

PERSONAL
TERMS AND
CONDITIONS



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These Conditions together with the Account Fact Sheet, Banking Tariff and an Interest Rate Sheet, set out the contract between Cater Allen Private Bank and you, in relation to your Account.

Current accounts also have a Fee Information Document which contains some of the fees and charges that apply to your Account. There may be other applicable fees and charges which are set out in the Banking Tariff. In the event of any inconsistency, the fees and charges set out in the Banking Tariff will prevail.

You can request a copy of these Conditions (and the other documents that make up your contract with us), as well as the Fee Information Document and Glossary at any time by calling us on 0800 092 3300. You can also find this information on our website.

Definitions

“Account” means any Sterling Bank Account, Euro Bank Account, US Dollar Bank Account, Investment Account, Sovereign 30 Account, Private Bank Account or other Personal account that you have with us where we tell you these Conditions will apply. References to an Account are references to all accounts you have with us unless we make it clear that a Condition only applies to a particular type of account.

Our accounts are categorised into 2 types:

“Payment Accounts” and “Non-payment Accounts”. Generally an account will be a Payment Account unless it has some form of restriction on how money can be paid in or out of that account. Examples of Payment Accounts include current accounts and instant access savings accounts where money can be paid in and out with minimal restrictions. Examples of Non-payment Accounts include fixed term bonds or accounts where you are charged a fee or lose interest payable if you make a withdrawal, or a cash ISA where there are limits to how much can be saved each year. All these Conditions apply to both Payment and Non-payment Accounts unless stated otherwise. You can find details of whether your Account is a Payment Account or Non-payment Account in the Account Fact Sheet.

These Conditions will apply to all payments into and out of your Account unless stated otherwise.

“Business Days” are days of the week excluding Saturdays, Sundays and English public holidays. The length of a Business Day for the purpose of making payments out of your Account will depend on the payment cut-off times for the type of method used. The payment cut-off times will be different for Internet Banking and telephone banking. Further details on payment cut-off times are set out below.

“Debit Card” means any Debit Card issued by us (including renewals and replacement Debit Cards) under the Visa scheme or any other Debit Card acceptance scheme and includes use of the Debit Card details or an electronic wallet or device on which your Debit Card details have been stored.

“Fee Information Document” is a document that sets out certain fees and charges for some of the services on your Payment Account (full details of all fees and charges are set out in the Banking Tariff).

“Payment Details” means the details you need to give us to either pay money into your Account or to send money or make withdrawals out of your account as set out in Conditions 2.4 and 3.2.

“Personal Security Information” means any personal details or security process that we ask you to use to confirm your identity or authorise a payment instruction to us. These may include a password, PIN, selected personal information or other security numbers or codes that we provide to you (such as a One Time Passcode when you give us an instruction to send money using the Internet Banking Service) or that you choose.

“TPP” means a third party payment provider which is authorised to access information and make payments on online payment accounts operated by other providers (such as us and other banks, building societies and credit card issuers).

To help you understand what some of the services on your Payment Account mean, we have a glossary of industry standard terms and definitions (“Glossary”). Where relevant, we have used these terms in the documents forming your contract with us. You can find the full Glossary on our website or request a copy by calling us.

These Conditions may be varied by us (see Condition 18) and are in addition to any other Conditions which are implied or included in the contract between us by law, even if they do not appear in these Conditions. If there is any conflict between implied Conditions and these Conditions, then so far as permissible by law, these Conditions will apply.

We may make services, facilities or benefits other than those specified in these Conditions available to you. These services, facilities or benefits may have their own conditions, including any applicable charges and we will give you details of those conditions and charges before you take the service, facility or benefit. For Joint account holders, any additional service, facility or benefit must be at the request of all of you.

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.

1. Opening an Account, your authority to us, and changing your details

- 1.1 Before you open an Account and at any time thereafter, we will give you all appropriate information, which will include an Account Fact Sheet, a Banking Tariff, a Fee Information Document and an Interest Rate Sheet providing the following information:
 - (a) whether a minimum initial deposit applies to your Account;
 - (b) whether there are limitations on the number or value of cash withdrawals or payments out of the Account you can make in a particular period;
 - (c) the main ways in which you can pay money into and send payments out of your Account;
 - (d) details of the interest rate applicable to the Account, including details of when interest will be credited to the Account;
 - (e) whether funds can be held in currencies other than pounds;
 - (f) whether Debit Card or internet services are available to you in relation to that Account;
 - (g) details of applicable transaction charges, arranged and unarranged overdraft charges and arranged and unarranged overdraft interest rates.
- 1.2 You authorise us to carry out all instructions given by telephone, fax or post, provided that such instructions are given in accordance with the current mandate to operate the Account. We may act upon such instructions immediately and without further enquiry unless we have cause to be suspicious as to the nature and/or content of the request. Please note though that where instructions are given by fax, we may telephone you to confirm your instructions and security details before accepting those instructions.
- 1.3 For security reasons, it is a condition of your Account that we are satisfied of your identity (or the identity of any person requesting a transaction on the Account holder’s behalf). Accordingly, we will be entitled not to act on your instructions if we are in doubt as to your identity or the identity of any person requesting a transaction on the Account (see further Conditions 2.2 and 3.9).
- 1.4 You authorise us to send copies of all statements issued in respect of the Account, and to disclose details of that Account to your professional adviser as named in your application, or their successors in title.

- 1.5 You must let us know as soon as possible when you change your:
- Name
 - Address
 - Phone number
 - Email address

If we do not hold the correct details for you, then we may make your Account dormant to protect us both and you may not receive important notifications from us.

- 1.6 Cater Allen Private Bank does not allow anyone under the age of 18 to open an account.

2. Paying money in

- 2.1 Money can be received into your Account electronically, for example by the Faster Payments Service or through the Clearing House Automated Payment System ('CHAPS'). You can also pay money into your Account by sending your cheques, accompanied by completed paying-in slips from your paying-in book, to us using the reply paid Bootle Clearing Centre addressed envelopes that we supply to you.

- 2.2 We may refuse to make any payment into your Account, if:

- (a) we believe or suspect it may place us in breach of any legislation or law or we reasonably suspect that it may result in any regulatory action against us in any jurisdiction;
- (b) we reasonably believe or suspect it relates to fraud or any other criminal act;
- (c) by doing so, we would compromise our security measures or it would otherwise be unlawful;
- (d) you are in breach of any of these Conditions,

and if we refuse to allow any payment into your Account, we will (unless it would be unlawful for us to do so) tell you within one Business Day of the Business Day on which we received your payment request:

- (i) that we have done so;
- (ii) the reason why we refused; and
- (iii) if you think we have based our decision on mistaken information, how you can ask us to rectify that mistake.

- 2.3 If you send money to us without indicating to which Account the money should be paid, then we will return the money to you or the originator of the payment.

- 2.4 In order to pay money into your Account, you (or the person paying money in on your behalf) need to provide us with the following Payment Details:

- (a) for CHAPS, BACS payments and the Faster Payments Service, the sort code and account number of your Account;
- (b) for receiving money from outside of the UK or in the UK but in a foreign currency, the Bank Identifier Code (BIC) and the IBAN for your Account;
- (c) for Standing Orders into your Account, the account number and sort code of your Account; or
- (d) for cheques, the account number and sort code of your Account. Please note that cheques must be made payable to the account name for which they are destined. To protect account holders from fraud, cheques made payable to Cater Allen Ltd or Cater Allen Private Bank will not be accepted.

