

INFORMATION TO SUPPORT YOUR ACCOUNT

(INCLUDING CUT-OFF TIMES AND TARIFFS)

This leaflet sets out information about our accounts, including the service charges applicable and the timing of payments into and out of the account.

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(Including cut-off times and tariffs)

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1. OUR CHARGES

This section gives a summary of our standard charges for services most frequently used by our customers who hold pension, intermediary introduced client & insolvency accounts. If you need further information on charges please contact your relationship manager to discuss further.

From time to time it may be necessary for us to vary our charges. Notice of changes will be sent to you personally by letter or notified with your statement.

We don't normally charge for everyday banking, providing your account is in credit. There are some services, however, like requesting an urgent chaps payment, where there may be charges.

The tax treatment of interest paid on the account depends on customer status and may be subject to change in the future.

PAYMENTS

	TARIFF PER ITEM
CORPORATE ONLINE	
CHAPS payment	£12.00
Immediate Faster Payment	£5.00
Future Dated Faster Payment	£5.00
BACs single payment	20p
BACs multiple payments	20p
International Payments - Euro	
Below €50,000	£12.00
Above €50,000	£18.00
International Payment - Non Euro	£18.00
International Draft	£10.00
MANUAL INSTRUCTIONS	
CHAPS payment	£25.00
Euro Moneymover	Min £16.00 Max £40.00 25p per £100 An additional £7 is applied for payments that do not contain a valid BIC or IBAN
International Moneymover - Standard	Min £13.00 Max £40.00 25p per £100
International Moneymover - Express	Min £19.00 Max £46.00 25p per £100
Additional Correspondent Bank Charges may be applied to payments overseas - for further information contact your relationship manager.	
CANCELLATION/AMENDMENTS	£20.00
Applicable to all payment types, International Drafts cannot be amended once issued.	
Note: We cannot guarantee the cancellation, as funds may already have been paid to the beneficiary. If this happens, we will refund the recall fee. Where the transaction is in a different currency from the account to be debited (including sterling), the appropriate rate of exchange will be advised to you at the time of the transaction.	
TRACING PAYMENTS	
Tracing payments which have not been received	£10.00 -£15.00 each

CORPORATE ONLINE MONTHLY SERVICE AND EQUIPMENT FEES

Corporate Online service * including 5 accounts	£30.00 per month*
Additional Account Fee Above 5 accounts	£5.00 per account per month
Smartcard	£25.53 plus VAT
Smartcard Reader	£29.79 plus VAT
RSA Secure ID Token	£12.77 plus VAT

OTHER CHARGES

	TARIFF PER ITEM
BANKER'S DRAFT	
A cheque raised by the Bank to guarantee payment	£10.00
SPECIAL CHEQUE PRESENTATION	
A cheque paid into your account, sent direct to another branch or bank for payment	£10.00
STATEMENTS	
You will receive a regular statement of your account	FREE
COPY STATEMENTS	
Last statement (if lost or not received)	FREE
Earlier statement	£5.00 per sheet
AUDIT LETTER	
Details of balances and other information provided, with your authority, to your accountant	£25.00 + VAT per hour
Banker's reference/Status enquiry	£10.00 inclusive of VAT
STANDING ORDERS AND DIRECT DEBITS	
For a list of your Standing Orders and Direct Debits	FREE
Recall of automated credit standing order	£5.00
Stopped cheque	
<ul style="list-style-type: none"> if not lost or stolen, your instruction to us not to pay a cheque you have issued 	£10.00
<ul style="list-style-type: none"> if the cheque has been lost or stolen. 	FREE
Unpaid cheque, Standing Order or Direct Debit returned due to lack of funds*	£30.00
If a cheque credited to your account is returned to us unpaid by another bank or branch, for any reason, we will debit your account, advise you and either return it to you or present it again for payment	FREE
* If we have to return one of your cheques, standing orders or direct debits due to lack of funds we will make a charge. If we are unable to pay an item for a technical reason i.e. a cheque is out of date we will advise you, but not make a charge.	
RECEIVING MONEY FROM ABROAD	
BANK TRANSFER	
A handling charge will be deducted unless the person sending the money has elected to pay this	Up to £100.00 = £2.00 Over £100.00 = £7.00

CHEQUE NEGOTIATION	
Cheques lodged to a sterling account	25p per £100.00 Minimum £5.00 per lodgement Maximum £40.00 per lodgement
Cheques lodged to a currency account	£1.00 per cheque Minimum £5.00 per lodgement Maximum £10.00 per lodgement
We retain the right of recourse if the cheque is later returned unpaid.	
CHEQUE COLLECTION	
Depending on the country involved, collection can take from a few days to over a month, the charge is taken whether the cheque is paid or not	30p per £100.00 Minimum £15 Maximum £80
UNPAID CHEQUES	
For negotiations the value of the cheque will be debited to your account using the prevailing exchange rate. This means that the amount debited to your account may differ to the amount originally credited	£5.00 handling charge
Note: Where the transaction is in a different currency from the account (including sterling), the appropriate rate of exchange will be advised to you at the time of the transaction.	

