

## Please keep for future reference

Call us on **0800 092 3300**

## Reserve Account

### Fact Sheet (including Financial Services Compensation Scheme (FSCS) Information Sheet & Exclusions List)

The Cater Allen Reserve Account is a business banking current account ideal for companies, sole traders and partnerships as well as self-employed professionals. The account is available in sterling, euro or US dollar currencies along with a currency Visa Debit Card. The account is fully transactional with no monthly or annual account fee.

This account is subject to availability and may be withdrawn from sale at any time without notice.

The Financial Conduct Authority is a financial services regulator. It requires us, Cater Allen, to give you this important information to help you decide whether our Reserve Account is right for you. You should read this document carefully so that you understand the features of the Account you are opening and then keep it safe for future reference.

#### Summary Product Details

Account name	Reserve Account			
What is the interest rate?	Currency	Balance	Gross p.a. (variable)	AER (variable)
	Sterling	£5,000+	0.00%	0.00%
		£100,000+	0.10%	0.10%
		£500,000+	0.15%	0.15%
	Euro	€5,000+	0.00%	0.00%
	US dollar	US\$5,000+	0.00%	0.00%
	<p>Rates correct as at 13 January 2018.            The gross rate is the interest rate we pay where no income tax has been deducted.            AER stands for Annual Equivalent Rate and shows what the interest rate would be if we paid interest and added it to your account each year.</p> <ul style="list-style-type: none"> <li>No interest is paid on euro and dollar currency accounts and no interest is paid on sterling accounts with balances below £100,000.</li> </ul> <p><b>How interest is calculated and paid</b></p> <ul style="list-style-type: none"> <li>Interest is calculated daily and credited to your account quarterly after close of business on the last day of March, June, September and December.</li> <li>Your interest payment date can be changed to suit your requirements. Please read the 'Statements' section for further details.</li> <li>Where the balance of the account exceeds £100,000 you may choose to have your interest paid to you by cheque or to any suitable UK bank or building society. If interest is paid to an account not held with Cater Allen Private Bank you must allow at least 5 working days for interest to reach that account.</li> <li>Details of current interest rates and charges are available at <a href="http://caterallen.co.uk">caterallen.co.uk</a> or by calling us on 0800 092 3300.</li> </ul>			
Can Cater Allen change the interest rate?	Yes, the interest rate on this account is variable. This type of rate can go up or down (for example, in response to a Bank of England base rate change). If the credit interest rate goes down, we'll let you know in writing at least 2 months before the rate changes. If the rate goes up, we may make the change immediately and give you notice within 30 days of making the change.			

<p><b>How do I open and manage my account?</b></p>	<p><b>Eligibility</b></p> <ul style="list-style-type: none"> <li>■ Available to companies, sole traders, partnerships, self-employed professionals (operating through Limited company structures such as contractors, consultants, interim managers, freelancers and locums), charities, pension managers, trustees, associations, clubs and societies.</li> <li>■ Individuals associated with above entities must be 18 years or above.</li> </ul> <p><b>Opening your account</b></p> <ul style="list-style-type: none"> <li>■ You can apply for this account via your Accountant or Financial Adviser. You will need to complete a Business Account Application Form and Mandate which can either be downloaded from our website or requested through your Adviser.</li> <li>■ If you want to apply for this account and don't have a Professional Adviser, please call us on 0800 092 3300.</li> <li>■ There is a minimum opening deposit of £5,000 (or equivalent for euro/dollar accounts). We will not open the account without the correct value of deposit being received and will write to you to request the correct value of deposit if it is not supplied with your application.</li> </ul> <p><b>Operating your account</b></p> <ul style="list-style-type: none"> <li>■ Anyone who wishes to have access to the Account will need to complete the Personal Details and Authorised Signatory sections of the Account Application Form, as well as completing the Account Mandate, authorising the opening of the account.</li> <li>■ You can view your balance and any pending credits using our Internet Banking Service. If you're not currently registered for Internet Banking please call us on 0800 092 3300 to register.</li> <li>■ Online visibility of the account balance and transactions on the account can be made available to your Financial Adviser or Accountant.</li> <li>■ To operate or talk about your account over the telephone please call us for a 6 digit Personal Access Code (PAC). We'll ask you for your PAC and your Customer ID whenever you call us. If you already have another account with Cater Allen or you've had an account with us in the past, you can continue to use your existing PAC. If you don't know your existing PAC number, please call us and we can send it to you.</li> </ul> <p><b>Debit Card</b></p> <ul style="list-style-type: none"> <li>■ A Visa Debit Card is available in the respective currency of the account. A maximum of two Visa Debit Cards per account can be held.</li> <li>■ For more information on Debit Cards, please refer to the Visa Debit Card Guide which can be downloaded from our website at <a href="http://caterallen.co.uk/literature-downloads">caterallen.co.uk/literature-downloads</a>.</li> </ul> <p><b>Deposits</b></p> <ul style="list-style-type: none"> <li>■ Funds may be held in sterling, euros or US dollars – each currency will be held in a separate account with a separate account number.</li> <li>■ If requested a postal paying in book will be supplied. Pre-paid envelopes are provided for paying cheques into your account.</li> <li>■ You can only deposit additional funds into your Account electronically (e.g. by Standing Order from another account) or by sending us cheques using our pre-paid envelopes.</li> </ul> <p><b>Managing your account</b></p> <ul style="list-style-type: none"> <li>■ The account can only be opened by post and can be operated by telephone and post. Sterling Reserve may also be operated online.</li> <li>■ No currency conversion commission/charges are applied when money is transferred between any of the currency Reserve Accounts.</li> <li>■ Different currency accounts can be linked together under a single business account name and number.</li> <li>■ If you'd like more information about the Reserve Account please visit <a href="http://www.caterallen.co.uk">www.caterallen.co.uk</a> or call us on 0800 092 3300. Alternatively, your Financial Adviser can also provide you with more information.</li> <li>■ All Cater Allen Accounts and Visa Debit Cards are subject to status.</li> </ul>
<p><b>Can I withdraw money?</b></p>	<ul style="list-style-type: none"> <li>■ Withdrawals can be made at any time using post, telephone or cash machines (bearing the Visa logo).</li> <li>■ 30 day-to-day debit banking transactions are allowed per calendar month without incurring a transaction fee (Transaction limits do not apply to US dollar currency Reserve Account &amp; Euro currency Reserve account). Please see the Transaction limits section for more details.</li> <li>■ Standing Orders, Direct Debits, transfers and payments can be set up and managed over the phone or online (for sterling accounts only).</li> </ul>

