 2138 Coventry Road, Sheldon, Birmingham, B26 3JW.

If you find your card after it has been reported lost or stolen, it must not be used again. You should immediately cut off the bottom left hand corner through the smartcard chip and dispose of the pieces.

Verified by Visa – secure online purchasing

Verified by Visa will assess each transaction and either verify it automatically or, in some cases, ask you for further information to help us verify the payment. It's free and gives you added protection when you're buying at participating online sites using your TSB Business Credit Card.

Business Credit Card Representative

This section gives you full details of the Business Credit Card and what you, as the Business Representative, will need to do to make it work effectively for your business. Please read it carefully, it will help you brief cardholders and give you the information to answer any queries.

Your role as Business Representative

You are the person responsible for administering the Business Credit Card in your business and the main point of contact for your staff and us.

There are a few basic details you should take care of immediately:

- record the details of all cardholders
- brief cardholders on their responsibilities regarding their Business Credit Card and the restrictions – both individual and business – that apply to its use
- make sure that all Business Credit Cards are distributed to the right cardholders and that they are signed immediately
- explain to all cardholders that you are the main contact for any questions or problems that may arise
- receive and distribute statements to cardholders.

Using the Business Credit Card

Each cardholder should only use their card for business expenses or purchases. They must also stay within their monthly spending limit, set by the business. The total of all individual cardholder limits must not exceed the overall business limit agreed with us.

There's no charge for Sterling purchases.

Cash withdrawals and foreign exchange transactions

There is a charge for cash withdrawals, which is 2.5% of the transaction value (minimum £2.50). Cash withdrawals are also subject to interest charges. Please note, card transactions undertaken to obtain travellers' cheques and foreign currency as well as those associated in any way with gambling will be treated as a cash withdrawal and the relevant charge will be applied on each and every transaction.

Additionally, if the card is used in a non-TSB cash machine or counter, some providers may also charge your business a fee for using their facilities.

Transactions in a foreign currency, including cash withdrawals and purchases, are subject to a 2.95% non-sterling transaction fee. Sterling cash withdrawals from travel bureaux or other outlets providing similar services both in the UK and overseas may also be treated as a foreign exchange transaction and will be subject to a 2.95% non-sterling cash transaction fee.

Please refer to 'Our fees' section for full details. If you need to obtain details of the reference rate used to convert transactions into sterling, please contact Business Card Services. This rate is applied on the day the transaction is added to your account. Indicative exchange rates available at www.visaeurope.com

Statements and payments

Your Business Credit Card statements

We will send your business a statement for payment once a month with details of transactions made by each cardholder and any relevant charges.

We will also send a statement for each cardholder that they can use to check and process their expenses in the normal way. If you think there are any errors in the business statement, please confirm in writing to us preferably within 30 days of the date we sent out the first statement in which the error appeared. Please include:

- Business Credit Card account number
- the cardholder name
- the transaction date
- the transaction reference number
- the amount in question
- your signature.

Please send any letters to Business Card Services, TSB Bank plc, Ariel House, 2138 Coventry Road, Sheldon, Birmingham, B26 3JW.

To help you reconcile your statements we include details of the date the transaction was undertaken (known as 'tran date') as well as the date the transaction was applied to your Business Credit Card account ('enter date'). We start charging interest (where relevant) from the date the item was applied to your account.

Making payments to your card account

Your business has the flexibility of paying either the total account balance off in full, the minimum amount (£5 or 5% whichever amount is greater) or an amount in between, no more than 14 days after the statement date.

There are four ways to pay:

1 By Direct Debit

- You can set up a Direct Debit to repay the minimum payment each month or the full amount. This will help you to avoid late payment charges and additional interest as your statement will be repaid on time.
- The Direct Debit will be claimed and will reach your card account no more than 14 days after the statement date. The payment will be credited to your card account and reduce your outstanding balance on the day we receive it if it is a Business Day and if not, on the next Business Day.
- To set up a Direct Debit, call Business Card Services on **0345 835 7940**.

