

# Business Banking Charges Guide.

Stay in control of your  
Business current account.

For customers who opened an account  
before 2 August 2019.



Business

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Stay in control of your Business current account.

For customers who opened an account before 2 August 2019.

**Keep on top of your Business current account charges with this guide to what you'll be charged and when.**

The charges in this brochure are correct as at the date shown on the back cover.  
For our most up to date rates and charges visit [tsb.co.uk/business/legal](https://tsb.co.uk/business/legal)

If you need to print this document please print from **pages 2-22** to save on printer ink.

# Contents.

**[Our Business Banking current accounts – Page 4](#)**

**[Our account for Not-For-Profit organisations – Page 4](#)**

**[Our current account charging cycle – Page 5](#)**

**[Our accounts in more detail – Page 6](#)**

**[Our 5 Fixed Fee account plans – Page 7](#)**

**[Day-to-day banking charges for our three business accounts – Page 7](#)**

**[Service charges for all current accounts – Page 11](#)**

**[Business debit card charges – Page 13](#)**

**[Unarranged Overdrafts – Page 14](#)**

**[International Services Tariff – Page 16](#)**

**[Keeping your charges low – Page 18](#)**

**[Payment limits for business customers – Page 19](#)**

**[Help with queries – Page 21](#)**

If you view this booklet online, you can click on the arrows or page sections above to take you straight to what you want to read.

## Our Business Banking current accounts.

This guide applies to the following accounts:

### Fixed Fee account

5 plans giving you a set number of transactions each month for a fixed fee.

### Business Extra account

Pay for individual transactions with lower charges for cash, cheques and standing orders.

### Electronic Business account

Pay for individual transactions with lower charges for electronic or automated transactions.

## Our account for Not-For-Profit organisations.

We have one specific account for Not-For-Profit organisations which includes no monthly fee and free day-to-day banking for clubs, charities and trusts. Day-to-day banking includes UK sterling transactions for cheques, cash, UK Direct Debits, standing orders, faster payments, UK debit card and ATM transactions.

If you use an Unarranged Overdraft, you may pay interest and you may pay a daily fee depending on how much the overdraft is. You will also pay charges that month in line with our Business Plus account tariff for paying cheques or cash in or out. Paying in UK Sterling with your debit card or making a bank transfer is still free.

Full details of all other fees and charges that apply (including for Unarranged Overdrafts and unpaid items) are on **pages 11 to 17**.

## Our current account charging cycle.

- We calculate charges and interest monthly, from the 1st to the last day of the month (this is called the charging cycle).
- The invoice you receive following each charging cycle will show any account transaction charges you have incurred within that charging cycle.
- Your monthly statement will show any debit interest that is payable to us.
- Your invoice and monthly statement will be sent together.
- We will then collect any charges and interest on the 1st of the following month after the date of the invoice and statement.
- If there are charges to pay but you're not due a regular statement, we'll send you an extra statement free of charge.
- The table opposite gives an example of the charging cycle in practice:

|  |                              |
|--|------------------------------|
| Charges and interest calculated (the charging cycle) | from 1 January to 31 January |
| Invoice and statement sent around                    | 1 February                   |
| Charges and interest collected on                    | 1 March                      |

## Business Instant Access account – statements and interest

The date we issue your statement will depend on the date your account was opened. A statement will be issued either monthly or annually depending on the frequency you choose.

For example, if you choose to receive your statements monthly and you opened your account on the 15th of the month, your statement will be issued on the 15th every month.

Interest we pay you on the Business Instant Access account is calculated from the 10th of one month to the 9th of the next. Interest you have accrued will then be paid to your account on the 10th of each month.

## Our accounts in more detail.

### Fixed Fee account

- Pay one monthly fee to enjoy fixed day-to-day banking charges each month as long as you remain within your plan.
- No monthly account maintenance fee. Just your monthly plan fee.
- Five plans to choose from, each providing you a specific level of inclusive transactions, cheques paid in and cash (see table on next page).
- Cash and cheque transactions have separate limits covering cash you can pay in or withdraw and the maximum number of cheques you can pay in each month within the plan. Cheques paid out are included in the transaction limit.
- If you go over your transaction limit you can simply pay the additional transaction fee – 65p for every transaction or cheque paid in, or 0.65% of the total cash amount over the limit.
- Simple and flexible – move between the various account plans to suit your business needs at the end of your charging cycle.
- Cash and cheques paid in, and cash withdrawn or exchanged, at a Post Office branch also count towards your transaction limits.