2. OPERATING YOUR ACCOUNT

OUTBOUND PAYMENTS VIA CORPORATE ONLINE

The following cut-off times only apply to payments initiated via Corporate Online.

DOMESTIC PAYMENTS

PAYMENT TYPE	CURRENCY	VALUE DATE	CUT-OFF TIME
CHAPS	GBP	Same Day	15:45
Single/Multiple Bacs	GBP	3 Day*	17:00
In House Transfer	GBP	Same Day	17:00
In House Transfer	Currency	Same Day	16:00
Faster Payments**	GBP	Same Day	15:15

* Industry standard Bacs payment cycle.

** This service enables same-day Sterling payments to be made within the UK. Inbound payments of up to £100,000 can be received and outbound payments of up to £99,999 can be initiated. Please speak with your Relationship Manager for further information.

INTERNATIONAL PAYMENTS

CURRENCY	VALUE DATE	CUT-OFF TIME
Czech Koruna	2 Day	16:45
Danish Kroner	Next Day	15:45
Euro	Same Day	15:45
Hungarian Florint	2 Day	16:45
Norwegian Krone	Next Day	15:45
Polish Zloty	Next Day	16:45
Swedish Kronor	Next Day	15:45
Swiss Franc	Next Day	15:45
US Dollar	Same Day	16:30

For information on any other currencies, please contact your Relationship Manager.

Although we'll make sure money leaves your account promptly, delays can occur at the beneficiary's bank which are out of our control. Consequently, the times shown above are indicative for delivery to the foreign bank only. The payment can take longer to reach the beneficiary.

International Draft Cut-Off Times

SUBMISSION TIME	DAY OF ISSUE OF DRAFT
Before 14:00	Same day
Between 14:00 and 17:50	Next working day
After 17:50	Next working day

INBOUND PAYMENTS

The following cut off times only apply to payments received by us:

DOMESTIC PAYMENTS

All domestic payments will be credited to the beneficiary account on the business day we receive the funds. The definition of the business day is as defined in your account Terms and Conditions.

INTERNATIONAL PAYMENTS

CURRENCY	VALUE DATE	CUT-OFF TIME
Czech Koruna	2 day	16:45
Danish Kroner	Next Day	15:45
Euro	Same day	15:00**
Hungarian Florint	2 day	16:45
Norwegian Krone	Next day	15:45
Polish Zloty	2 day	16:45
Swedish Kronor	Next Day	15:45
Swiss Franc	Next day	15:45
US Dollar	Same Day	15.30

** Subject to funds being received via a euro clearing scheme

OUTBOUND PAYMENTS - MANUAL

The following cut-off times apply to manual payments and require a Code Authenticator. Electronic channels may offer more favourable cut-off times - please contact your Relationship Manager or the Payments Helpdesk for details.

DOMESTIC PAYMENTS

PAYMENT VALUE	CURRENCY	VALUE DATE	CUT-OFF TIME
CHAPS	GBP	Same Day	15.00

INTERNATIONAL PAYMENTS

CURRENCY	VALUE DATE	CUT-OFF TIME
Czech Koruna	Next Day	16:00
Danish Kroner	Next Day	15:00
Euro	Same day	14:00
Hungarian Florint	Next Day	16:00
Norwegian Krone	Next Day	15:00
Polish Zloty	Next Day	16:00
Swedish Kronor	Next Day	15:00
Swiss Franc	Next day	15:00
US Dollar	Same Day	14:00

For information on any other currencies, please contact your Relationship Manager.

Although we'll make sure money leaves your account promptly, delays can occur at the beneficiary's bank which are out of our control. Consequently, the times shown above are indicative for delivery to the foreign bank only. The payment can take longer to reach the beneficiary.