- 2.5 If you give us a payment instruction by any of the ways listed in Condition 2.4, you will be consenting to us paying that money into your Account. Any information other than that set out in Condition 2.4 that you give us when making a payment instruction will not form part of the Payment Details. We will not be liable for any delayed or incorrect payments that occur as a result of you giving us incomplete or incorrect Payment Details (please see Condition 15.13 for more details as to our responsibility to you in these circumstances).

- 2.6 If you receive money into your Account in a currency different to the currency of your Account, then on the day we receive the payment we will convert the payment in accordance with the following:

- (a) at our reference exchange rate applicable to payments made into your Account for the relevant currency. Current exchange rates are available by ringing our Client Team on 0800 092 3300;
- (b) the exchange rate to be used will be determined by the current exchange rate on the day we process the payment in.

- 2.7 Cheques will become out of date 6 months after the date they are drawn. You should therefore pay them in so that they are presented for payment in time. We will return any out of date cheque, or a copy of any out of date cheque, to you.

- 2.8 Cheques (in pounds) go through a "clearing cycle" which affects when funds will be made available to you, when interest starts to be earned and when you can be sure the money is yours.

Funds deposited by cheque (in pounds) will follow the timescales set out below. The timescales will apply from the Business Day we receive the cheque by post (see further Condition 2.1).

Until at least September 2018 cheques may be cleared in one of the following 2 timescales. For more information about cheque clearing cycles please see our website.

- (a) 2-4-6 timescale

Day cheque (in pounds) received	Day interest earned	Day we allow you to withdraw money out	Day you can be sure the money is yours
Monday	Wednesday	Friday	Following Wednesday
Tuesday	Thursday	Monday*	Following Thursday
Wednesday	Friday	Tuesday	Following Friday
Thursday	Monday	Wednesday	Following Monday
Friday	Tuesday	Thursday	Following Tuesday

* Assuming the cheque is paid in before 3.00pm cut-off time. In some instances these funds will be available to withdraw from a cash machine on a Saturday.

Please note that cheques can be returned unpaid by the bank of the individual who wrote the cheque after this time, even after those funds have been made available to you to make a withdrawal or make a payment. A cheque cannot be returned unpaid after the sixth Business Day following the Business Day that the cheque was paid in to your Account.

- (b) 1-2-2 timescale (New image clearing system)

Day cheque (in pounds) received	Day we allow you to withdraw money out, interest earned and you can be sure the money is yours
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Under this clearing system, cheques will be paid in and cleared using an image of the cheque. So, if you want a copy of the cheque we will only be able to give you a copy of the imaged cheque.

If you are making a payment by writing a cheque, you should always make sure you have sufficient available funds in your Account to make the payment when you write the cheque, as the money could leave your Account as early as the day after you have written the cheque and given it to the recipient.

We will keep you updated through our website on when the 2-4-6 timescale will be fully replaced by the 1-2-2 timescale.

- 2.9 The table below shows you when payments into your Account will be available to you:

Payment in	When you can use the funds
Electronic payments	
Receiving money electronically (excluding CHAPS)	The money will be available immediately as soon as we receive it. Where the money is sent before 6.20pm on a Business Day, we should receive it on the same Business Day. In other cases, we will receive it on the following Business Day. For information on Faster Payments please see our website.
Receiving money sent using CHAPS	The money will be available immediately as soon as we receive it. Where the money is sent before 5.40pm on a Business Day, we should receive it on the same Business Day. In other cases, we will receive it on the following Business Day.

- 2.10 Banker's Drafts (in pounds) and counter cheques (in pounds) will be treated in the same manner as cheques paid into your Account.

- 2.11 Cheques (not in pounds)

- In order to 'clear' the cheque and collect the money to pay into your Account, we will choose whether to do this by either 'negotiation' through a bank of our choice or sending the item for 'collection'. Please ensure that you endorse/sign all cheques (not in pounds) on the reverse, in accordance with your Account Mandate.
- When we negotiate a cheque we will convert the currency amount to the Account's currency at the Cater Allen exchange rate applicable to payments made into your Account and credit your Account within 8 Business Days of the cheque (not in pounds) being received by us. If the cheque is subsequently returned unpaid we will debit your Account with the amount we have credited to it, as well as any interest we have paid to you on it.

- When we send a cheque for collection, your Account will be credited only when we receive the funds from the bank on which the cheque is drawn, which can take up to 8 weeks.
- If you pay a cheque into your Account that is not in the same currency as your Account, we will convert it into the Account's currency at the Cater Allen exchange rate applicable to payments made into your Account when we credit your Account.
- We will charge a fee for negotiation or collection of the cheque (see Banking Tariff or Fee Information Document for details). We will remind you of the fees when you pay the cheque into your Account and will send you a letter detailing the actual fees and exchange rates used once the payment reaches your Account.

- 2.12 Unpaid items

- The balance shown on your Account may include cheques and other funds paid into it that are still being processed and we may refuse payments against them.
- If an item has been returned unpaid we will debit your Account with the amount of that item and with any interest we have paid you on it, even if you have used these funds to make a withdrawal or make a payment.
- If taking the money back out of your Account means you would have no money left in your account and you do not have an arranged overdraft, or would cause you to exceed any arranged overdraft limit or, if you do not have an arranged overdraft, causes your account balance to fall below zero, you will be treated as making an unarranged overdraft request. Please see Condition 17 for more information on arranged and unarranged overdrafts.

- 2.13 Charges for payments into your Account

- We charge for receiving money into your Account in certain ways, please see our Banking Tariff or Fee Information Document for details. Where we make such a charge, we will charge you and not the person making the payment.
- Any charge we make in accordance with this Condition 2.13 will be charged separately and we will not take that charge from the relevant money received into your Account. All such charges will be identified separately on your Account statement.

- 2.14 Payments made into your Account in error

- If a payment is made into your Account by mistake the money may be taken back out of your Account. How and when we do this will depend on the type of payment and the reason for the mistake.
- For CHAPS payments, if the sending bank (or the sender) has made a mistake we will not debit your Account with the amount of the payment without your permission. If you do not think that the payment has been made in error we will let the sending bank know.
- For BACS payments or Faster Payments if we reasonably believe the sending bank (or the sender) has made a mistake:
 - and tells us within 2 months of the money being paid into your Account, we may prevent you from using the money and we can take the money back out of your Account and return it to the sending bank. We do not need your permission to return the money;
 - and tells us after 2 months of the money being paid into your Account, we will not take the money out of your Account without your permission.
- If we have incorrectly credited any payment to your Account we will take the money back out of your Account. We do not need your permission to do so.
- If a payment is made into your Account by mistake, you agree that we may share all relevant information with the sending bank so that the payer can trace the money.

