



Moving your business forward





Extra help for your business

With your new business account up and running, in the coming months you may be looking to take advantage of opportunities that head your way. This could be to grow your business or to simply cover everyday expenses.

This brochure has been designed to provide you with an overview of some of the products we offer so that you can refer to it before asking us about your options. The suitability of products will depend on your needs and future business plans and your relationship manager will provide you with information enabling you to make a decision on the product which is best for you.

So for whatever lies ahead, at TSB Business, you can be assured of the broad range of financial business products we have available to help you move your business forward.

Day-to-day cash

Overdraft

If your business needs to dip in and out of extra funds at short notice, you can pre-arrange flexible funding in the form of an overdraft.* You can agree a limit and interest rate upfront, so you'll always know where you stand.

*overdrafts are subject to status and repayable on demand.
Please note that Business overdrafts are variable linked to the Bank of England Bank Rate (base rate).



Key features:

- Interest charged on a monthly basis.
- Available for up to 12 months depending on your needs.
- Annual review to ensure your overdraft meets your business needs.
- Arrangement fee payable, dependent on the size of your agreed limit.
- May be repayable if your circumstances change.
- Users of Online for Business can now apply for a new Business Overdraft online or increase an existing overdraft limit (subject to status).

Benefits:

- Access to cash when you need it.
- Smooth over dips in cash flow.
- Pay interest only on the overdraft funds you use.
- Agree your limit according to your business needs.
- Have the capacity to cope with the unexpected.

Cards

Handling business expenses can be time-consuming and costly. Our Business Credit Card can help you streamline your administration and make savings. Use it to pay suppliers, withdraw cash at cash machines or purchase items at outlets, online, over the phone or via mail order. We can offer you a Business Credit Card if you've switched from another bank or been with us for over 12 months.



Business Credit Card

Key features:

- Each month choose to pay the full balance, the minimum amount (5% or £5, whichever is more) or any sum in between.
- Up to 45 days' interest-free credit for Sterling purchases, providing your balance is paid off in full by the due date on previous and latest statements.
- Withdraw up to £500 per cardholder per day (within your card limit) from a cash machine – a charge of 2.5% applies (minimum £2.50). There is no interest free period on cash withdrawals.
- All for a fee of £32 per card per year.
- For the current representative APR please visit [tsb.co.uk/business-card-fees-and-charges](https://www.tsb.co.uk/business-card-fees-and-charges)

Benefits:

- Helps cash flow with an interest-free period on Sterling purchases.
- Provides a flexible way to pay online, in person, over the telephone or via mail order.
- Allows you to keep track of spending with detailed monthly statements.
- Using your card instead of writing cheques can help reduce bank charges.
- Accepted in millions of Visa outlets worldwide.
- For Business Credit Card customers that are also registered for our online banking service Online for Business** you may view transactions and statements online.

To discuss these options

Call **0345 835 3858** from 7am to 8pm
Monday to Friday or 9am to 2pm
on Saturdays.

Cardnet®

Use Cardnet® to accept card payments from your customers. Transactions are safer than cash or cheques and are completed in seconds. Payments are made straight into your bank account in days, making book-keeping quicker, easier and more accurate.



Benefits:

- Fast, efficient payment system you can tailor to your needs.
- Accept payments over the counter, by phone or online.
- Reduced paperwork and simplified accounting.

To discuss these options and the charges for this service

Call **0800 056 8669** from 9am to 5pm Monday to Friday and one of the Cardnet® Team will talk you through identifying, installing and operating a card acceptance system to suit your business needs.

Or if you prefer, log on to the website: www.lloydsbankcardnet.com



Long-term borrowing

Are you looking to grow your business by introducing a new product or by taking advantage of a marketing opportunity? Do you want to upgrade your communications, equipment or vehicles? If so we can help you find the right solution by:

- Providing a quick lending decision.
- Sourcing a loan tailored to meet your business needs.
- Determining suitable financing solutions to purchase equipment, machinery or other assets.



Loans

Lending you money

A loan is often a sound option for taking advantage of growth opportunities, such as developing new products or entering new markets. You can opt for payments to be fixed or variable.

For all loans, an arrangement fee will apply and is dependent on the amount you borrow. For any fixed rate loan over £25,000, a break cost* may occur if the loan is paid off before the end of the agreed fixed rate period.