2 By sending a cheque

- Make your cheque payable to TSB Bank plc and include your Business Credit Card account number as detailed on the Bank Giro Credit payment slip on the payee line. A cheque will not reduce the outstanding balance until it has cleared.
- Send it with the Bank Giro Credit using the Business Reply envelope provided to: TSB Bank plc, PO Box 16591, Birmingham B25 9GR.
- Please do not send a post dated cheque or cash.
- Allow 7 days for your payment to be processed.

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At a Bank

- Take the Bank Giro Credit and your payment to any TSB branch.
- Please allow 4 Business Days for cheques to be processed.
- Cash payments received before 4pm on a Business Day at TSB branches will be credited to your card account and reduce your outstanding balance the same Business Day.
- You can pay at other UK banks but they may charge a fee and processing times may vary.

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On the Internet

- As a TSB Business Banking customer you can register for Business Internet Banking. Please visit tsb.co.uk/business/register
- Once registered simply log onto your TSB Internet Banking account, select 'Transfers and Payments' and follow the on-screen instructions.
- Please ensure you select 'TSB Business Credit Card' from the drop down menu and enter the 16 digit account number printed on the Bank Giro Credit payment slip as the reference number.
- If your instructions are received before 5.30pm on a Business Day, the payment will be claimed, your card account credited and the outstanding balance on your card account reduced on the next Business Day. Instructions received after 5.30pm will be carried over to the next Business Day; the payment will be claimed, your card account credited and the outstanding balance on your card account reduced on the next Business Day after that.
- Future dated bill payments will be debited from your account on the day requested, if a Business Day. If not a Business Day, the payment will be debited on the next Business Day. Payments will reach your card account and reduce your outstanding balance on the same day as the payment is debited from your bank account.

NB: A Business Day is Monday to Friday excluding public and Bank holidays.

Recurring transactions (also known as continuous payments)

There are regular payments like magazine subscriptions made by your Business Credit Card accounts that are not protected by the Direct Debit Guarantee Scheme. They can be set up by phone, letter or online. To cancel a Recurring Transaction it's best to let the person you're paying know and give them enough notice to be able to cancel payments or to arrange an alternative payment method. By cancelling a recurring transaction you will have withdrawn authorisation for future transactions, and we will treat any future transactions pursuant to that arrangement as unauthorised. If a payment is collected in error, please contact Business Card Services who will do their best to sort things out for you.

Management information

In addition to your statements, we will also send you a vendor analysis report if you have requested it. This provides you with a detailed record of how much each cardholder is spending and with which suppliers.

Broken down by vendor, this monthly report lists what has been spent in the current month, in the year to date as well as the monthly average. This gives you valuable information which can help to identify areas where you might make significant cost reductions – such as negotiating reduced rates with suppliers you spend a lot of money with.

Lost and stolen cards

If a card is lost or stolen, or if another person knows the PIN, you or the cardholder must notify us as soon as possible. You can be confident there is help close at hand – home and abroad:

- Telephone **0800 015 0030** if you're in the UK or if you're abroad dial the code **+44** for the UK, followed by **20 7481 2567**, confirming in writing within seven days to:
- Business Card Services, TSB Bank plc, Ariel House, 2138 Coventry Road, Sheldon, Birmingham, B26 3JW.

If a card is found after it has been reported lost or stolen, it must not be used again. You should immediately cut off the bottom left hand corner through the smartcard chip and dispose of the pieces.

Unless we can show that the business or a cardholder has acted fraudulently or without all reasonable care in keeping a card or card details safe and in accordance with our security requirements you will not have to pay anything:

- in respect of the use of any card that is lost or stolen but you must tell us as soon as you become aware of such loss or theft;
- in respect of the use of any card that is used before you receive it; or
- in respect of the use of the card or the card details for a transaction where the cardholder does not need to be present.

Changing details and credit limits

Whenever you wish to change any of the existing details or apply to have your business limit increased, please contact your relationship manager.

Amendments to cardholders' details usually become effective within 10 business days of receiving your instructions. Any increase to a cardholder's limit must not take your business's overall total above the business limit agreed with us. If you wish to increase your business limit you should discuss this with your relationship manager.

How to get a card for a new nominated individual

If you wish to apply for a Business Credit Card for someone new in your business, please contact your relationship manager. Should we approve your request, we will send you the new card – usually within 2 weeks.