3. Making withdrawals and payments

3.1 You can instruct us to make a withdrawal or payment from your Account by:

- (a) giving us a written instruction signed by you;
- (b) using any Debit Card (together with any necessary Personal Security Information where relevant) issued by us for use in relation to your Account;
- (c) telephoning us on 0800 092 3300 and completing successfully all requested security procedures; or
- (d) if you have registered for Internet Banking you can also set up electronic payments (such as a Standing Order) on your Account by instructing us to do so via our secure password-protected website.

3.2 When you give us a payment instruction, you (or a person authorised to make a payment instruction on your behalf) must provide us with the following Payment Details:

- (a) for sending money within the UK in pounds, the account number and sort code;
- (b) for sending money within the UK in foreign currency, the IBAN or account number, and Bank Identifier Code (BIC)
- (c) for sending money outside the UK to a bank within the EEA, the Bank Identifier Code (BIC) and the IBAN;
- (d) for sending money outside the UK to a bank outside the EEA, the account number or IBAN and the Bank Identifier Code (BIC), (you may also be required to provide the national clearing code, purpose of payment, account name);
- (e) for sending money to another Cater Allen account, the account number and name; and
- (f) for a cheque or a Banker's Draft, the account name.

3.3 In addition to the Payment Details, we may also ask you to provide us with other information, for example:

- a) the name and address of the person you want to pay;
- b) other information for a particular payment depending on the country you want to send your payment to.

We will ask you to provide this information, if we need it, when you give us your payment instruction.

3.4 If you give us a withdrawal or payment instruction by any of the ways listed in Condition 3.1, you will be consenting to us taking that withdrawal or making that payment from your Account. Any information other than that set out in Condition 3.2 that you give us when making a withdrawal or payment instruction, will not form part of the Payment Details. We will not be liable for any delayed or incorrect withdrawals or payments from your Account that occur as a result of you giving us incomplete or incorrect Payment Details (please see Condition 15.13 for more details as to our responsibility to you in such circumstances).

3.5 We will be deemed to have received a payment instruction from you (or, if applicable, the recipient requesting a payment from you) at the time that payment instruction is actually received by us, unless any of the following circumstances apply:

- (a) if the payment instruction is received by us on any day that is not a Business Day, then we will be deemed to have received it on the following Business Day;
- (b) if the payment instruction is received by us after the relevant cut-off times listed below, then we will be deemed to have received it on the following Business Day;

- (c) if your payment instruction specifies that the payment is to take place on a specific day or on the last day of a certain period, then we will be deemed to have received it on the day specified, unless that day is not a Business Day, in which case the following Business Day will apply.

If we need to carry out security checks, we may, for example, telephone you to confirm your instruction.

Payment type	Cut-off time (contact centre)	Cut-off time (online)	When the money usually arrives at the recipient's bank
CHAPS payment	4.00pm	n/a	Same Business Day
Faster Payments in Pounds	2.30pm	4.00pm on Business Day before payment due (requested/one-off payment)	Next Business Day before cut-off times stated, following Business Day after cut-off times stated
Standing Order/future dated payment in pounds	2.30pm on Business Day before payment due	4.00pm on Business Day before payment due (Standing Order)	Business Day on which payment is due
Payment in pounds outside UK	2.30pm	n/a	Within the EEA – same Business Day Outside the EEA – usually within 4 Business Days
Payment in euros	2.00pm	n/a	Same Business Day
Payment in US dollars	2.30pm	n/a	May take up to 4 Business Days
Other payment not in pounds or euros	2.30pm	n/a	May take up to 4 Business Days*

* This will depend on the currency and destination of where your payment is being sent. For more information contact us on 0800 092 3300.

3.6 Your Account may be subject to limitations on the number or value of withdrawals or payments you can make in a particular period.

3.7 Details of these features of your Account can be found in the Account Fact Sheet provided to you before you opened the Account, and at any time thereafter upon request by you.

3.8 Some accounts have limited withdrawal methods; please refer to your Account Fact Sheet for details of those permitted on your Account. If you have a Debit Card, you can make a cash withdrawal from any cash machine displaying the Visa logo, make payments for goods or services, or use the Debit Card to set up a continuous payment authority. We may need to ask you for further information to confirm your identity before allowing you to make certain withdrawals (see Condition 11 for more information).

3.9 We may refuse any payment instruction if:

- (a) you have no money left in your Account, or you will go past the arranged

- overdraft limit on your Account in order to cover the payment;
- (b) you have exceeded:
- (i) your maximum daily withdrawal limit referred to in Condition 3.6; or
- (ii) any limits on withdrawals or payments using your Debit Card;
- (c) we believe or suspect it may place us in breach of any legislation or law or, we reasonably suspect that it may result in any regulatory action against us in any jurisdiction;
- (d) by doing so, we would compromise our security measures or it would otherwise be unlawful;
- (e) we believe or suspect it relates to fraud or any other criminal act;
- (f) if we are unable to make the payment through any payment scheme used to make the payment (such as CHAPS). We will attempt to contact you to find an alternative means of sending the payment;
- (g) you are in breach of any of these Conditions.
- 3.10 If we refuse to allow any withdrawal, or to make any payment, from your Account, we will (unless it would be unlawful for us to do so) tell you by the end of the next Business Day following the Business Day we received your payment instruction:
- (a) that we have done so;
- (b) the reason why we refused; and
- (c) if you think we have based our decision on mistaken information, how you can ask us to rectify that mistake.
- 3.11 You can only withdraw up to the available balance on your Account. It is your responsibility to check the amount of money available in your Account before giving us a payment instruction. If we have to return a cheque or Direct Debit or refuse a payment due to lack of funds in your account, a fee may be charged for this service (see the Banking Tariff or Fee Information Document for more details).
- 3.12 Transactions using your Debit Card
- (a) You can use your Debit Card to withdraw cash or make payments. We will take funds from your Account after we receive the details of the transaction from Visa. There can be a delay between using your Debit Card to make a payment and the time when that payment is taken from your Account.
- (b) We may be requested to authorise a payment you make with your Debit Card before it can be completed. If we do the available balance on your Account will be reduced by the amount we authorise. We may refuse a request for authorisation.
- (c) Where a retailer or other person you have paid using your Debit Card gives you a refund, your Account will be re-credited when we receive the refund.
- (d) We are not liable if a retailer does not accept your Debit Card for a payment.
- (e) Charges for using your Debit Card are set out in our Banking Tariff and the Fee Information Document.
- (f) If you use your Debit Card to make a payment in a currency other than the currency of the Account, Visa will convert it into the currency of the Account the day it is processed, using the Visa exchange rate. You can find out the exchange rate by calling us on 0800 092 3300. Currency conversion rates can fluctuate between the time you make the payment and the point at which the payment is processed by Visa.
- NOTE: If you are using your Debit Card outside the UK and are given the option of making a Debit card payment in a foreign currency or local currency (if different), ensure you choose local currency unless you are certain that the exchange rate and any fee is more favourable. If you don't choose the local currency it means that the retailer or bank will handle the conversion and may charge you a conversion fee, a foreign usage fee or both.
- 3.13 Revoking instructions and stopping payments
- Except in the case of Standing Orders, Direct Debits or recurring Debit Card transactions (please see Condition 3.20) and cheques (please see Condition 3.21(c)), you cannot normally revoke payment instructions after we have received them, and we will not be obliged to stop or reverse such payment instructions after this time. However, if we are able to stop or reverse a payment after we have received your instruction and we agree to do so, we may charge you our reasonable costs in doing so. We will tell you in advance what these costs will be.
- 3.14 Debiting your Account (payments other than Cards and cheques)
- We debit your Account with the amount of the payment on the same Business Day we receive your payment instruction as provided in these Conditions.
- 3.15 Information to recipient banks
- In connection with certain electronic payments and in respect of certain currency drafts (please see Condition 3.19 for details on currency drafts generally), we may be required to supply the recipient bank with your full name and account number. You hereby consent to us doing this. This information may reach the recipient intact.
- 3.16 Payment charges
- (a) We charge for certain types of payment available on your Account, (please see our Banking Tariff for details and Fee Information Document for key fees and charges if you have a current account). Where we make such a charge, we will charge you and not the recipient of the payment.
- (b) Unless we have agreed otherwise, for money being sent outside the EEA, the charge referred to in Condition 3.16(a) will include all fees imposed by third parties (such as any fees levied by intermediary banks), except for any fee imposed by the recipient's bank, which the recipient will be required to pay.
- (c) The charge referred to in Condition 3.16(a) will be identified separately on your Account statement (please see Condition 7 for more details of statements on your Account).
- 3.17 Payment currency conversions (other than Debit Card transactions)
- (a) If you instruct us to make a payment from your Account in a currency different to the currency of your Account, then on the day we make the payment we will convert the payment in accordance with the following:
- (i) at our reference exchange rate applicable to payments made from your Account for the relevant currency. Current exchange rates are available by ringing our Client Team on 0800 092 3300;
- (ii) for internal transfers of over £25,000 (or the equivalent in euros or US dollars), you may receive a preferential rate. Please ask us for more details.
- (b) The exchange rate to be used will be determined by the current exchange rate on the day we process the payment.
- (c) On request, we will provide you with indicative exchange rates for the payment in question. However, given that we will not conduct the currency conversion until we make the payment, such indicative rate may vary from the rate we apply to your payment instruction. The exchange rate actually used will be shown on your Account statement.