CHEQUE CLEARING ON ALL STERLING ACCOUNTS

HOW LONG DOES IT TAKE FOR A CHEQUE TO CLEAR?	
Cheque clearance has two meanings:	<ul style="list-style-type: none"> • the time taken before funds paid into an account by a cheque can be withdrawn, or • the time taken before interest starts to accrue on funds paid into an account by cheque, this is referred to as "Cleared for Interest Payment purposes".
Please note that cheques still may be returned unpaid after the cheque clearance date, and funds have been withdrawn.	
CHEQUE CLEARANCE CYCLE ON YOUR ACCOUNT	
Cheque paid into a Bank of Scotland account on day 0:	
NB: Saturdays, Sundays and Bank Holidays are non-business days.	
NB: Interest is calculated from 2 business days after the cheque is lodged.	
NB: These timescales are industry guidelines. Interest calculations and Funds availability may be earlier in certain circumstances.	

CURRENCY CHEQUE CLEARING

UK EURO CHEQUES	<p>Cheques/money drafts written in euro drawn on a UK bank which is a member of UK Euro Clearing – If you pay this type of cheque into your account and your account is held in Euros then you can take the amount of the cheque out of your account on the third bank business day after the day we get it.</p> <p>For example:</p> <ul style="list-style-type: none"> If you pay a cheque in on a Monday, you can take the money out of your account on a Thursday as long as the Monday, the Thursday or any of the days in between is not UK bank or public holiday. <p>Cheques/money draft</p> <ul style="list-style-type: none"> If you pay a cheque/money draft into your account (which is in the same currency as your account or a different currency) you cannot take some or all of the money out of your account until the value date which is the date the funds become available to our correspondent banks, and also the date your account is credited. The day we receive payment depends on whether the cheques are sent for negotiation or collection. <p>The way we choose to convert your cheque/money draft depends on the amount of the cheque. However, it is for us to decide whether a cheque can be negotiated. For further details please ask your Relationship Manager.</p>
COLLECTIONS	<p>We will present the cheque/money draft to the bank or other financial institution where the person who wrote the cheque or ordered the money draft (“the payer”) has his or her account. A credit is made to your account after payment has been received from the bank or other financial institution where the payer has his or her account. Depending on where the cheque is drawn, this can take from a few days to over a month.</p>
NEGOTIATIONS	<p>The Bank pays the money into your account and then waits for the other bank to send us the money. If the cheque is returned unpaid, the Bank will take the money back and charge you for the cheque being returned. This is what we call ‘with recourse’.</p> <p>Please note that if you pay a cheque/money draft into your account and we let you take some or the entire amount of the cheque/money draft out of your account, that does not mean that the cheque has been fully ‘cleared’.</p> <p>Where the cheque is not in the currency of the account the exchange rate used will be that on the date of processing.</p> <p>We will credit the Customer’s account with the value of the cheque normally within 10 bank business days or less, depending on the currency and the country on which the cheque is drawn.</p>

FOREIGN EXCHANGE RATES

If you want to make a payment from your account, in a different currency than the Account Currency, we will change the payment from the account currency to the currency requested before making the payment. The exchange rate that will apply will be the relevant Reference Exchange Rate which is available by calling **0870 850 0871** or your Relationship Manager.

REFERENCE RATES

The interest rates for US Dollar, Euro and other key currencies are available on our website: www.bankofscotland.co.uk/corporateterms

Interest rates for all other currencies are available from your Relationship Manager.

SECURITY AND REGULATORY INFORMATION

ACCOUNT SECURITY	<ul style="list-style-type: none"> • Please make sure you let us know as soon as possible if the nature of your business changes or if you change your name; business name; address; phone number; or e-mail address (if this is how we communicate with you). • We recommend that you check your statement regularly. If there is an entry which seems to be wrong, you should tell us as soon as possible so that we can sort it out. Regular checks on direct debits and standing orders will help you be sure the money is going where you want it to. • Taking care of your cheques, cards, electronic purse, PINs, password and other security information is essential to help prevent fraud and protect your Accounts. Please make sure that you follow the advice given below: • Do not keep your chequebook and cards together. • Do not allow anyone else to use your card, password or other security information. • Try to remember your password and other security information and securely destroy the notice as soon as you receive it. • Never write down or record your password or other security information. • Always take reasonable steps to keep your card safe and your password and other security information secret at all times. • If your card issuer takes part in a secure online payment system (such as Verified by Visa or MasterCard SecureCode), consider signing up either at their website or whenever you are given the option while shopping online. This involves you registering a password with your card company, which you will be asked whenever you shop at an online retailer taking part in the scheme. You should keep this password secret. • Never give your Account details or other security information to anyone unless you know who they are and why they need them. • Keep all information about your Account containing personal details (for example, statements) safe and get rid of them carefully. • Take care when storing or getting rid of information about your Accounts. People who commit fraud use many methods such as 'bin raiding' to get this type of information. You should take simple steps such as shredding printed material. • Be aware that your post is valuable information in the wrong hands. If you fail to receive a bank statement, card statement or any other expected financial information, contact your bank or building society. • You will find the APACS website www.cardwatch.org.uk a helpful guide on what to do if you suspect card fraud.
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WHAT HAPPENS IF YOU CHANGE YOUR MIND?