### Business Extra account

- Pay for individual transactions and day-to-day banking and get charged for as many or few as you need.
- Pay for cash withdrawals, cash exchanged, cash deposits and cheque deposits at either a TSB or Post Office branch.
- There is a monthly £5 account maintenance fee.
- Lower charges for individual cash, cheques and standing order transactions.

### Electronic Business account

- Pay for individual transactions and day-to-day banking and get charged for as many or few as you need.
- Pay for cash withdrawals, cash exchanged, cash deposits and cheque deposits at either a TSB or Post Office branch.
- There is a monthly £5 account maintenance fee.
- Lower cost charges for electronic or automated transactions.
- Free automated credits, debit card transactions (excluding ATM), Direct Debit, standing orders, BACS debits and BACS credits.

## Our 5 Fixed Fee account plans.

| Fixed Fee account plan | Monthly Fee | Maximum Transactions | Maximum cheques paid in limit | Maximum cash limit |
|------------------------|-------------|----------------------|-------------------------------|--------------------|
| A                      | £5          | 5                    | 5                             | £50                |
| B                      | £10         | 20                   | 10                            | £150               |
| C                      | £15         | 35                   | 15                            | £250               |
| D                      | £25         | 70                   | 30                            | £500               |
| E                      | £40         | 125                  | 50                            | £1,000             |

Cash withdrawals from a TSB cash machine will not count as a transaction within your Fixed Fee account plan but daily cash machine limits still apply.

## Day-to-day banking charges for our three business accounts.

Our Fixed Fee, Business Extra and Electronic Business account day-to-day charges are shown in the table on the following pages. You should compare tariffs based on the number and type of transactions you typically make and how you like to manage your account. Your relationship manager can also help you consider the options.

The day-to-day charges shown in the table also apply to cash and cheque deposits, cash withdrawal and cash exchange services at a Post Office branch. Cash paid in at a Post Office branch will take an additional day to clear. Post Office cut-off times and cash deposit limits will vary depending on the Post Office branch type and opening hours. You can contact your local Post Office branch for further information.

|  | Fixed Fee account                              | Business Extra account | Electronic Business account |
|--|--|------------------------|-----------------------------|
| Monthly fee  | £5 to £40                                      | £5                     | £5                          |
| <b>Account payments</b>  |  |                        |                             |
| UK Sterling Direct Debits*   | 1 transaction/65p outside of monthly allowance | 40p                    | Free                        |
| Standing order   | 1 transaction/65p outside of monthly allowance | 40p                    | Free                        |
| Transfer to another TSB account in your name                       | Free   | Free                   | Free                        |
| Business debit card transaction (excluding ATM)                    | 1 transaction/65p outside of monthly allowance | 40p                    | Free                        |
| Faster Payments  | 1 transaction/65p outside of monthly allowance | 15p                    | Free                        |
| Internet Banking, Telephone Banking or Mobile Banking App payments | 1 transaction/65p outside of monthly allowance | 15p                    | Free                        |
| Cheque   | 1 transaction/65p outside of monthly allowance | 65p                    | 65p                         |
| Other debit  | 1 transaction/65p outside of monthly allowance | 65p                    | 65p                         |



|  | Fixed Fee account  | Business Extra account | Electronic Business account |
|--|--|------------------------|-----------------------------|
| <b>Account receipts</b>  |  |                        |                             |
| Automated credit   | 1 transaction/65p outside of monthly allowance                                       | 20p                    | Free                        |
| Cheque or postal order paid in**   | 1 transaction as long as within plan's cheque limit/65p outside of monthly allowance | 28p                    | 30p                         |
| Credit paid in at a TSB Branch (including an Immediate Deposit Machine) or at another bank | 1 transaction/65p outside of monthly allowance                                       | 70p                    | 65p                         |
| Credit paid in via night safe  | Free   | Free                   | Free                        |
| Transfer from another TSB account in your name   | Free   | Free                   | Free                        |
| Other credit   | 1 transaction/65p outside of monthly allowance                                       | 70p                    | 65p                         |