How to cancel a card

When a Business Credit Card user leaves your business, please be sure to get the card back so you can cancel it – otherwise your business might be liable for the cost of any unauthorised purchases. Once you have the card, please cut off the bottom left hand corner through the smartcard chip and dispose of it, sending written confirmation to us that it has been destroyed.

Renewing cards

We will automatically issue a renewal card a few weeks before the expiry date of a current card. These cards can be used by the cardholders as soon as they receive them – they don't have to wait for the expiry date on the existing card. Once the renewal card is ready to be used, make sure the old card is destroyed by cutting off the bottom left corner through the smartcard chip. Please do not return old cards to us.

If the renewal card does not arrive before the current card expires, please inform your relationship manager.

How to cancel your Business Credit Card account

If you need to cancel your Business Credit Card account, please contact your relationship manager informing them that you wish to close your Business Credit Card account. Make no further purchases on the Business Credit Card account and cancel any recurring transactions directly with the supplier(s) concerned. Please then dispose of all cards by cutting off the bottom left hand corner through the smartcard chip.

Lost or stolen confidential information

Your post is valuable information if it gets into the wrong hands. Contact us if you don't receive a bank statement, card statement or any other financial information that you're expecting.

Protecting your account

Be careful when storing or getting rid of information about your accounts. People who commit fraud use many methods such as 'bin raiding' to get this type of information. Shredding printed material is a simple way of protecting yourself.

Customer complaints

If you are unhappy with something we've done and would like to make a complaint you can:

- Make sure your usual contact at the bank knows about your complaint and tell them how you think it could be resolved. We'll make sure we respond to you, usually within five business days.
- Or you can call our Business Banking Centre on **0345 835 3858** 7am–8pm Monday to Friday, 9am–2pm Saturdays. We're closed on all UK public holidays. To call us from outside the UK call **+44 20 3284 1576**. You can also contact us via Textphone **0345 835 3852**.
- Alternatively, you can raise your complaint with Customer Services. Write to The Manager, TSB Bank plc, Customer Relations, Correspondence Centre, PO Box 373, Leeds, LS14 9GQ.

Financial Ombudsman Service

If you're not satisfied with our handling of your complaint, you can contact the Financial Ombudsman Service. This is a free independent resolution service for personal and micro-enterprise customers of most UK banks, building societies, insurance companies and other financial institutions. For more information, log on to www.financial-ombudsman.org.uk, or contact The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR.

Commercial customers that are micro-enterprises with a group annual turnover or balance sheet of up to €2 million (sterling equivalent) and that have fewer than 10 staff may be eligible to take their complaint to the Financial Ombudsman Service.

Our fees

For certain services, we will debit the following charges to your Business Credit Card account:

- no annual fee
- a handling charge for cash withdrawals of 2.5% of the amount of the transaction (minimum £2.50)
- non-sterling transaction fee of 2.95% on all foreign currency transactions including cash withdrawals
- copy of statement £6
- copy of report £15
- copy of sales voucher £5 (there will be no charge if an error has been made)
- £12 charge for late payment, limit exceeded and any returned payments (including cheques and Direct Debits).

If you use the Business Credit Card to withdraw cash from a machine operated by another bank, there may be a further handling charge.

This information is correct as at April 2019.

Help and more information

If you have any more queries about the Business Credit Card or your role as Business Representative, please contact your TSB relationship manager or telephone Business Card Services on **0345 835 7940**.

You can also write to us at:

Business Card Services

TSB Bank plc

Ariel House,

2138 Coventry Road,

Sheldon,

Birmingham,

B26 3JW

Please quote your Business Credit Card account number and cardholder name (if applicable) when you contact us.

Our service promise

We aim to provide the highest level of customer service possible. However, if you experience a problem, we will always try to fix it as quickly and efficiently as possible. If something has gone wrong please let one of our Partners know. The complaint procedures are also published on our website: tsb.co.uk/business/contact-us/complaints

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

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

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **020 3284 1576**. Not all Telephone Banking services are available 24 hours a day, 7 days a week. Please speak to a TSB Partner for more information. Calls may be monitored or recorded.

tsb.co.uk/business

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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 www.tsb.co.uk/business/loans-and-finance/lending-code

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