Fixed rate loans

Key features:

- Loans from £1,000.
 - repayments fixed for the term of the loan.
 - loan term from 1 to 10 years.

Benefits:

- Improves stability of cash flow as fixed repayments are predictable.
- Repayment term can be chosen to suit your business requirements.

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.

Please note that overpayments of a fixed rate loan may not have the effect of reducing the outstanding balance and may trigger a break event and break costs. Break costs may be substantial.

*When you take out a fixed rate business loan the interest rate will be locked in for an agreed fixed rate period. In turn if the fixed rate loan is over £25,000, we may borrow money from lenders in the wholesale money market to fund your loan on the same terms. If you decide to repay the loan prior to the end of the agreed loan term, you are effectively 'breaking' the fixed rate loan agreement. This may result in a loss to the wholesale lender and this loss is known as a 'break cost'. This cost is charged to us by the wholesale lender and then passed onto you. It is important to note that the loan break cost does not constitute a gain to TSB.

Variable rate loans

Key features:

- Repayments are variable.
- Loan term from 1 to 25 years.
- Option to have capital repayment holidays for up to two years from the beginning of the term.*
- The loan amount can be taken in stages during the term.
- Interest is charged monthly and is usually a percentage over the base rate.

Benefits:

- Repayment term can be tailored to your business requirements.
- Capital repayment holidays will reduce your outgoings at the beginning of the term, leaving you free to focus on your new opportunities.

*Subject to approval, Please note that if you opt to have a capital repayment holiday interest will still be applied to your loan so you may pay more over the loan term.

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.

The Enterprise Finance Guarantee (EFG)

This enables small businesses with a viable business proposal, who are lacking sufficient security, to borrow money from approved lenders. For more information speak to your relationship manager.



Buying a property

Whether you're looking to expand into new premises, raise capital from existing property or build your investment property portfolio, you'll need timely support to help you through any challenges that might crop up. Your relationship manager will offer you a flexible approach to funding your property, whether you have a single office or an investment portfolio.

We can help you...

- Buy your premises in the way that suits your business.
- Expand or refurbish your property.
- Remortgage to release equity.

For all our mortgages an arrangement fee, security and valuation charges will apply. For all mortgages, early repayment charges may apply on any amount you repay in addition to your agreed repayments. **Capital holidays are only available on base rate linked loans and must be taken in blocks of three months.**

Commercial mortgage

Key features:

- Loans start from £25,001.
- Choose a loan term from 1 to 25 years.
- Fixed or base rate linked interest available.
- Loans up to 70% of the property value, and in some cases even more may be available.
- Flexible capital repayment holidays of up to two years may be available.*

Benefits:

- Allows you to buy or remortgage commercial property.
- Releases some of the money tied up in your premises for expansion or improvements.
- Capital holidays can help to free up money, enabling you to take advantage of opportunities such as making improvements to your premises.

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.

*Subject to approval. Please note that if you opt to have a capital repayment holiday interest will still be applied to your loan so you may pay more over the loan term.

Residential buy-to-let mortgage

Key features:

- Loans start from £25,001.
- Choose a term of up to 25 years.
- Fixed or base rate linked interest available.
- Loans up to 70% of the property value.
- Flexible capital repayment holidays of up to 12 months may be available.

Benefits:

- Grow your residential investment property portfolio.
- Capital holidays can help to free up money, enabling you to take advantage of opportunities.

We're also able to offer Commercial buy-to-let mortgages – for details contact your relationship manager.