- (d) We will debit your Account with the amount of the payment as converted in accordance with Condition 3.17(a) and (b) and any charge we make for the currency conversion, unless you have agreed that the charge will be paid in another way.
- (e) It is not possible to transact in every currency. More information about the currencies in which you can make or receive payments is available on our website or by calling us on 0800 092 3300.
- 3.18 International and Non-EEA currency payments (other than Debit Card payments)
- Where you ask us to send money either in (i) a currency other than pounds or euros or any other EEA currency or (ii) to an account outside of the EEA (in each case a 'Non-EEA Payment') the following Conditions shall apply:
- (a) we may send a Non-EEA Payment or a payment in a currency other than pounds or euros through other banks (an 'intermediary bank'). In these circumstances, we will use the bank of our choice in the country the money is being sent to and/or in the country whose currency is being sent;
- (b) where we use an intermediary bank to make:
- (i) a Non-EEA Payment, the intermediary bank may deduct charges from the amount of the payment. This will mean that the sum received by the recipient's bank may be less than the amount you have sent;
- (ii) for any other payment, the intermediary bank may not deduct charges and their charges will be included in the amount charged under Condition 3.16;
- (c) fees in connection with a Non-EEA Payment shall be charged in accordance with Condition 3.16;
- (d) if money sent to a bank outside the EEA does not reach the recipient's bank, then:
- (i) Conditions 15.11 and 15.14 do not apply; but
- (ii) we will use all reasonable endeavours to trace the money. We may make a charge for this service, and we may recover any charges made by intermediary banks assisting with tracing the money. Where possible, we will notify you of the likely charge payable before we commence tracing the money.
- (e) details of any payment you make on your Account, including the exchange rate applied and the fee we charged for the Non-EEA Payment, will be included on your next Account statement following the Non-EEA Payment. Such details will also be available to view on your online transaction list;
- (f) we shall not be liable for any failure or delay in any money being sent outside the EEA reaching the recipient's bank if you or the recipient's bank have nominated an intermediary bank to assist with the payment;
- (g) Conditions 3.16(b), 14 and 15 shall not apply to Non-EEA Payments to or from a bank outside the EEA.
- 3.19 Currency drafts
- (a) When you ask us for a currency draft ('Draft'), we will draw it on a foreign bank in the local currency and debit your Account accordingly. If you request a euro Draft, we may draw it on a bank of any of the EEA member states. When we issue a Draft, you purchase and reserve the currency value. We use the exchange rate applicable to payments made out of your Account at the time. This means the Draft will be paid on presentation to the bank on which it is drawn. Once we have issued a Draft to you, it becomes your sole responsibility to deliver the Draft to the intended recipient.
- (b) If you decide not to make a payment, or the Draft is lost or stolen, we will try to arrange a refund but may be unable to do so. If we are able to arrange a refund, the following Conditions will apply:
- (i) we will apply the current exchange rate applicable to payments made into your Account at the time we make the refund of the Draft. This means that, if exchange rates have changed, the amount of money we refund to you may be more or less than the amount of money that was originally deducted from your Account;
- (ii) the refund can only be made after:
- (A) we have received confirmation from our intermediary that the Draft has not been presented for payment and the original payment instruction to pay the Draft has been cancelled; and
- (B) the original Draft has been returned to us (unless it has been lost or stolen);
- (iii) if the Draft has been lost or stolen, we may require a statement from you confirming the loss or theft and evidence that the loss or theft has been reported to the police;
- (iv) you will indemnify us against any charges which we are required to pay in connection with the cancellation of the Draft.
- 3.20 Automated payments – Standing Orders and Direct Debits and recurring Debit Card transactions
- (a) Automated payments from your Account (e.g. Standing Orders or Direct Debits) are usually taken at the beginning of the Business Day that they are due. You should therefore check that there are sufficient funds in your Account the day before the money is to be sent.
- (b) You may cancel a Standing Order, Direct Debit or recurring Debit Card transaction on your Debit Card (that is a continuous payment transaction on your Debit Card initiated by a payee and authorising us to make payments) that you no longer need by telling us. You can do this up to the Business Day before the money is due to be taken.
- (c) For Direct Debits and recurring Debit Card transactions, you should also advise the recipient. You may also cancel a Direct Debit by only telling the recipient and not telling us, but they will need longer to cancel it.
- (d) If it is not possible for us to stop the money from coming out of your Account we'll treat the payment as an unauthorised transaction and give you an immediate refund.
- 3.21 Cheques
- (a) You should not write a future date on a cheque. If you do and the cheque is presented for payment before that date, we can decide whether to pay or return it. In either case, we will not be liable to you.
- (b) You can ask us to cancel any of your cheques as long as:
- (i) the cheque has not already been paid; and
- (ii) you give us sufficient details.
- (c) A charge applies for cancelling a cheque (see the Banking Tariff and Fee Information Document for more details). We cannot cancel a Banker's Draft or counter cheque you have asked us to draw for you.