You have 14 days starting from opening your Account to give us written notice that you wish to cancel the product and/or service (unless you have opened a fixed rate fixed term account). You must repay any monies owed. If you do not exercise your right to cancel you may still close your Account as set out in your Account Terms and Conditions. Whenever you cancel, we will repay any credit balance outstanding. There is no charge for cancellation and we will pay any agreed interest on the account for the time your money was with us. You should send a written cancellation instruction to Bank of Scotland, Corporate, Operations, Citymark, 150 Fountainbridge, Edinburgh EH3 9PE.

IMPORTANT INFORMATION ABOUT COMPENSATION ARRANGEMENTS

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors - including most individuals and small businesses - are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the bank including their share of any joint account, and not to each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website www.FSCS.org.uk or call 020 7741 4100 or 0800 678 1100.

Deposits with us are held with Bank of Scotland plc. Accounts with Bank of Scotland plc include accounts with its divisions and trading names: Halifax, Intelligent Finance (IF), Birmingham Midshires (BM Savings), Bank of Scotland, Bank of Scotland Private Banking, Bank of Scotland Germany, Bank of Scotland The Netherlands, Bank of Scotland Treasury, Lloyds Bank, Lloyds TSB Corporate Markets, St James's Place Bank and St James's Place Private Bank. Some savings accounts under the AA Savings, Saga and Charities Aid Foundation brand names are also deposits with Bank of Scotland plc. An eligible depositor's £85,000 limit relates to the combined amount in accounts under all of these names.

If you are unsure whether your account is held with Bank of Scotland plc please check your account literature.

SERVICE PROMISE

We aim to provide the highest level of customer service possible. If you do experience a problem, we will always seek to resolve this as quickly and efficiently as possible.

If you would like a copy of our complaint procedures, please contact your Relationship Manager or any of our Corporate Banking offices. You can also find details on our website, at www.lloydsbankwholesale.com/contactus

ALTERNATIVELY PLEASE WRITE OR E-MAIL US:

Bank of Scotland Corporate, Customer Care, Citymark, 1st floor, 150 Fountainbridge, Edinburgh, EH3 9PE
CorporateBankingcustomercare@bankofscotland.co.uk

For more information on any of our products and services, please call us on **0845 8 505 808**.

STATEMENT OF PRINCIPLES

We adhere to the BBA statement of Principles, copies of which can be obtained from www.bba.org.uk and on request. The Principles apply to businesses with a turnover of less than £25 million but do not cover the smaller business segment, which is protected by the Lending Code. Financial Institutions are not covered by these principles. The Lending Code applies to firms with a turnover below €2 million per annum.

Charges, rates and timings are correct as at 10th May 2012.