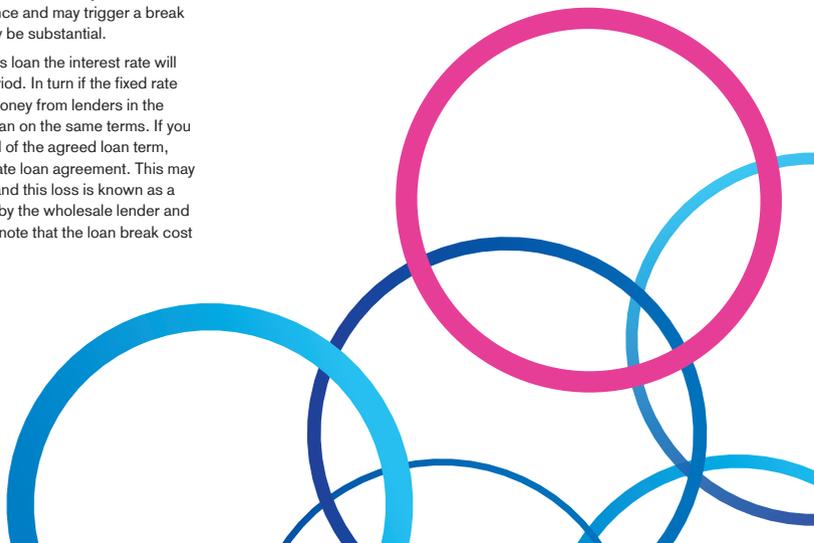
Please note that overpayments of a fixed rate loan may not have the effect of reducing the outstanding balance and may trigger a break event and break costs. Break costs may be substantial.

*When you take out a fixed rate business loan the interest rate will be locked in for an agreed fixed rate period. In turn if the fixed rate loan is over £25,000, we may borrow money from lenders in the wholesale money market to fund your loan on the same terms. If you decide to repay the loan prior to the end of the agreed loan term, you are effectively 'breaking' the fixed rate loan agreement. This may result in a loss to the wholesale lender and this loss is known as a 'break cost'. This cost is charged to us by the wholesale lender and then passed onto you. It is important to note that the loan break cost does not constitute a gain to TSB.

For all our mortgages, an arrangement fee, security and valuation charges will apply. For any fixed rate mortgage over £25,000, a break cost* may occur if the mortgage is paid off early – in partial or in full.

Before we lend you any money, or increase your overdraft or borrowing limit, we'll assess whether we feel you'll be able to repay it. These are some of the things we may ask you for:

- Proof of identity and the reason why you need to borrow the money.
- Your business plan and accounts, including cash flow, profitability and existing financial commitments.
- Checks with credit reference agencies.



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.

For more information or to discuss these options

Call **0345 835 3858** from 7am to 8pm
Monday to Friday or 9am to 2pm
on Saturdays.

Why not register for Online for Business?

Online for Business is a safe and secure way to manage your accounts online.

You can easily:

- View accounts and balances, make payments, apply for products and services.

Register for Online for Business

<https://online-business.tsb.co.uk/business/a/registration/selectRegistrationType.jsp>

If you have any questions about Online for Business you can call **0345 835 3844**.



Savings and investments

Putting a little away every month can help with the long-term security of your business. So whether you're making short-term savings, such as putting money aside for the next VAT payment, or building long-term reserves, we have a range of accounts for you.

- Instant access accounts – give you the flexibility you need for managing cash flow and help you make the most of your day-to-day surplus funds.
- Clients' accounts – suitable for any professional practice or other business that holds money for its clients.

To discuss these options

Call **0345 835 3858** from 7am to 8pm
Monday to Friday or 9am to 2pm
on Saturdays.

Who's who... and where?

We're not the only people who can help you move your business forward. Here's a list of organisations you can call on for advice and support in specific areas.

British Chambers of Commerce

www.britishchambers.org.uk

Tel: 024 7669 4484

British Franchise Association

www.thebfa.org

Tel: 01235 820470

British Library

www.bl.uk/bipc

Tel: 020 7412 7901

Business Link

www.gov.uk

Tel: 0845 600 9006

Companies House

www.companieshouse.gov.uk

Tel: 0303 123 4500

HM Revenue & Customs

www.hmrc.gov.uk

Tel: 0845 010 9000





Enterprise Nation
www.enterprisenation.com

Federation of Small Businesses (FSB)
www.fsb.org.uk
Tel: **0808 202 0888**

Forum of Private Business (FPB)
www.fpb.org
Tel: **0845 130 1722**

National Enterprise Network
www.nationalenterprisenetwork.org
Tel: **01908 605130**

UK Intellectual Property Office
www.ipo.gov.uk
Tel: **030 0300 2000**

The Prince's Trust
www.princes-trust.org.uk
Tel: **0800 842 842**

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

tsb.co.uk/business

Cardnet® is a registered trademark of Lloyds Bank plc.

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).

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