4. Interest and charges

- 4.1 Interest is calculated daily at our published or agreed rates and will be added to your Account at the frequency and on the days set out in the Account Fact Sheet provided to you before you opened the Account. Such information is also available upon request.
- 4.2 We will tell you the interest rate that applies to your Account. Details of our current interest rates and charges are available on our website (www.caterallen.co.uk) and by calling us. If you have a current account, certain information on interest rates and charges will also be set out in the Fee Information Document.
- 4.3 Our Banking Tariff sets out our charges for day-to-day services (and if you have a current account, key fees and charges are also set out in the Fee Information Document) and we will provide you with a copy of our Banking Tariff and Fee Information Document before you open your Account and at any time afterwards on request. We will tell you about any changes in the Banking Tariff in accordance with Condition 18. We will also tell you about any charge for a service related to your Account that is not in our Banking Tariff. We will do this on request or before or when we provide the service to you.
- 4.4 We may change our interest rates, exchange rates and our day-to-day charges (including introducing new charges) applicable to your Account in accordance with Condition 18.

5. Closing and suspending access to your Account

- 5.1 You may close your Account at any time by giving us notice, so long as it is in accordance with your Account Mandate. If you have a Sovereign 30 Account, you should give us notice to arrive no later than 30 days before you wish to close the Account or you will incur a charge equivalent to 30 days' interest at the prevailing rate paid on your Account, as detailed in the Sovereign 30 Account Fact Sheet.
- 5.2 We may close your Account without giving you any reason. If we decide to do this we will give you at least 2 months' notice except where you are in breach of any of these Conditions and we decide to close your Account as a result. For these purposes a breach of these Conditions includes the following:
- (a) we believe you are no longer eligible for the Account;
 - (b) you have given us false information or have otherwise acted dishonestly in your dealings with us;
 - (c) you or someone else are using the Account illegally or fraudulently; or
 - (d) you have acted abusively or violently towards our members of staff.
- We may also close your Account at any time without notice where we are aware that keeping your Account open would be unlawful or cause us to be in breach of any of our legal or regulatory requirements.
- 5.3 If your Account is closed for any reason, you must pay us any amounts you have borrowed from us. These Conditions will continue to apply to your Account until all cheques drawn on it and all other amounts you have borrowed on it have been paid, and all Debit Cards and chequebooks have been returned to us.
- 5.4 In certain circumstances, as set out in these Conditions, we may, without prior notice, have to suspend your right to use your Account.
- 5.5 If there are no transactions on your Account for a period of time (please see table below), we may make your Account inactive or dormant in certain circumstances, in order to protect your funds. When your Account is made dormant, this means that we will stop sending you statements, letters and Debit Cards and no customer driven transactions can be performed. However, the Account will continue to receive interest, where applicable.

Account type	Period after which your Account may be determined as dormant
Current accounts	14 months
Notice accounts and ISAs	62 months
Term Maturity Account	12 months

- 5.6 Prior to an inactive account being made dormant, we'll contact you, inviting you to review your Account and setting out the requirements necessary for you to reactivate your Account. If you do not contact us, use your Account or confirm you wish us to maintain your Account then it will be deemed dormant. We will at this time, outline what is required in terms of identification in order to reactivate your Account, if it is made dormant.
- 5.7 If you have a Private Bank Account and cease to meet the minimum deposit threshold of monies on deposit with Cater Allen (presently £100,000), we reserve the right to change your Account to a Sterling Bank Account, as a result of which all benefits particular to the Private Bank Account may be removed. This will include the higher interest rates for monies on deposit.

6. Taxation

- 6.1 Interest payments made will be paid using the gross rate. This means all the interest we pay you will be without tax deducted. If the total amount of interest you receive exceeds any Personal Savings Allowance to which you're entitled, you may have to pay tax at the applicable rate.
- This would need to be paid directly to HM Revenue & Customs ('HMRC'). For more information, please visit gov.uk and search for 'Personal Savings Allowance'.
- 6.2 In the event that we are required to pay HMRC tax on interest that we have paid gross to you, you must reimburse us any such sums on demand.
- 6.3 There may be other taxes or costs that are not paid through us or imposed by us that you have to pay in connection with your Account.

7. Statements

- 7.1 We will send you statements for your Account at regular intervals as detailed on the relevant Account Fact Sheet. You can request that we reduce the frequency we send you statements as set out in the relevant Account Fact Sheet. If your amended regular statement intervals are longer than one month, we can send you statements for your Account at monthly intervals upon request for no extra charge by notifying us. If we issue you with a Debit Card on your Account, you will be sent monthly statements for that Account.
- 7.2 In the case of Joint accounts we will send one statement to you all unless you tell us in writing that you each require separate statements.
- 7.3 If you wish to query any item on the statement please contact us immediately.

8. Internet Banking

- 8.1 When you register for the Internet Banking Service you will receive a 6-digit PAC code if you do not already have one, plus a temporary Internet Banking Password. You will be asked to change this temporary password to a new password when you first log in. You will be prompted to use your new password along with your other credentials (Customer ID/User Name and 6-digit PAC) when logging in or changing credentials.
- 8.2 It is your responsibility to ensure you keep your Internet Banking Service Personal Security Information safe and do not disclose them to any other person. If you think

your Internet Banking Service Personal Security Information has been lost, stolen or misused, or may be misused in the future, you must notify us as soon as possible.

8.3 If you have any account in more than one name, the relevant people as agreed on your Account Mandate will be issued with Personal Security Information when you register for the Internet Banking Service. Accounts that require more than one person to sign will have 'view only' access to Internet Banking and will not be able to transact via the internet. An error message will appear if your Account Mandate does not allow the transaction you are attempting to carry out.

8.4 It is a condition of the Internet Banking Service, that we are satisfied with your (or a relevant person's as agreed in your Account Mandate) Personal Security Information and therefore, we may invalidate any of your Personal Security Information if we believe that this is necessary for security reasons. For example, if there have been too many unsuccessful attempts to access the Internet Banking Service, or if you choose to decline these Terms and Conditions.

8.5 We may refuse to act on any instructions which are unclear or if we doubt their authenticity. We may refuse to act in such circumstances if:

- (a) we believe or suspect it may place us in breach of any legislation or law or we reasonably suspect that it may result in any regulatory action against us in any jurisdiction; or
- (b) we believe or suspect it relates to fraud or any other criminal act; and if we refuse to allow any withdrawal, or make any payment, from your Account using the Internet Banking Service, we will (unless it would be unlawful for us to do so) tell you by the end of the next Business Day following the Business Day we received your payment instruction:
 - (i) that we have done so;
 - (ii) the reason why we refused; and
 - (iii) if you think we have based our decision on mistaken information, how you can ask us to rectify that mistake.

8.6 Full details of our Internet Banking Service are available from our website at www.caterallen.co.uk.

8.7 The One Time Passcode

- (a) The One Time Passcode is an added security function integral to your use of the Internet Banking Service. For the One Time Passcode to work you must have registered your mobile phone number with us in respect of your Account(s). The registered mobile phone must be able to receive calls and text messages.
- (b) If you do not register a mobile phone number with us, your access to the Internet Banking Service may be limited; for instance, you will not be able to set up or amend new payees.
- (c) You will be sent a text message containing an 8 character One Time Passcode to the mobile phone number registered with us for use of the One Time Passcode function. This One Time Passcode and associated information contained in the text will allow you to verify and complete certain transactions via the Internet Banking Service in conjunction with your Internet Banking log-in credentials. This One Time Passcode can only be used once per transaction and will expire as soon as you use it or if your session using the Internet Banking Service is ended before the One Time Passcode is used. The Internet Banking Service will prompt you when a separate One Time Passcode is required.

