

Our Commitment to our Business Customers

Help for what matters

 Ulster Bank

This brochure tells you about:

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Terms and Conditions apply for all products referred to within this brochure, details of which can be requested at branch/business centre.

1. Welcome to your Ulster Bank business account

Whether you have applied to open your first business account, or you have a range of business accounts with us, it is always important for you to have confidence in your bank, and to feel you can rely on us for help and information for all of your financial affairs. We seek to offer an extensive and competitive range of services to satisfy all of your financial needs and we would be happy to talk to you about how they could help you to achieve your business aims.

This Guide explains in simple terms our commitment to all our business customers. You should also read our brochure, **Business Banking Terms and Conditions** for detailed conditions on the operation of your account.

We hope that this Guide will answer any questions you may have about your rights and benefits, and our duties towards you. However if you need more information or would like to know more about our wide range of financial services, just contact your local branch or business centre where our staff will be happy to help.

2. Our commitment to you

At Ulster Bank, we try to conduct our business in a fair and reasonable way and want our relationship with you to be based on confidence and trust. We will endeavour to clearly explain how your accounts and financial arrangements with us work and keep you up-to-date with all developments. We'll also take all possible care with security, to protect your accounts against fraud or misuse at all times.

The Bank observes a strict duty of confidentiality about your financial affairs. We will not disclose details of your accounts or your name and address to anyone else, other than to any confidentially appointed agents acting on our behalf, except in the four cases permitted by law. These are where:

- We are legally compelled to do so
- There is a duty to the public to disclose
- Our legitimate interests require disclosure
- Disclosure is made at your request or with your consent.

If you take on a new financial commitment, such as a loan from some other institution, this institution may approach us for a general opinion of your ability to meet this commitment. This is known as a Banker's Reference or Status Enquiry System. We will only provide a Banker's Reference to the institution concerned after you have given your written authority to them. You may be charged a small fee to cover our costs. Fees are detailed in our brochure, **A Guide to Business Current Account Fees**.

If you need more information on how the system works just contact your local branch or business centre where our staff will be happy to help.

Ulster Bank upholds the principles of the Data Protection Act 1998 which states that the Personal Information held on computers and certain manual filing systems must be obtained and processed in a responsible manner. Under the Data Protection Act, you are entitled to receive a copy of your records. A small fee will be charged to cover our costs. Fees are detailed in our brochure, **A Guide to Business Current Account Fees**.

3. Fees and interest

Full details of our fees and when they may be applied are given in our brochure, **A Guide to Business Current Account Fees**, which you will receive when you open your account.

This information is also available from:

- Any Ulster Bank branch or business centre
- By asking your Relationship Manager or Business Team
- By phoning **0345 366 5592*** (Relay UK 18001 0345 366 5592)
- By looking on our website, **www.ulsterbank.co.uk**

*Monday to Friday 8.30am to 5.30pm (except Bank holidays). Saturday 9am to 5pm. Max call charge from a BT landline is 7p plus up to 6p per minute. Calls from other networks may vary. Calls from mobile phones may not be free.

A pre-advice giving a breakdown of your account fees and a separate pre-advice detailing the amount of debit interest on your account will be forwarded to you 14 days in advance of the charges being applied to your account, if applicable. When a change takes place in our account fees and charges we will give you at least 60 days notice.

If you have any further queries, please contact your Relationship Manager or Business Team.

If the account charges for the previous charging period are the only reason that you have further charges in the following charging period, we may on request, make a refund.

Interest rates

Full details of the interest rates applicable on all our accounts are on display and available from all branches and any member of staff will be happy to assist in this respect. Interest rates are also available at the Ulster Bank website **www.ulsterbank.co.uk**

If you wish to check the rate that applies to any loan you already have in place, please ask your Relationship Manager or Business Team. As interest rates may vary from time to time, we will announce any changes in the national press.

4. Balances

Whenever you lodge cash or an Ulster Bank cheque to your account at an Ulster Bank branch, the amount lodged may be available for immediate withdrawal and the lodgement is included for calculating interest from the same day. As part of our commitment to our customer service, from time to time, we may amend the clearing cycle on individual transactions.

When making lodgements you should not split the value of a cheque between two or more accounts. If the bank, at its discretion permits you to do this, and you lodge cash at the same time, the amount of the cash lodged may not be available for immediate withdrawal.