|  | Fixed Fee account   | Business Extra account | Electronic Business account |
|--|---|------------------------|-----------------------------|
| <b>Other services</b>  |   |                        |                             |
| Cash paid in (including Immediate Deposit Machine) ***                     | 1 transaction as long as within monthly cash limit/additional at 65p per £100 | 57p per £100           | 89p per £100                |
| Cash paid out at a TSB counter   | 1 transaction as long as within monthly cash limit/additional at 65p per £100 | 62p per £100           | 89p per £100                |
| Cash exchange  | £1.65 per £100  | £1.65 per £100         | £1.65 per £100              |
| Cash withdrawals from a TSB cash machine                                   | Free  | Free                   | Free                        |
| Cash withdrawals from a Post Office branch or another bank's cash machine† | 1 transaction/65p outside of monthly allowance                                | 45p                    | Free                        |

All charges are per item unless stated otherwise. Charges apply irrespective of whether your transaction is carried out at a TSB branch or a Post Office branch.

\* For SEPA Direct Debit and other International payments please see the International Services Tariff section on pages **15 and 16**.

\*\* You will need your TSB pre-printed paying-in slip to pay in cheques at a Post Office branch. You will also need a TSB deposit envelope available from the Post Office, and the cheques will take an additional day to clear. Cut-off times apply.

\*\*\* Cash paid in at a Post Office using your debit card and PIN will be added to your account immediately once a confirmation receipt has been issued. Cash paid in at a Post Office branch will take an additional day to clear. Cash deposit limits and cut-off times apply.

† The owner of any non-TSB cash machines may charge you for their services. All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction. Daily cash withdrawal limits apply.

## Service charges for all current accounts.

| Electronic funds transfer 'CHAPS' payment  | Charge        |
|--|---------------|
| Transfer of funds for same-day value   | £30           |
| Stopped cheque   | Charge        |
| Your instruction to us not to pay a cheque that you have issued  | £10           |
| If the cheque has been lost or stolen  | Free          |
| Statement  | Charge        |
| You will receive a regular monthly statement of your account   | Free          |
| Mid-term statements ordered via a TSB cash machine   | Free          |
| Mid-term statements ordered at a branch  | £3            |
| Copy statement   | £5            |
| Monitoring   | Charge        |
| Where, by agreement, we will monitor your account on a regular basis to make transfers in accordance with your instructions: |               |
| Daily monitoring   | £20 per month |
| Weekly monitoring  | £7 per month  |
| Monthly monitoring   | £5 per month  |

| Status enquiry  | Charge                           |
|---|----------------------------------|
| Where you can request information about a third party to assess if they can commit to a financial arrangement or make a payment. This can only be requested with the third party's consent and the information is based on their account status at the time of enquiry.   | £10.21 (includes VAT*)           |
| Audit letter  | Charge                           |
| Details of balances and other information provided, at your request, to your accountant   | £25 per hour plus VAT* (min £25) |
| SMS Text alerts   | Charge                           |
| You can register for a number of text alerts to be sent to your mobile, for example when you approach your overdraft limit. These can be set up at <a href="https://tsb.co.uk/business/text-alerts">tsb.co.uk/business/text-alerts</a>  | Free                             |
| Additional charges  |                                  |
| We are happy to discuss your day-to-day banking activities without charge. However, if we spend a significant amount of time on a specific area not covered in this brochure, we may charge a fee, or we may need to charge out-of-pocket expenses (such as postage). In all cases we'll get in touch to tell you how much the service or charge will be, before we provide it. |                                  |

\*VAT is 20% as at September 2021.

## Business debit card charges.

These charges will apply in addition to any current account debit charges. (See day-to-day banking transactions on the previous pages).

| Using your card in the UK   | Charge   |
|---|--|
| Cash withdrawals from other machines (LINK and non-LINK)  | Free.<br>Please note, if you're using another bank's cash machine, the owner of the machine may charge you.<br>All LINK machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction.  |
| Purchase of foreign currency or travellers' cheques from a travel bureau or any other provider displaying the VISA sign | Free   |
| Using your card abroad  | Charge   |
| Cash withdrawals in euros within an EEA* country  | 2.75% non-sterling foreign exchange fee. If you are using another bank's ATM, some providers may charge you a fee for using their machine.   |
| Cash withdrawals in any currency in any country (other than euro in the EEA*)   | 2.75% non-sterling foreign exchange fee; the converted sterling total then incurs a 1.5% non-sterling cash transaction fee (minimum £1.50).<br>If you are using another bank's ATM, some providers may charge you a fee for using their machine. |
| Card transactions in any currency in any country  | 2.75% non-sterling foreign exchange fee  |

\*The qualifying EEA countries are listed on [page 20](#).