(d) When you add or seek to make a payment to a new payee using Internet Banking, you will be asked to input a One Time Passcode as part of the process. Once a new payee is verified with a One Time Passcode, future payments to that payee may be made without entering another One Time Passcode. If you do not intend to make any future payments we recommend you delete this payee after payment.

(e) Repeated failure to use the correct One Time Passcode will prevent you from completing the transaction.

(f) If you are sent a One Time Passcode to your mobile phone but do not receive it (after checking that you have mobile reception), you can request a new One Time Passcode by requesting the transaction again.

(g) Whenever you use the One Time Passcode function you must take all reasonable precautions to prevent anyone else from accessing your confidential information including the One Time Passcode(s) that will be sent to you. You must never disclose your One Time Passcode verbally to any individual even if they claim to be our employee or agent or the Police.

(h) We will only ever send you a One Time Passcode when you have requested specific transactions or changes to your Account(s) whilst using the services or we need to verify your identity.

(i) In requesting to use the One Time Passcode service function you agree that you will notify us as soon as possible should any of the following occur, by telephoning 0800 092 3300:

- (i) your registered mobile phone number changes;
- (ii) your contract with your mobile phone network operator ends;
- (iii) you suspect that someone else knows your Internet Banking log-in credentials;
- (iv) your registered mobile phone is lost, stolen or no longer under your control. You also agree that you will notify your mobile phone network provider if your registered mobile phone is lost, stolen or no longer under your control.

8.8 If you change your mobile phone number we will send a text message to the original mobile phone or device number confirming that your details have been updated. If you receive a text message on your original mobile phone or other Mobile Device number informing you of a change, and you did not instruct us to make a change, you should contact us immediately on 0800 092 3300.

9. Third Party Providers

9.1 You can instruct a TPP to access information on your Accounts with us or make payments from your Accounts with us as long as it has identified itself to us and acted in accordance with the relevant regulatory requirements. We will treat any instruction from a TPP as if it was from you.

9.2 Although you must not, generally, give your Internet Banking Service Personal Security Information to anyone else, you may give them to a TPP if they ask for them.

9.3 For an initial interim period (expected to be no more than 18 months from January 2018), some TPPs may (with your permission) choose to access your Accounts without identifying themselves to us. As a result, it is important that you check that any TPP you use is authorised to access your Account. They should make this clear from the information they give you. You must not give your Internet Banking Service Personal Security Information to a third party that isn't authorised. If you do, we'll have to assume it's you that's authorising us to give access to information about your Accounts and you'll be responsible for any payments made as a result.

- 9.4 We may refuse to allow a TPP to access your Account where we are concerned about unauthorised or fraudulent access by that TPP. Before doing so, we will tell you that we intend to deny access and give our reasons for doing so, unless it is not reasonably practicable, in which case we will tell you immediately afterwards. In either case, we will tell you in the manner in which we consider most appropriate in the circumstances. We won't tell you where doing so would compromise our reasonable security measures or otherwise be unlawful. If we deny access to a TPP, we must also tell our regulator that we have done so.
- 10. Joint accounts**
- 10.1 Up to 4 people may hold an Account in joint names (a 'Joint account'). If so:
- (a) all of you will be liable (individually and together) for any money due to us in relation to your Joint account including an overdraft balance regardless of whether the money was borrowed by you or by the other Joint account holders; and
 - (b) where any Debit Cards or chequebooks are issued on the Joint account, or you access the Joint account via telephone, internet or other remote access channels each of you is authorised to use the Joint account on your own, without the need for us to obtain the other Joint account holders' approval of any instructions or requests from any of you, including to close the Joint account.
- 10.2 Where we require instructions in writing, those instructions must be given in accordance with the Joint Account Mandate.
- 10.3 None of you may allow any other to use your Debit Cards, PIN or other Personal Security Information.
- 10.4 We will normally send notices to only one of you unless you request otherwise and subject to Condition 10.5 below.
- 10.5 You and your Joint account holders' right to use the Joint account is conditional upon us not receiving any notice of dispute between you and the Joint account holder. If one of you tells us of a dispute between the Joint account holders, we may treat this as a notice of cancellation of the authority by all of you to use the Joint account on your own in which case:
- (a) any instruction on your Joint account (including payments by Standing Order or Direct Debit) will need the authority of all of you;
 - (b) we may suspend certain services on your Account including Internet Banking;
 - (c) we may require the return of any chequebooks and/or Debit Cards on the Joint account. Until all of the Debit Cards and chequebooks are returned, all payments will continue to be deducted from the Joint account; and
 - (d) you will remain liable to us individually and together for your Joint account.
- 10.6 We will only remove a person from the Joint account at the request of all of you, all Debit Cards and chequebooks are returned from the Joint account holder who is to be removed, and as long as the Joint account is in order and we are satisfied that the continuing Joint account holder(s) are of sufficient financial standing to hold the Joint account.
- 10.7 If one of you dies, the Joint account will continue in the name(s) of the survivor(s). We may share information about the Account with the deceased's personal representatives. This could include historical information about how the Account was used as well as statements and details about the state of the Account at date of death. This is the case even if the Account isn't held in joint names any more when the person dies (in which case we may still provide information about the period when it was held as a Joint account).
- 10.8 Further information on using a Joint account is provided to you when you open a Joint account. If you require further information, please contact us.
- 11. Issue and use of Debit Cards, chequebooks, telephone, postal and fax services and Personal Security Information**
- 11.1 We take great care, by following regulatory requirements and good industry practice on system security, to ensure that only you can carry out transactions on your Account when you use it by Debit Card, telephone, post or fax.
- 11.2 The security procedures can limit the money that you can withdraw, pay or transfer from the Account and may require withdrawals to be made by transfer to one or more previously agreed accounts.
- 11.3 If we make any change to the security procedures on your Account (such as reissuing your PIN or other Personal Security Information) we will notify you of that change in accordance with Condition 11.9.
- 11.4 When we issue a Debit Card or provide access to telephone, postal or fax services we will tell you and we will give you (or ask you to choose) any numbers or other information (including PINs and Personal Access Codes - PACs) that you will need in order to use the services securely and to ensure your privacy. For example:
- (a) we will notify you of your PIN to be used with your Debit Card. We may also ask you to choose a password or other Personal Security Information or may give you other Personal Security Information as a means of identification, for example, when buying goods or services with your Debit Card;
 - (b) when you apply for your Account, we will issue you with a PAC that is personal to you. This will be used for security purposes when you contact us or we contact you by telephone. If you do not use your PAC you will not be able to access your Account over the telephone, nor will we be able to verify your identity prior to confirming written instructions you have sent to us. It is a condition of your Account that we are satisfied of your identity (or the identity of any person requesting a transaction on the account holder's behalf) and therefore, we will not act on instructions using these facilities if we are in doubt as to your identity;
 - (c) you can cancel your Debit Card by notifying and returning it to us. You must cut it into several pieces and through the magnetic stripe and any chip.
- 11.5 The care of your chequebooks, Debit Cards and Personal Security Information is essential to help prevent fraud and protect your Account and it is a condition of your Account that you follow the safeguards set out in Condition 12.
- 11.6 You must ensure that the Debit Cards, telephone or fax services are not used in any way that is unlawful. Use of a Debit Card includes use of the Debit Card number and other Debit Card details, for example, to carry out a Debit Card payment over the telephone.
- 11.7 If you do not recognise a Debit Card payment or any other payment which appears in your statement, you should notify us immediately in accordance with Condition 13.2 and, if you ask us, we will give you more details to help you identify the payment. In some cases, we will need you to give us confirmation or evidence that you have not authorised the payment.
- 11.8 Telephone, postal and fax services
- (a) If we believe that you may not have properly authorised a telephone, postal or fax instruction we may, after making reasonable efforts to check whether it was authorised, refuse to act on the instruction and take steps to reverse any action already taken on it. If we refuse to act on any such instruction the provisions of Condition 2.2 or 3.10 (as applicable) shall apply.