If a Sterling cheque from a UK bank or building society branch is paid into your account we'll process the cheque via Cheque Imaging process. We've explained how this works in the table below:

Business day	What happens?
0	You pay the cheque into your account.
1	<ul style="list-style-type: none"> You'll start earning credit interest (if payable) on the amount of the cheque The money is available for you to use but may be removed if the bank or building society of the person who is making the payment to you decides not to pay the cheque. If they decide not to pay the cheque, they'll normally explain the reason to you After 23:59 the bank or building society or the person making the payment to you can't reclaim the payment (unless fraud is suspected)
<p>If a Sterling cheque is paid into your account after 3.30pm on a business day or on a non-business day, the process will begin on the next business day</p> <p><i>(For example, if you pay a cheque into your account at 4pm on Friday, it will be treated as being received on Monday and it will be available for you to use on Tuesday.)</i></p>	
<p>If a Sterling cheque is paid into your account at a Post Office®, the process will begin when we receive the cheque from the Post Office® (normally two business days after you pay it in). If paid in at a Post Office®, cheques and cash must be paid in using separate barcoded pay-in slips. A charge will be applicable for each type of deposit, in line with your tariff.</p> <p><i>(For example, if you pay the cheque into the Post Office® on Friday, we'll normally receive the cheque on Tuesday and it will be available for you to use on Wednesday.)</i></p>	

Please remember the following:

- These standards only apply on business days, and not on weekends and bank holidays
- You may be able to withdraw funds sooner than the timescales mentioned above
- In cases where you do not pay in the cheque over the counter at your branch (for example, because you sent it in by post), it may take longer for us to add the money to your balance (or take it off your overdraft). Once we have added the money to your balance (or taken it off your overdraft), the position will be the same as shown above
- Longer timescales apply if the cheque is not in Sterling, or is not issued by a UK bank
- There are some cases in which, for legal reasons, or as a result of circumstances beyond our control, a cheque may be prevented from being paid into your account or it may take longer than the timescales mentioned above

Please contact your branch if you would like more information on any of the above.

The entire balance of your account may not always be available for withdrawal. For example, a cheque you've lodged may not yet be cleared, or a direct debit needs to be paid. You can easily find out how much money is available to you for withdrawal (i.e. your Balance including pending items and Arranged overdraft remaining (if there is one set up)) at an Ulster Bank cash machine, through Anytime Banking at www.ulsterbank.co.uk/anytime or Bankline at www.ulsterbank.co.uk/bankline (if your business is registered for this service). Alternatively, you can talk to your branch. You can also refer to the current edition of the Cheque & Credit Clearing Company and APACS publication 'Cheques & Cheque Clearing: The Facts', which provides factual information on the clearing process. More information can also be found at www.chequeandcredit.co.uk or <http://www.apacs.org.uk>.

5. Anytime

Anytime Banking – integrated Online, Telephony and Mobile Banking solution

Anytime is a simple, convenient and secure way of doing your business online whenever or wherever you like.

Anytime suits small to medium sized businesses who typically trade domestically.

Some Key features include:

- 24/7 access to your business accounts (except for short periods of essential maintenance)
- Manage personal and most business accounts together on one platform
- No monthly subscription fee

- Quick Transfers between your own accounts
- Make third party payments both domestic and international
- Set up, amend and cancel standing orders
- View and cancel direct debits
- View and print up to 7 years Bank statements
- Free Security Software
- Smartphone Mobile Apps available to download*

*For more information on downloading Mobile Apps on compatible Smartphones and accompanying conditions please see www.ulsterbank.co.uk/businessmobile

To register for Anytime and read more information please go to www.ulsterbank.co.uk/anytimebusiness

6. Bankline

Bankline – our online cash management solution

Ulster Bank understands the demands of running a business in today's environment and the key role that effective cash management plays. Bankline our online cash management channel gives you control over all aspects of your business cashflow, specifically in the areas of account reporting, reconciliation and effective management of your payables and receivables.

Bankline offers comprehensive payment functionality.