3. PAYMENT DEFINITIONS

AUTOMATED PAYMENTS

BACS	Bacs is a way of electronically transferring funds from one account to another account with us or another bank, through bank wide fund transfer system.
CHAPS	CHAPS stands for Clearing House Automated Payment System and is an electronic bank-to-bank same-day value payment made within the UK in sterling, generally used for high-value interbank transactions. CHAPS payments are fast, secure and efficient with the money being transferred irrevocably the same day.
DIRECT DEBITS	This is an instruction you give to your bank or building society which authorises an organisation to collect amounts from your Account. To set up a Direct Debit the organisation you want to pay will provide you with a Direct Debit instruction to complete and return. If the organisation makes changes to the collection day or amount you must be notified in advance, normally 10 business days.
FASTER PAYMENTS	The Faster Payments service facilitates a near real time transfer between participating member banks. The Faster Payments scheme limit is £100,000. Outbound payments of up to £99,999.00 can be made.
STANDING ORDERS	This is an instruction you give your bank or building society to make payments, usually on a regular basis, to a specified person or company's bank or building-society account. Unlike a Direct Debit the payment must be for a fixed amount each time. The organisation you want to pay will supply you with a Standing Order instruction (usually called a mandate). It's your responsibility to complete the date, the amount you want us to pay from your Account and when. Payments will continue as instructed until you tell us otherwise. All you need to do is ensure that there's enough money in your Account to cover your payments
STOPPING/ AMENDING	Payments made by debit card, credit card, or immediate payments made via Corporate Online, Internet Banking or Telephone Banking service cannot be stopped once you've made them. To stop a future dated Bacs payment via Corporate Online, the instruction must be received by 6pm on the Working Day before the payment is due to be made. To cancel or amend a standing order or similar arrangement you should tell us no later than close of business two business day before the payment is due to be made. To stop a Direct Debit you should write to us before the next payment is due to be made and/or cancel direct with the organisation. To avoid the risk of payment being made you should tell us no later than two business days before the payment is due to be made to allow us to action your instruction. Unless you tell us otherwise we will assume that you want us to stop all future payments as well.
PAYMENTS COLLECTED IN ERROR	Under the Direct Debit Guarantee Scheme we as your bank are responsible for giving you a full and immediate refund, even if the error was made by the organisation collecting your payments.

CHEQUE PAYMENTS

CHEQUES RETURNED UNPAID	We assume that all cheques will be paid. If a cheque is returned unpaid, the entry in your statement will be cancelled by a corresponding debit amount. If the cheque is returned after it has been cleared for interest purposes (see the Cheque Clearing Cycle) then you will not lose any interest earned on its value.
OUT OF DATE CHEQUES	If a cheque is dated six months or more before the date when you pay it in then the bank on which it's drawn may refuse to pay it. You would then have to return the cheque to whoever issued it and ask either for a new cheque or for the old one to be re-dated and the alteration initialled.

INTERNATIONAL PAYMENTS

CURRENCY CHEQUES ISSUED	We unfortunately do not have any control over how cheques issued from your Currency Account are returned to us from overseas. They may be sent on a collection basis and may incur correspondent bank charges.
CURRENCY LODGEMENTS	A lodgement is cheques or notes of the same currency drawn on the same country, with the exception of euro cheques drawn on the eurozone which will be treated as one lodgement. Cheques or notes lodged to your Currency Account may be sent on a collection basis and may incur correspondent bank charges.
IBAN AND BIC REGULATIONS	<p>It is compulsory to quote valid IBAN and BIC details within the EEA/EU when sending euro payments. Banks within these countries may reject euro payments which do not include these details.</p> <p>In some non EEA/EU countries the use of BIC and/or IBAN is mandatory and payments may be returned if the information is not included and could incur an additional fee. For a list of mandatory countries that require a BIC and/or IBAN please visit: www.lloydsbankwholesale.com/corporate-terms/bankofscotland/newbankofscotlandterms</p> <p>An IBAN (International Bank Account Number) is partly made up of your existing sort code and bank account number and is standardised into an internationally recognisable format. A BIC (Bank Identifier Code) is a code by which your bank is identified throughout the world again in a standardised format.</p> <p>Each Account has its own unique IBAN and BIC numbers, which you'll find in the top right hand corner of your Bank of Scotland statement. When sending or receiving payments you should:</p> <ul style="list-style-type: none"> • Ensure you give your own IBAN and BIC numbers for your Account to your customers and ask them to use them when making payment to you. • Obtain the IBAN and BIC number of your suppliers and use them when sending payments to them from your Account. <p>Example's of some IBANs. As you can see they may vary on length and a mixture of letters and numbers. When filling in the form, you may not use all the available boxes in Section 4:</p> <ul style="list-style-type: none"> • Austria AT611904300234573201 • France FR1420041010050500013M02606 • Germany DE89370400440532013000 • Ireland IE29AIBK93115212345678 • UAE AE070221230567890123456 <p>An IBAN printed on an invoice is likely to be prefixed with the word IBAN e.g. IBAN AT61 1904 3002 3457 3201. The word IBAN and the spaces are not needed on the form.</p> <p>For more details on IBAN and BIC visit our website at: (www.bankofscotland.co.uk/corporateterms) or call our IBAN and BIC Helpline on 0870 850 0871. Lines open Monday-Friday 8.30am-5.15pm.</p>
FOREIGN DRAFTS	Foreign drafts offer a lower-cost solution for low-value and non-urgent payments and are drawn on our correspondent banks across the world.