## Additional information

<p><b>Currency options</b></p>	<p>A US dollar currency Reserve Account and/or euro currency Reserve Account can be opened without opening a sterling currency Reserve Account.</p> <p>Euro and US dollar Reserve Accounts may not offer all the functionality offered by Reserve Sterling. Please see the table below for a summary of how you can access each account.</p> <p>Please note that all cash machine limits are subject to the limits imposed by the financial institution that provide the cash machine that you use.</p> <p>In addition to this, the euro and US dollar Reserve do not allow Direct Debits, Standing Orders or bill payments to be set up on the account.</p> <table border="1" data-bbox="387 416 1479 770"> <thead> <tr> <th>Operating your account</th> <th>Sterling Reserve</th> <th>Euro Reserve</th> <th>US dollar Reserve</th> </tr> </thead> <tbody> <tr> <td>Post</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Telephone</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Visa Debit Card</td> <td>Yes</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Cash machines</td> <td>Yes, at cash machines bearing the Visa logo. £600 max per withdrawal, max 5 withdrawals a day</td> <td>Yes, at cash machines bearing the Visa logo. €2005 max per day, max 5 withdrawals a day</td> <td>Yes, at cash machines bearing the Visa logo. \$2005 max per day, max 5 withdrawals a day</td> </tr> <tr> <td>Internet Banking<sup>1</sup></td> <td>Yes</td> <td>'View only' access</td> <td>'View only' access</td> </tr> </tbody> </table> <p><sup>1</sup> Euro/US dollar Reserve Accounts and/or sterling Reserve Accounts that require more than one signature to authorise transactions will have 'view only' access via Cater Allen's Internet Banking Service.</p>	Operating your account	Sterling Reserve	Euro Reserve	US dollar Reserve	Post	Yes	Yes	Yes	Telephone	Yes	Yes	Yes	Visa Debit Card	Yes	Yes	Yes	Cash machines	Yes, at cash machines bearing the Visa logo. £600 max per withdrawal, max 5 withdrawals a day	Yes, at cash machines bearing the Visa logo. €2005 max per day, max 5 withdrawals a day	Yes, at cash machines bearing the Visa logo. \$2005 max per day, max 5 withdrawals a day	Internet Banking <sup>1</sup>	Yes	'View only' access	'View only' access
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<p><b>Statements</b></p>	<p>Statements are provided by post and downloadable transaction listings are available at any time using the Cater Allen Internet Banking Service.</p> <p>The default date for production of your statement is after close of business on the 27th of each month. You can request that we change the date for production of your statement, in which case your statement month will change accordingly.</p> <p>You may also request a reduction in statement frequency, except where any Visa Debit Cards are issued on the account, in which case statements must be sent out at a minimum frequency of monthly. If no Visa Debit Cards have been issued on the account, you can request a reduction in statement frequency.</p> <p>Alternatively, you can download transactions listings online at any time using our Internet Banking Service.</p> <p>If required, you can change your statement date and/or your interest payment date by contacting us. The number of free transactions remaining on your account and the number of times that your account has fallen below the minimum balance are determined during a set payment period.</p> <p><b>If you change your statement date it is important to note that the dates which govern this payment period will also change.</b></p> <p>For example, if you receive quarterly statements and you change your statement date from the last day of the quarter to a date earlier in the last month of the quarter, such as from 31st March to 10th March, then your interest will be paid to you (and your statements issued) after close of business on 10th March, June, September and December. The monthly period used to monitor your account balance and track your day-to-day transaction volumes would also change to run from 11th March to 10th April.</p> <p>Duplicate statements are available on request.</p>																								
<p><b>Overdrafts</b></p>	<ul style="list-style-type: none"> <li>■ There is no arranged overdraft available on this account.</li> <li>■ If your account goes into negative balance an unarranged overdraft interest rate and usage fee will be charged, as shown in the Banking Tariff.</li> <li>■ Overdrafts are repayable on demand.</li> <li>■ We adhere to The Standards of Lending Practice which are monitored and enforced by the Lending Standards Board (LSB): <a href="http://www.lendingstandardsboard.org.uk">www.lendingstandardsboard.org.uk</a>.</li> </ul>																								