Some key features include:

- View your domestic and international business accounts on one platform
- Schedule and process domestic and international payments through one channel
- A range of payment submission methods e.g. CHAPS, Faster, future dated and same day payments
- Payments warehousing – with a future value date up to 120 days
- Increased security around approving payments (dual authorisation)
- No upper limit on the number of system administrators
- Processes mixed files containing domestic and international payments
- Monitors the real time status of payments e.g. 'awaiting approval'
- Creates beneficiary templates for future use
- Creates bulk lists for regular payments, e.g. suppliers or staff payroll (single debit) for future repeat use
- Set payment limits to act as an internal check and control
- Link to our online foreign exchange trading platform, Ulster Bank Trade giving you easy access to FX Market rates, trends and updates
- For tools and techniques to help keep you safe online, please visit <https://digital.ulsterbank.co.uk/personal/security-centre.html>

An online demonstration training tool and on screen Help takes you through each key function of Bankline. To experience the key benefits of Bankline you can view the demo at www.ulsterbank.co.uk/banklinedemo

To register for Bankline please go to www.ulsterbank.co.uk/bankline

7. Cheques

Chequebooks

In normal circumstances, we will give you access to a chequebook.

- It gives you access to your funds and enables you to pay for goods and services without carrying large amounts of cash.
- It's one of the safest ways to send payments by post and provides you with a record of what has been paid.
- It's another way for you to make payments or withdrawals from your account.

Before you reach the end of your chequebook, a new chequebook will be automatically ordered for you. You can also order one at any Ulster Bank cash machine, Anytime Banking at www.ulsterbank.co.uk/anytime or Bankline at www.ulsterbank.co.uk/bankline. Alternatively, contact your branch. They can also order a credit book for you, pre-printed with your account details.

6 steps to writing a cheque:

- 1) On the line marked 'Pay' write the name of the person or firm (payee) you wish to pay using a ballpoint pen or permanent ink.
- 2) On the line beneath it, enter the amount in words.
- 3) In the box beside the pound sign, complete the amount in figures.
- 4) Write the payee's name and the cheque amount (both words and figures) as far as possible to the left in the space provided. Drawing a line through the remaining space beside the amount ensures that no extra words or figures can be inserted.
- 5) Sign and date the cheque using your normal signature, a specimen of which will be held by the bank.
- 6) Then complete the 'cheques issued' record in your cheque book.

To help prevent fraud when posting a cheque, it's sometimes useful to write extra information about the person or firm you're paying on the reverse of the cheque. For example, if you're paying a large organisation such as the Inland Revenue, specify the name of the account you want the cheque paid into. If paying into a bank, write the name of the account holder on the cheque.

Stopping a cheque

If you want to stop a cheque, for example if it has been lost, you can do so provided it has not already been debited to your account.

To stop a cheque, contact your branch immediately and give them:

- Your account number
- The cheque number
- Cheque amount
- Name of the payee
- Date on the cheque

You will then need to confirm these details in writing. In normal circumstances, we need your instruction to cancel a payment at least one working day before the item is debited from your account. It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.

There is a charge for stopping a cheque, which is detailed in our brochure **A Guide to Business Current Account Fees**. You'll be advised of the charge amount when you ask us to stop a cheque.

Unpaid cheques

You should be aware that even though a cheque is normally considered paid after two working days, including Bankers Drafts, and funds relating to it may be available for withdrawal, the cheque itself can still be returned unpaid by the bank on which it's drawn. You should only withdraw on a cheque if you are satisfied that it will not be returned unpaid. If you do withdraw on a cheque which is subsequently returned, we will withdraw the amount from your account and return the cheque to you, advising you of the reason for its return. In this case, you are responsible for contacting the person or business that issued you with the cheque to discuss the reason for its return.

Out-of-date cheques

A cheque should be presented within six months after the date of issue or it will not be paid. In this case, it will have to be returned to the person who issued it and a fresh cheque provided, or the date amended and initialled by them.

Covering cheques

When you issue cheques or other payment instructions on your account (for example, a direct debit) you must ensure that you have enough money in your account to cover these items whether through an overdraft facility or credit balance. You also need to allow for any cheques or other payment instructions on your account that have not yet cleared. Where there are insufficient funds in your account, the items may not be paid and additional fees incurred. Fees are detailed in our brochure **A Guide to Business Current Account Fees**.

Note: It is extremely important that you keep your chequebook in a safe place. Any loss or theft of your chequebook must be reported to us immediately.

8. Overdrafts*

Overdrafts are available on your Business Current Account. To apply for an overdraft, simply speak to your Relationship Manager or Business Team and they'll be happy to discuss your requirements and what overdraft facilities are available to you. Where an overdraft is arranged, you'll be advised of the duration of the facility, the amount in question and the rate of interest or any fees applicable. The interest and charging periods are outlined in our brochure **A Guide to Business Current Account Fees**.

*Subject to terms and conditions. You must be 18 or over to apply for an overdraft or other form of credit. Security over property may be required.