## Unarranged Overdrafts.

If you ask us to make a payment when there's not enough money in your account (or you don't have enough Arranged Overdraft left) we may decide to make the payment by lending you money using an Unarranged Overdraft. If we do this, interest and fees apply as set out in this table:

| Amount borrowed using an Unarranged Overdraft | Interest   | Daily fee  |
|---|--|--|
| Up to £50                                     | No interest  | No fee   |
| £50 up to £200                                | Annual interest rate of 19.9% on the full amount borrowed using an Unarranged Overdraft  | No fee   |
| Over £200                                     | Annual interest rate of 19.9% on the full amount borrowed using an Unarranged Overdraft  | £1 a day<br>Maximum 10 fees in any monthly charging cycle  |
| Examples                                      | <p><b>Example 1</b> – Your account goes £40 into an Unarranged Overdraft for 5 days in a month.<br/>As the Unarranged Overdraft is less than £50, there would be no interest charged and no daily fee.</p> <p><b>Example 2</b> – Your account goes £60 into an Unarranged Overdraft for 5 days in a month.<br/>As the Unarranged Overdraft is more than £50, there would be interest charged on the full Unarranged Overdraft amount of £60 for the 5 days it was used. This would result in an interest charge of £0.16.</p> <p>As the Unarranged Overdraft is less than £200, there would be no daily fee.</p> | <p><b>Example 3</b> – Your account goes £210 into an Unarranged Overdraft for 5 days in a month.<br/>There would be interest charged on the full Unarranged Overdraft amount of £210 for the 5 days it was used. This would result in an interest charge of £0.57 that month.</p> <p>As the Unarranged Overdraft is more than £200, there would also be a daily fee of £1 per day charged for each day the Unarranged Overdraft was used. This would result in a daily fee charge of £5 that month.</p> <p>The total charge for the Unarranged Overdraft that month would be £5.57</p> <p><b>Example 4</b> – Your account goes into an Unarranged Overdraft by £210 for 12 days in a month.<br/>There would be interest charged on the full Unarranged Overdraft amount of £210 for the 12 days it was used. This would result in an interest charge of £1.37 that month.</p> <p>As the Unarranged Overdraft is more than £200, there would also be a daily fee of £1 per day charged for each day the Unarranged Overdraft was used (up to a maximum of 10 days). This would result in a daily fee charge of £10 that month.</p> <p>The total charge for the Unarranged Overdraft that month would be £11.37.</p> |

## Unpaid item fee.

If there's not enough money in your account (or you don't have enough Arranged Overdraft funds left) to pay a cheque you have issued, a standing order or a UK Sterling Direct Debit, we'll charge you an unpaid item fee as follows:

### Good to know.

| Value of item returned unpaid | Fee   |
|-------------------------------|---|
| £20 and under                 | No fee  |
| Over £20                      | £3 for each item that's returned unpaid<br>Maximum 3 fees a day   |
| Examples                      | <p><b>Example 1</b> – 3 Direct Debit payments due on the same day are not paid, as the account did not have enough money to pay them.</p> <p>If 1 Direct Debit is £15 and 2 are £25 each, there would be an unpaid item fee of £6 charged. This is because there would be a £3 unpaid item fee for each Direct Debit with a value above £20. There would be no unpaid item fee for the Direct Debit of £15.</p> <p><b>Example 2</b> – 5 Direct Debit payments due on the same day are not paid, as the account did not have enough money to pay them.</p> <p>If all 5 Direct Debits are £25 each, there would be an unpaid item fee of £9 charged. This is because there would be a £3 unpaid item fee for each Direct Debit with a value above £20, up to a daily maximum of £9.</p> |

We calculate interest and fees daily, based on the amount you borrow at close of business on that day. We'll add the unarranged interest and fees, and unpaid item fees, to your account monthly in one lump sum.

Remember, you've got until 2.30pm (or up to midnight for standing orders) on the day a payment is due to pay enough money into your account to make sure the payment is made, and avoid paying interest and fees. See section 6 of the Business Banking current account Terms and Conditions for more information.