<b>Transaction limits</b>	<p><b>Transaction limits don't apply to the US dollar currency Reserve Account or the Euro currency Reserve Account.</b></p> <p>The number of transactions you can make on the Sterling account is not limited. However, once you have made 30 day-to-day debit transactions in a calendar month, a charge will be made for each additional debit transaction. 'Day-to-day' transactions are as follows:</p> <ul style="list-style-type: none"> <li>■ Cheque withdrawal</li> <li>■ Cash machine withdrawal</li> <li>■ Purchase made with Visa Debit Card (including recurring transactions)</li> <li>■ Standing Order</li> <li>■ Direct Debit</li> <li>■ Bill payment</li> </ul> <p>Details of the service charges that will be applied to your account, depending on the type of transaction, can be found in the Cater Allen Banking Tariff. This is available to view and download at <a href="http://www.caterallen.co.uk">www.caterallen.co.uk</a> or by calling us on 0800 092 3300. Transactions which are non-standard services and therefore are <b>NOT</b> considered to be 'day-to-day' transactions:</p> <ul style="list-style-type: none"> <li>■ CHAPS payment</li> <li>■ SWIFT payment</li> <li>■ Sterling Banker's Draft</li> <li>■ Foreign Currency Draft</li> <li>■ Currency Cheque</li> </ul> <p>Separate service charges are payable for these transactions. Service charges for withdrawals (such as CHAPS payments) that are applied to your account are not treated as day-to-day transactions. Transfers between accounts held with Cater Allen Private Bank are also excluded.</p>
<b>Tax status</b>	<p>Interest payments will be paid using the gross rate. This means all the interest we pay will be without tax deducted. If the total amount of interest received exceeds any Personal Savings Allowance there may be tax to pay at the applicable rate. This would need to be paid directly to HM Revenue &amp; Customs. For more information, please visit <a href="http://www.gov.uk/hmrc/savingsallowance">www.gov.uk/hmrc/savingsallowance</a>.</p>
<b>Cancellation period</b>	<p>You have 14 days in which to cancel the Account if you should change your mind. If within 14 days of receipt of the welcome pack confirming that your Account has been opened, you contact us at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN to inform us that you wish to cancel, we will close the Account and within 30 days of such cancellation give you back all the money in your Account and any interest it has earned, as at the date of cancellation.</p>
<b>Closing the account</b>	<p>You can close your account at any time in accordance with your Account Mandate by calling us on 0800 092 3300.</p>
<b>Terms and Conditions</b>	<p>The Non-Personal Terms and Conditions apply to this Payment account. Additional Terms and Conditions apply to the Internet Banking Services and are available on <a href="http://caterallen.co.uk">caterallen.co.uk</a> or by calling us on 0800 092 3300.</p>

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## INFORMATION SHEET

Basic information about the protection of your eligible deposits	
Eligible deposits in Cater Allen Limited are protected by:	the Financial Services Compensation Scheme ("FSCS") <sup>1</sup>
Limit of protection:	£85,000 per depositor per bank <sup>2</sup> The following trading names are part of your bank: Cater Allen Private Bank
If you have more eligible deposits at the same bank:	All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000. <sup>2</sup>
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. <sup>3</sup>
Reimbursement period in case of bank failure:	20 working days <sup>4</sup>
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Cater Allen Limited for enquiries relating to your account:	Tel: 0800 092 3300
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU  Tel: 0800 678 1100 or 020 7741 4100  Email: ICT@fscs.org.uk
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>

### Additional information

#### 1 Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

#### 2 General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Cater Allen Limited also trades under the name Cater Allen Private Bank. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

#### 3 Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

#### 4 Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

## Other Important Information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

## EXCLUSIONS LIST

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund<sup>1</sup>
  - public authority, other than a small local authority

<sup>1</sup> Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

For further information about exclusions, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)

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