



Business



Moving your business account.

Switch your business current account to us and get 18 months free banking.*

Better banking for your business.

We're serious about supporting business because it's our business customers that are fuelling local economies right across Britain. We're here to support them to do just that, now and in the future.

We have a great range of business products to help you manage your business including current accounts that let you easily control costs and make payments, savings account to help your money work harder and a range of lending products to help your business grow.

Switch your business account to us and get 18 months free banking.

When you move to TSB you'll get 18 months free day-to-day banking.

There's no charge for paying in or taking out cash or cheques, or setting up standing orders or UK Sterling Direct Debits.

All we ask is that you keep your account within agreed limits and don't go overdrawn without arranging it with us first.

Easy ways to manage your account.

We can offer you a range of easy ways to manage your new business account so you can choose how you bank with us, when it's convenient for you.

On the phone.

- Our dedicated Business Banking Centre has all the skills and expertise to support your business with relationship managers and support teams to help your business thrive and dedicated business customer advisors who you can call with your day-to-day banking queries. They're based in the

UK and available from 7am – 8pm Monday to Friday and 9am – 2pm on Saturdays. With our automated service you can use the same number to do simple transactions like making payments between your accounts 24 hours a day.

Internet Banking.

- We call it Online for Business. It's easy to use and allows you to manage your day-to-day banking 24 hours a day, 7 days a week. You can view your balances, pay bills, transfer money between your accounts and much more.
- We've made it easier to logon by giving you the choice of using memorable information which is a very safe and secure alternative to using a card reader/Access Code Device. If you have a personal account with TSB you'll be able to use the same memorable information that you can use to access your TSB personal accounts online. To register for online banking it's quick and easy, just visit tsb.co.uk/business/register

Your local branch.

- We have a large branch network in the UK, so there should always be one nearby. You can find your nearest branch at tsb.co.uk/branchlocator

Text Alerts.

- Register for our free Text Alerts service and receive daily or weekly updates on your account balance and recent transactions. To find out how to register please visit tsb.co.uk/business-text-alerts

* subject to keeping your account within agreed limits and not going overdrawn without arranging it first.

Help when your free banking ends.

Even when your free banking period comes to an end, we can still help you save money on bank charges. 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.

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 Accounts, Business Extra or Electronic Business accounts. For full details on our tariffs visit tsb.co.uk/business-tariffs

Switch bank accounts simply, swiftly and securely in just seven days.

Whether you need a helping hand or want to leave everything for us to take care of, you can switch to a TSB Business Current Account and have confidence that everything will be taken care of quickly and easily. Once you have opened your new TSB account there are two services available.

1. Current Account Switch Service.

We'll take care of the entire process for you from start to finish in just seven working days, completing on the day you choose:

- Automatic forwarding and redirection of all payments* to and from your old account to your new TSB Business Current Account.
- Transferring any credit balance on your previous account over to your new TSB Business Current Account.
- Automatic closure of your old account.
- If we don't meet the seven-day deadline we'll refund any interest or charges you incur on your old or new account as a result of the delay caused by us. We can't refund charges or interest resulting from you or your old bank not completing tasks in line with the switching process.

* We cannot cancel or transfer SEPA Direct Debits for you. You will need to advise your creditor that you wish to cancel the mandate or transfer your Direct Debit to your new account.

2. Transfer of Payment Arrangements Service.

Simply tell us which of the following parts of the switch you'd like us to take care of:

- Transferring any payments for you.
- Transferring any outstanding credit/debit balances from your old account.
- Arranging for your old bank to close your previous account if requested.



A move worth making.

- 18 months free day-to-day business banking
- Relationship manager and support team
- Moving your account is easy – our dedicated team will do as much of the legwork for you as possible
- Easy ways to manage your account

Ready to switch?

Call 0345 835 3865

Click tsb.co.uk/business

Visit drop into your local branch

When you open your account we'll need to see some identification such as your passport or driving licence, plus proof of your personal and business addresses, such as a recent utility bill, for example. If you can't show us one or more of these items call **0345 835 3865** or drop into your local branch and ask for a copy of our 'Identification we need from you' leaflet.

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 at [tsb.co.uk/business-complaints](https://www.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 (previously Typetalk) or Textphone on **0345 835 3852** (lines are open 7am–8pm Monday to Friday, 9am–2pm Saturdays).

[tsb.co.uk/business](https://www.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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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).