## International Services Tariff.

All fees are charged when the service is provided and all charges are per item unless stated otherwise.

| Sending and receiving money                          |   |
|--|---|
| Sending money abroad                                 |   |
| International Payment via Internet Banking           | £15 (Free for payments in euros to qualifying EEA countries)* |
| Non-urgent Euro (SEPA)*                              | Free  |
| Standard International Payment                       | £21 (Free for payments in euros to qualifying EEA countries)* |
| Express International Payment                        | £28   |
| SEPA Direct Debit                                    | Free  |
| Receiving money from abroad                          |   |
| Electronic payments received from abroad: Up to £100 | £2 (Free for payments in euros to qualifying EEA countries)*  |
| Over £100  | £7 (Free for payments in euros to qualifying EEA countries)*  |

\*A list of qualifying EEA countries can be found on **page 21**.



### Status enquiries

|                         |                |
|-------------------------|----------------|
| Status enquiries abroad | £20            |
| If sent electronically  | Additional £10 |

### Post payment charges

These charges apply when requests are made after an international payment has been sent abroad.

|  |  |
|--|--|
| Amendments*  | £5 per message   |
| Beneficiary claiming non-receipt of funds (BCNR) query | The first chaser is free of charge, there is a £5 charge for each following chaser |
| Recalling a payment†                                   | £20 per payment  |

We will refund these post payment charges taken if it was subsequently proved that we were solely responsible for the errors.

\*Amendments are only allowed on International Payments (Standard and Express). They are amendments you want to make on the beneficiary details and/or the amount of payment after the payment is sent.

† If the payment has already been credited into the beneficiary's account using an International Payment, we can only recall the payment subject to the beneficiary's agreement. The charge will be taken whether the payment can or cannot be recalled. If a payment is recalled, the amount returned to you will be calculated according to the exchange rate on the day it is credited into your account. In the case of cancelling a draft, we may ask you to sign a counter indemnity which allows us to debit your account if money is paid out.

## Keeping your charges low.

### Agree borrowing up front

If you need to borrow money, even for a short time, make sure you talk to us first to avoid extra charges for an Unarranged Overdraft.

### Go online

You can save money by using Internet Banking to make direct payments to suppliers or staff. This online service lets you pay bills, transfer money, check account balances, set up and amend standing orders, view and cancel most UK Sterling Direct Debits, and print out statements. You can also use the Mobile Banking App to view your accounts and make payments.

Internet Banking and the Mobile Banking App are available 24 hours a day, seven days a week, every day of the year.\*

To register visit [tsb.co.uk/business/register](https://tsb.co.uk/business/register)

### Get free text alerts to your mobile

We'll send free text messages to your mobile phone, showing your account balance and the last six transactions – once a week or every day if you need it. You can also get High and Low Balance Alerts and alerts for overseas transactions which are available via Telephone Banking for Business on **0345 835 3858** or a TSB Partner in branch.

### Pay by UK Sterling Direct Debit

Why not make regular Sterling payments within the UK, such as phone bills or National Insurance contributions, by Direct Debit rather than by cheque? As Direct Debits made in Sterling within the UK are a cheaper option, the savings will soon add up over a 12-month period.

### Get cash with your card, not a cheque

Instead of cashing a cheque, use your Business debit card in a TSB cash machine to get cash – it's free of charge.

### Cut the cost of paying in

Collect any spare cash that you're going to re-use soon and keep it in a safe at home or at your business premises. Re-using £100 cash each week could save you money in bank charges over the course of the year – but don't forget to record all your earnings and make sure you don't exceed the cash sum that your insurance policy allows you to keep on the premises.

### Get your customers to pay automatically

Customers who pay you regular amounts may be happy to use automated credits like standing orders. Even one-off payments could be cheaper for both of you through Faster Payments, Internet or Telephone Banking.

\*Occasionally we may need to carry out essential maintenance to Internet Banking and the Mobile Banking App resulting in some disruption to service.

