



Business

Telephone Banking for business

Fast and secure banking at
the end of the phone



A personal Telephone Banking Service

Safe and
convenient

With Telephone Banking for business you can fit your banking around running your business

Telephone Banking for business has staff on hand to take your calls between 7am–8pm Monday to Friday and 9am–2pm Saturdays (excluding UK Public Holidays).

You can also do much of your day-to-day business banking around the clock through our automated service, which you'll find fast, efficient and easy-to-use.

Telephone Banking for business is free, all you pay for is the normal cost of your calls and your normal transaction charges.

If you have any questions you can call our helpline on **0845 835 3858** between 7am–8pm Monday to Friday and 9am–2pm Saturdays (excluding UK Public Holidays). One of our staff will be pleased to help you.

Telephone Banking for business is free, all you pay for is the normal cost of your calls and your normal transaction charges.



You decide who uses the service

When you register for Telephone Banking for business it's your business rather than a particular individual who is registered for the service. This gives you the flexibility to nominate partners, directors or members of your staff as Users of the service.

You can choose between two User levels for each individual – Full Service or Enquiry Only.

An Enquiry Only User can:

- check the balance of your business accounts
- stop cheques
- ask about bill payments
- ask about standing orders and Direct Debits
- ask for information about other services.

A Full Service User can also:

- transfer money between TSB Business accounts
- pay bills
- set up, cancel or change standing orders
- cancel Direct Debits
- order foreign currency and travellers cheques
- order cheque books
- make foreign payments.

Security

With Telephone Banking for business each User has their own unique Password to identify them each time they call.

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How to register

Registering for Telephone Banking for business is easy

1. Complete the Telephone Banking for business application forms enclosed

- Complete section 1 with your business details.
- Nominate the Users in section 2.
- Read the terms and conditions and sign the form in section 3 in accordance with the account mandate.

2. Make sure each User that you've nominated completes the enclosed New User application form

- Complete personal details in section 2.
- Read and sign section 3 in accordance with the account mandate.
- Enter a secret word in section 4. We'll ask the User to repeat this word when they register, so we know it's them we're speaking to.
- Follow the instructions to fold and seal the form so the details cannot be seen.

Contact your business team if you need more forms.

3. What happens next

- After you return your forms to your relationship manager or in the reply envelope enclosed in your pack, your details will be set up.
- We'll write to each User, asking them to call us to set up a Password. Once they've done that, they will receive a welcome pack which includes a user guide and a membership card with their details. They can then begin to use Telephone Banking for business straight away.

If you want to add or amend Users in the future, talk to your business team who will give you the form to complete.



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 www.tsbbusiness.co.uk/contactus

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

www.tsbbusiness.co.uk

We accept calls via Text Relay. Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

If you need to call us from abroad, or prefer not to use our 0845 number, you can also call us on 020 3284 1576, to speak to one of our advisors.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland no. SC95237. Telephone: 0131 260 0264.

TSB Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

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.)

Information correct as at: November 2013.