9. Statements

Regular statements will help you to manage your finances simply and responsibly. Ulster Bank statements itemise every transaction passing through your account (since the previous statement) and can help you to compare them with your own records. You can decide how often you wish to receive a statement, though this will normally depend on the volume of transactions. Always check your statements and let us know if you think anything is wrong, and once checked, file them in a safe place, just in case you want to refer to any transactions at a later date.

10. Cards

The care of your **card, PIN** and **other security information** is essential to help prevent fraud and protect your accounts. Please make sure that you follow the information given below.

- Do not keep your **cards** and **cheques** together.
- Do not allow anyone else to use your **card**, and do not tell anyone your **PIN, password** or **other security information**.
- We will never ask you to disclose your **PIN, passwords** or **security information**. If you are in any doubt about the authenticity of a caller or an email you have received, take their details and call us.
- Remember your **PIN**.
- Keep your card receipts and other information about your account containing personal details (for example Statements) safe and dispose of them carefully by taking simple steps such as shredding printed material.
- Be aware that your post is valuable information in the wrong hands. If you don't receive a bank statement, card statement or any other expected financial information, contact us.
- You will find the Financial Fraud Action UK website **www.financialfraudaction.org.uk** a helpful guide on what to do if you suspect card fraud.
- Consider signing up to a secure payment system (such as Verified by Visa or MasterCard SecureCode) whenever you are purchasing goods online. This involves you registering a password which will then be requested whenever you are purchasing goods at a participating online retailer. This password should be kept secret.

If any of your Ulster Bank cards are lost or stolen, take the following steps:

Contact a member of staff in one of our branches or phone us on **0370 6000 459*** (Relay UK **18001 0345 366 5592**) if calling from NI or **+44 1268 500 813*** if calling from abroad.

In general, if you contact us as soon as possible after you discover the loss, you will not have to pay for any amounts that are subsequently taken from your account. However, you might have to pay if you've acted with gross negligence, e.g. if you have recorded your **PIN** on your **card**.

*Lines are open 24 hours per day, 7 days per week (except Bank holidays). Calls from mobile phones may not be free. Calls may be recorded.

Online Banking care

Online banking is safe and convenient as long as you take a number of simple precautions. Please make sure you follow the information given below.

- Keep your PC secure. Use up-to-date anti-virus and spyware software and a personal firewall
- Keep your **passwords** and **PINs** safe
- Neither the police, outside companies or the bank will ever contact you to ask you to reveal your online banking, payment **card PINs**, **password** information or your card reader number
- Treat e-mails you receive purporting to be from your bank or building society with caution and be wary of e-mails or calls asking you to reveal any personal security details
- Always access internet banking sites by typing the bank or building society's address into your web browser. Never go to a website from a link in an email and then enter personal details
- Follow our information provided – our websites are usually a good place to get help and guidance on how to stay safe online
- Visit **www.banksafeonline.org.uk** for useful information

You can also give instructions through third parties you have authorised, for example third party providers (like account aggregator services). If you give your online banking password and log in details to a third party provider, we are not responsible for what the third party provider does with your details or account information.

Some third party providers might ask you for your online banking log in details and password to provide their services to you. If you decide to give a third party provider this information, this means that the third party provider will be able to see and do anything you can on your account.

11. Additional services

We can offer you a wide range of banking and financial services, from loan facilities to deposit accounts, residential and commercial mortgages and commercial cards. Ulster Bank Financial Planning can give you advice on all aspects of life assurance, retirement planning and investments.

Choose a simpler way to pay

You can set up a direct debit or standing order on your account if you have regular bills to pay – electricity, rent or finance instalments – so you can avoid writing and sending out cheques on a frequent basis. You should always have sufficient cleared funds and/or an appropriate overdraft facility to cover your bills. You can also set up a standing order to make regular transfers into a business savings account.

1 Direct debits

A direct debit can be fixed such as an insurance policy premium, or variable, like electricity bills for example. An organisation authorised to collect a direct debit on your account can only take amounts which are due, and these will be advised to you in advance. In the unlikely event of an error, we will make an immediate refund to you and claim the incorrect amount back from the originator. Organisations who originate direct debits must meet certain criteria and membership of the direct debit scheme is strictly controlled.

- To sign up for a direct debit, simply complete the instruction provided by the organisation you want to pay, and they will forward it to us.
- If you wish to amend or cancel a direct debit, you should advise the originator in writing and your branch, Relationship Manager or Business Team by giving at least 3 working days notice.
- Details of any direct debits will normally appear on your statement.