CORRESPONDENT BANK CHARGES	<p>International Payments are sent through our vast network of correspondent banks across the world. Such banks may, at their discretion, levy a charge for passing the payment on to the beneficiary bank. These charges may be deducted from the amount of the payment received by the beneficiary for the payment (unless otherwise stipulated). The amount of the correspondent bank charges may vary depending on the destination country and possibly the bank involved. Some charges may be fixed whilst others are variable according to payment value.</p> <p>There are three charging codes that are available for International Payments, when you make an international payment you can choose who pays the transfer charges. For example, as a result of the Payment Services Regulations, from the 1st November 2009, there are changes to the charging codes that can be used in certain circumstances. In particular, for payments where no currency conversion is required, certain charging options that you might have chosen in the past (e.g. BEN or OUR) will no longer be allowed.</p> <p>For payments being sent within the EEA in EEA currencies SHA is the only option. However, if Bank of Scotland is undertaking a currency conversion on your behalf it is possible to use the OUR option.</p>
SHA	<p>Money transfer means that the sender pays all charges of Bank of Scotland and the beneficiary pays all other charges.</p>
OUR	<p>Money transfer means that the sender pays all the charges incurred for this transfer, i.e. the charges of Bank of Scotland and the overseas bank charges. In this case, the beneficiary will receive the entire payment amount.</p> <p>To ensure we comply with the Payment Services Regulations, payments will automatically be corrected to the SHA charging code where you submit an invalid payment charging code (see under Correspondent bank charges for further information).</p>
EEA Countries	<p>EEA Countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and UK.</p>
BEN	<p>Money transfer means that the beneficiary pays all the charges, i.e. the charges of Bank of Scotland and any overseas bank charges.</p> <p>This option is not available for payments sent to an EEA country in an EEA currency. To ensure we comply with the Payment Services Regulations, payments will automatically be corrected to the SHA charging code where you submit an invalid payment charging code.</p>
SWIFT	<p>SWIFT is the Society for Worldwide Interbank Financial Telecommunication, who exchange standardised financial messages for International Payments securely. This may be referred to in your Account Terms and Conditions as "cross border payment".</p>

CREDIT REFERENCE AGENCIES

Credit reference agencies (CRAs) collect and maintain information on consumers' and businesses' credit behaviour, on behalf of lenders in the UK. For more information on when checks are made and when we pass account details, please see the Data Protection section on our Group website <http://www.bankofscotland.co.uk/dataprotection>, or ask for a printed copy.

www.lloydsbankwholesale.com

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

We accept calls via text relay. †We may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Please remember we cannot guarantee security of messages sent by e-mail. Bank of Scotland plc. Registered office: The Mound, Edinburgh, EH1 1YZ. Registered in Scotland no. SC327000. Bank of Scotland is authorised and regulated by the Financial Services Authority under number 169628. Important information about compensation arrangements. We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors - including most individuals and small businesses - are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the bank including their share of any joint account, and not to each separate account. For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website www.FSCS.org.uk or call 020 7741 4100 or 0800 678 1100.

Deposits with us are held with Bank of Scotland plc. Accounts with Bank of Scotland plc include accounts with its divisions and trading names: Halifax, Intelligent Finance (IF), Birmingham Midshires (BM Savings), Bank of Scotland, Bank of Scotland Private Banking, Bank of Scotland Germany, Bank of Scotland The Netherlands, Bank of Scotland Treasury, Lloyds Bank Corporate Markets, Lloyds TSB Corporate Markets, St James's Place Bank and St James's Place Private Bank. Some savings Page 15 of 18 Corporate - About Your Account Sept 11(2) accounts under the AA Savings, Saga and Charities Aid Foundation brand names are also deposits with Bank of Scotland plc. An eligible depositor's £85,000 limit relates to the combined amount in accounts under all of these names. If you are unsure whether your account is held with Bank of Scotland plc please check your account literature.

SERVICE PROMISE

We aim to provide the highest level of customer service possible. If you do experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If you would like a copy of our complaint procedures, please contact your relationship manager or any of our Corporate Banking offices. You can also find details on our website, at www.lloydsbankcorporatemarkets.com/contactus

Alternatively please write or e-mail us: Bank of Scotland Corporate, Customer Care, Citymark, 1st Floor, 150 Fountainbridge, Edinburgh, EH3 9PE.
CorporateBankingCustomerCare@bankofscotland.co.uk