## Payment limits for business customers.

| Outbound Payments        |             |                         |                         |             |                         |                         |             |                         |                         |
|--------------------------|-------------|-------------------------|-------------------------|-------------|-------------------------|-------------------------|-------------|-------------------------|-------------------------|
| Payment Limits           | Digital     |                         |                         |             |                         |                         | Branch      |                         |                         |
|                          | Internet    |                         |                         | Mobile      |                         |                         |             |                         |                         |
|                          | Daily limit | Minimum transfer amount | Maximum transfer amount | Daily limit | Minimum transfer amount | Maximum transfer amount | Daily limit | Minimum transfer amount | Maximum transfer amount |
| Single Immediate Payment | £100,000    | £0.01                   | £50,000                 | £100,000    | £0.01                   | £50,000                 | £10,000     | £1                      | £10,000                 |
| Future Dated Payment     | £100,000    | £0.01                   | £50,000                 | £100,000    | £0.01                   | £50,000                 | £10,000     | £1                      | £10,000                 |
| Standing Order Payment   | £100,000    | £0.01                   | £99,999                 | £100,000    | £0.01                   | £99,999                 | £99,999     | £1                      | £10,000                 |
| Inter Account Transfer   | £1,000,000  | £0.01                   | £1,000,000              | £1,000,000  | £0.01                   | £1,000,000              | £1,000,000  | £100                    | £1,000,000              |
| International            | £75,000     | £1                      | £75,000                 | N/A         | N/A                     | N/A                     | £75,000     | £1                      | £75,000                 |
| CHAPS                    | N/A         | N/A                     | N/A                     | N/A         | N/A                     | N/A                     | Unlimited   | £1                      | Unlimited               |

## Payment limits for business customers (continued)

| Outbound Payments                           |             |                         |                         |                   |                         |                         | Inbound Payments   |
|---|-------------|-------------------------|-------------------------|-------------------|-------------------------|-------------------------|--|
| Payment Limits                              | Telephone   |                         |                         |                   |                         |                         |  |
|   | Call Centre |                         |                         | Automated Service |                         |                         |  |
|   | Daily limit | Minimum transfer amount | Maximum transfer amount | Daily limit       | Minimum transfer amount | Maximum transfer amount |  |
| Single Immediate Payment                    | £100,000    | £0.01                   | £10,000                 | £10,000           | £0.01                   | £2,500                  | £250,000   |
| Future Dated Payment                        | £100,000    | £0.01                   | £10,000                 | £10,000           | £0.01                   | £2,500                  | £250,000   |
| Standing Order Payment                      | £100,000    | £0.01                   | £10,000                 | N/A               | N/A                     | N/A                     | £250,000   |
| Inter Account Transfer                      | £1,000,000  | £1                      | £30,000                 | £1,000,000        | £1                      | £30,000                 | N/A  |
| International                               | £5,000      | £1                      | £5,000                  | N/A               | N/A                     | N/A                     | N/A  |
| CHAPS                                       | N/A         | N/A                     | N/A                     | N/A               | N/A                     | N/A                     | N/A  |
| Cheques deposited using Mobile Banking App. | N/A         | N/A                     | N/A                     | N/A               | N/A                     | N/A                     | £500 per cheque; £2,500 daily limit across all TSB business banking accounts held* |

\*We may change these limits in future. These limits do not apply to cheques you deposit in branch or at a Post Office.

## Help with queries.

If at any point you think we've charged you the wrong amount, please call the TSB team on **0345 835 3858**, 8am to 6pm Monday to Friday (Excluding Bank Holidays), 9am to 2pm Saturdays.

If we can't resolve your query there and then, we'll usually acknowledge it within five working days and sort it out as soon as possible. Then, if we agree we've made a mistake, we'll refund the money.

## Qualifying countries

This is a list of qualifying EEA countries for **pages 13 and 16**.

The EEA is the European Economic Area. It's a group of the following countries: Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guadeloupe, French Guiana, Hungary, Iceland, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, La Reunion, Romania, Saint Martin, Slovakia, Slovenia, Spain (including the Balearic Islands), Sweden.

SEPA is the Single Euro Payments Area. It includes all of the countries in the EEA plus the UK and Gibraltar, Monaco, San Marino, Switzerland, Andorra and the Vatican City.

# Other ways we can help.

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

Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **0345 835 3858**, chat to us in the Mobile Banking App, or visit us in branch.

If you have a hearing or speech impairment you can call us using the Relay UK service. Type **'18001'** before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit [www.relayuk.bt.com](https://www.relayuk.bt.com) to read how they manage your data.

This information is available in large print, braille and audio. Ask in branch or call us on **0345 835 3858** (lines open Monday to Friday 8am to 6pm, Saturday 9am to 2pm).

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If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1576**. Calls may be monitored or recorded.

Not all Business Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information.

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