- (b) We will act on instructions which are fax copies of a signed document.
- (c) We may make further checks where we consider it appropriate to do so, for example, because of the amount of money involved. This may include telephoning the sender of the fax or letter to confirm its authenticity or requiring you to confirm an instruction in writing. If we are unable to contact the sender in such circumstances, we may act on the instruction without confirmation but, depending on the amount of the payment, we may refuse to act on the instructions until we have received confirmation.
- (d) We advise you:
 - (i) against using analogue mobile or cordless phones to contact us as they can sometimes be intercepted or overheard; and
 - (ii) to be careful not to let other people see or hear your details if you are on a telephone in a public place.

11.9 Withdrawal of Personal Security Information, telephone, postal or fax services

- (a) We may withdraw your PIN, PAC or any of your other Personal Security Information or suspend or terminate the use of your Debit Card, telephone, postal or fax services if we believe that this is necessary for security reasons or to prevent misuse of a Debit Card or your Account, for example where there have been too many unsuccessful attempts to use it to gain access to your Account or related services or where there is a significant increased risk you will not be able to repay any money you owe on the Account. If we do this:
 - (i) we will, subject to Condition 11.9(a)(ii) below, tell you of our intention to do so and our reasons why beforehand, unless we are unable to tell you beforehand, in which case, we will tell you immediately afterwards;
 - (ii) we do not have to tell you that we are changing or withdrawing any or all of your Personal Security Information or suspending or terminating the use of your Debit Card or other services to you if doing so would compromise our security measures or would otherwise be unlawful; and
 - (iii) you will need to apply for a new PIN, PAC or Personal Security Information or to have any withdrawn or suspended services reinstated by contacting us and after you have applied, we will reactivate and/or replace your withdrawn PIN, PAC or Personal Security Information or reactivate any suspended or withdrawn services as soon as possible, provided that the reason for its change, withdrawal or suspension no longer exists.
- (b) Following any withdrawal of your PIN, PAC, Debit Card or Personal Security Information or any suspension or termination of services to you in accordance with Condition 11.9(a), these Conditions will continue to apply to any use made of the Debit Card, Account or telephone, postal or fax services and to any amount which you owe as a result of such use.

12. Care of your chequebooks, Debit Cards, PINs, PACs, passwords and Personal Security Information

12.1 The care of your chequebooks, Debit Cards, PINs, PACs, passwords and other Personal Security Information is essential to help prevent fraud and protect your Account and to ensure this you must:

- (a) sign your physical Debit Card in permanent ink as soon as you receive it;
- (b) destroy the notification of your PIN as soon as you receive it;
- (c) always take reasonable steps to keep your Debit Cards safe and your PIN, PAC, password or Personal Security Information secret;
- (d) not keep your chequebooks and Debit Cards together;

- (e) never write down or record your PIN on your Debit Card or on anything kept with it or near it;
- (f) not allow anyone else to use your Debit Cards, PIN, PAC, password or Personal Security Information (not even someone with whom you share a Joint account);
- (g) never disclose your PIN to anyone else, not even a member of Cater Allen staff (or your Personal Adviser). You can request a new PIN at any time and you must do this if you think that anyone else (even a member of your family) knows your PIN. Please remember that anyone in possession of your Debit Card who knows the PIN can gain access to your Account;
- (h) never write down or record your PIN, PAC, any One Time Passcode we give you or other Personal Security Information without disguising it. Only disclose your PAC or other Personal Security Information where requested by us for identification purposes;
- (i) keep your Debit Card receipts and other information about your Account containing business and personal details (e.g. statements) safe and dispose of them carefully. You should take simple steps such as shredding printed material;
- (j) act immediately on any further instructions we give you to ensure that you can use your Account and related services securely and privately. Any instructions we give you will reflect good security practice;
- (k) take reasonable steps to avoid selecting a PIN or PAC that may be easy to guess;
- (l) never record your PIN or PAC on any software which retains it automatically (for example any 'save password' prompts) unless retaining your PIN or PAC is a function of a banking service provided by us;
- (m) take reasonable steps to secure your mobile device (for example, set up a security password or PIN) so that it cannot be used to access your Account (for example, via Internet Banking) if it is lost or stolen and so that others cannot access any alerts or other communications from us that may be stored on it.

12.2 The following additional safeguards apply to your Debit Cards and PINs:

- (a) never disclose your PIN for mail order payments or at a point of sale (except to enter it on a keypad for payments with retailers); and
- (b) you can change your PIN at most cash machines that display the Visa logo.

12.3 The following additional safeguards apply to your use of our telephone services:

- (a) only enter your PAC on your telephone keypad when you are requested to do so;
- (b) never give your PAC to anyone outside Cater Allen;
- (c) never give your PAC in full to anyone in Cater Allen. You may be asked to give some individual numbers or letters from your PAC when you speak to someone in person, but they will never ask you to give your whole PAC; and
- (d) if you know or believe that someone else knows any Personal Security Information which may compromise the security of your Account under our telephone service, then you must notify us as soon as possible by telephone. We will not act on any further instructions received from you until the security of your Account and your use of the telephone service has been satisfactorily re-established.

13. Notifying us of loss or theft of Debit Cards, PINs, PACs, and other Personal Security Information or of your chequebook

13.1 You must notify us as soon as possible if:

- (a) you think your Debit Card or mobile device has been lost, stolen or misused, or may be misused in the future;

- (b) you think your chequebook has been lost, stolen or misused, or may be misused in the future; or
- (c) you believe that your PIN, PAC or any other Personal Security Information has become known to another person.

You can notify us by telephoning us in the first instance on 0800 092 3300 from 7.00am to 9.00pm Monday to Saturday or from 8.00am to 9.00pm on a Sunday, otherwise on 01268 298 807 outside of such hours. You can also write to us at Cater Allen Private Bank, 9 Nelson Street, Bradford, BD1 5AN. We will also accept written notifications of the loss or theft of your Debit Card from any recognised Debit Card registration bureau acting for you, from Visa or from any Visa member.

13.2 Unauthorised withdrawals or payments on your Account

If you believe that any withdrawal or payment made on your Account was not authorised by you (or any other person permitted to authorise withdrawals or payments from your Account), then you must notify us as soon as possible using the contact details set out in Condition 25.