2 Standing orders

A standing order allows a direct payment from your account, for a fixed amount at regular intervals, to a third party nominated by you. Once set up, standing order payments are automatic and trouble-free.

- To set up a standing order simply complete the appropriate form, available from either the third party or any Ulster Bank branch.
- The amount and payee name of each standing order will appear on your statement.
- You can of course cancel or amend them at any time, simply by writing to your branch, business centre or Business Team.

Commercial Cards

Our range of Commercial Cards are designed to meet the needs of your business. For more information on any of our products, including applicable fees and charges for all our products, please speak to your Relationship Manager or Business Team. Alternatively please visit www.ulsterbank.co.uk/commercialcards for more details and the associated terms and conditions. Over 18s only.

12. Important information

Protection against fraud

As part of our aim to protect existing and new customers from the risks of fraud and to minimise the instances of money laundering, there is a legal requirement to undertake identity and address verification for all new accounts that are opened.

We will need to see:

1. Original proof of your identity such as driving licence or current, full, valid Passport.
2. Proof of your address with a recent utility bill, or bank, building society statements (originals).
3. Specific supporting information from you regarding the type of business you will operate.

We also have a legal requirement to ensure our existing customers have similar documentation in place when opening an additional account with us. For full details of the documents required, please speak to a member of staff who will be able to help.

What if things go wrong?

If you have problems, such as difficulty in meeting repayments, it is in both our interests that we discuss this as soon as possible.

If we are aware of your problems and have your full co-operation, there may be ways in which we can help you. Whatever you need, simply telephone your branch, Relationship Manager or Business Team. They will arrange an appointment with whoever is most suited to deal with your concerns.

Closing your account

If you want to close your account, you'll find the steps necessary in our **Business Banking Terms and Conditions** booklet. It will also outline the instances where we may request you to close your account.

Branch closure

If we plan to close or move your branch, we will inform you at least 12 weeks beforehand. We'll also outline how we will continue to provide banking services to you.

We will also inform you if:

- all counter services in a branch are replaced with automated provision; or
- branch opening hours are reduced by 30% or more; or
- access to a branch is changed to be only for a restricted group of customers.

Keeping us informed

Please make sure you inform us as soon as possible if you change your:

- Name
- Address
- Phone number
- Email address (if this is how we communicate with you).

Dormant Accounts

If we notice that you haven't made any transactions on your account for a significant period of time we may make your account dormant. This means that you will not be able to make any transactions on your account. Of course your money with us will always remain your property, even if it is in a dormant account. We can tell you how to access these accounts directly and you can obtain a copy of the dormant account, lost account, unclaimed assets or tracing forms by writing to Ulster Bank, FREEPOST, BEL 662, BT1 1BR (no stamp required). If you should die, your account will become part of your estate. This is the case no matter how many years pass.

How to find out more

If you're interested in any of our other services and wish to receive further information, simply write to: Ulster Bank, FREEPOST, BEL 662, BT1 1BR (no stamp required). Alternatively, why not call into, or arrange an appointment with your local branch, business centre or Business Team, where our staff will be delighted to provide you with details of our products and services.

Ulster Bank subscribes to the Lending Code. The Code can be found at **www.lendingstandardsboard.org.uk**. A copy of the Lending Code is available on request.

Complaints

If you are not satisfied with any of Ulster Bank's products and services we have a complaint handling procedure that you can use to resolve such matters. A leaflet giving details of the procedure can be obtained from any of our branches or by telephoning the Bank. If you are still not satisfied after following the Bank's procedures, you can ask the Ombudsman to review the complaint. You can find out more about The Financial Ombudsman Service in a leaflet available from any branch. Alternatively you can write to **Financial Ombudsman Service, Exchange Tower, London E14 9SR or telephone 0800 023 4567 (text relay (18002) 020 7964 1000)**.

To find out more:

Call into your local branch

www.ulsterbank.co.uk/businessbanking

Braille, large print and audio

This brochure is also available in Braille, large print, audio or on disk. Please contact your local branch for details or Relay UK 18001 1800 924 615.

Help for what matters

 **Ulster Bank**

Ulster Bank, a business name of National Westminster Bank Plc ("NatWest"), registered in England and Wales (Registered Number 929027). Registered Office: 250 Bishopsgate, London EC2M 4AA. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. NatWest is entered on the Financial Services Register (Registration Number 121878). Calls may be recorded.