

Quick start guide

How to get your account up
and running



Thank you
for choosing a
TSB business
account



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 advisers 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 advisers 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**.

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 Business 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 adviser call **0345 835 3858**.



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

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 or Textphone on **0345 835 3852** (lines are open 7am – 8pm Monday to Friday, 9am – 2pm Saturdays).

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).