13.3 As soon as we receive your notification under Condition 13.1 or 13.2 we will immediately take such steps as are appropriate to prevent any further use of your Debit Card, mobile device, PIN, PAC, other Personal Security Information or chequebook, and/or to investigate the unauthorised withdrawals or payments on your Account.

13.4 Incorrect payments from your Account

If you believe that any withdrawal or payment made from your Account has not been made or was made incorrectly by us, then you must notify us as soon as possible using the contact details set out in Condition 25.

14. Your liability

14.1 You are not liable for any unauthorised use of your Debit Card, mobile device, PIN, PAC or any Personal Security Information in any of the following cases:

- (a) before you receive it;
- (b) unless you have acted fraudulently, after you have notified us of its loss, theft or unauthorised use under Condition 13;
- (c) if we have failed to put in place the relevant means given in Condition 13 for you to notify us of its loss, theft or unauthorised use;
- (d) if we don't apply procedures that we're legally required to use to check a payment has been authorised by you; or
- (e) if the unauthorised use of it relates to the purchase of goods or services by way of a distance contract.

For the purpose of this Condition 14.1 'distance contract' means any contract entered into by you online or by post (including mail order), email, fax, telephone or teleshopping, unless the purchase relates to land or financial services, or is made using a vending machine, a public pay phone or an auction.

14.2 You are not liable for any unauthorised use of your chequebook in the following cases:

- (a) before you receive it; and
- (b) unless you have acted fraudulently, after you have notified us of its loss, theft or unauthorised use under Condition 13.

15. Our responsibility for unauthorised and incorrect payments on your Account

15.1 Your remedy for an unauthorised payment will depend on whether or not your

Account was overdrawn at the time the unauthorised payment was taken or if it was in credit. If your Account was in credit at the time of the unauthorised payment but the payment took it into overdraft, each element of the payment will be treated separately for these purposes.

15.2 Subject to Condition 14, we will not refund you in any circumstances if:

- (a) you authorised the payment or the access to or use of the services used in making the payment;
- (b) someone else used your Debit Card with your agreement;
- (c) you have acted fraudulently.

15.3 Subject to Condition 14, except where your Account is in overdraft, we will also not refund you if:

- (a) someone else used your PIN or Personal Security Information with your agreement;
- (b) you deliberately, or with gross negligence, disclosed your PIN or Personal Security Information to someone else;
- (c) you deliberately failed to follow any of the safeguards referred to in Condition 12 or you are grossly negligent in failing to follow any of them;
- (d) after becoming aware you delayed unreasonably in notifying us that the payment was unauthorised; or
- (e) you failed to tell us the payment was unauthorised within 13 months of the date on which the payment occurred or ought to have occurred.

15.4 In all other cases, if you notify us that a payment was not authorised by you, we will refund to your Account the amount of the payment and any fees and/or interest and charges directly incurred on the Account as a result of the payment or which would not have been incurred or would have been earned on the Account had the unauthorised payment not been made.

15.5 However, where your Debit Card, mobile device, PIN, or your Personal Security Information are used without your authority by someone else in circumstances other than those in Condition 14 then we may debit up to £35 from your Account. You will be responsible for the full amount of the payment if any of the circumstances in Condition 15.2 or 15.3 apply.

15.6 We will refund your Account:

- (a) if your Account is overdrawn, as soon as we are reasonably satisfied that you are entitled to the refund; or
- (b) if your Account is in credit, by the end of the next Business Day after we become aware of the unauthorised payment. Before we refund your Account, we are entitled to carry out an investigation if there are reasonable grounds for us to suspect that you have acted fraudulently, or we can show that you've acted deliberately or have been grossly negligent.

15.7 We may debit your Account with any amount refunded under Condition 15.6 where we subsequently become aware that the circumstances in Condition 15.2 or 15.3 apply.

15.8 If you dispute that you have carried out a payment using your Debit Card, chequebook, telephone, postal or fax services or that you have used them to access related services, we expect you to co-operate with us and the police in any investigations. We can give the police and other banks that are involved any information necessary to enable them to carry out their investigations. We have to prove: any allegation of fraud; or that you were grossly negligent in failing to follow any of the safeguards listed in Condition 12; or that a Debit Card has been received by you.

- 15.9 We will conduct any investigation as quickly as possible and may ask you to reasonably assist in that investigation.
- 15.10 In the circumstances in Condition 15.2 or 15.3, we may debit your Account with the amount of the transaction, charge or payment involved. We will have no responsibility to you for making those payments. If, as a result of the payments, your Account becomes overdrawn or further overdrawn, you will be responsible for repaying to us the amount of those payments, plus any fees and/or interest incurred on your Account as a result.
- 15.11 If you notify us (in accordance with Condition 13.4) that a payment you instructed us to pay into or from your Account has not been paid or has been paid incorrectly, after conducting any appropriate investigation into the payment in question, then we will:
- promptly refund your Account with sufficient money to ensure that your Account does not suffer a loss as a result of the failed or incorrect payment;
 - promptly refund your Account with any fees and/or interest we may have charged or you may have lost in connection with the failed or incorrect payment;
 - if you ask us to, make immediate efforts to trace the failed or incorrect payment and to notify you of the results of that action;
 - where the instruction involves us requesting payment from a third party, immediately retransmit the correct payment instruction to the bank (or other financial institution) from whom the failed or incorrect payment is due.
- 15.12 If a payment has been delayed because of our error, we can, at your request, ask the receiving bank to ensure that the payment is credited to the payee's account as if it was made on time.
- 15.13 We do not need to do any of the things in Condition 15.11 where:
- you fail to tell us (using the contact details provided in this document) of the incorrect payment without undue delay and in any case within 13 months of the date on which the payment occurred (or in the case of a failed payment ought to have occurred);
 - in the case of failed or incorrect payments from your Account, we can demonstrate to you that the recipient's bank (or other financial institution) received the correct payment in full within the relevant timescale for the payment in question, as set out in Condition 3; or
 - if the cause of the failed or incorrect payment is because you (or another person who is authorised to instruct us to make payments on your Account) provided us with the wrong Payment Details in accordance with Condition 3.2 or Deposit Details in accordance with Condition 2.4.
- 15.14 Where the cause of the failed or incorrect payment into, or out of, your Account is due to the incorrect Deposit Details or Payment Details (as applicable) being used, we will use reasonable efforts to recover any money sent from your Account or not received into your Account (as the case may be) as a result of the failed or incorrect payment. We may charge you our reasonable cost in seeking to recover any such money.
- 16. Payee initiated refunds**
- 16.1 Unless Condition 16.3 or 16.4 applies, you may request us to refund a Debit Card payment, if you satisfy all of the following conditions below:
- at the time you authorised the payment, the person you agreed to pay did not tell you the exact amount of the payment in question;
 - the amount of the payment in question was higher than what you reasonably expected to pay;
 - we agree that the amount of the payment was more than you reasonably expected, taking into account your previous spending patterns, any relevant Conditions in this Agreement (including any spending limits on your Account) and any other relevant circumstances, and we may ask you to provide such information as is reasonably necessary for us to assess this; and
 - you ask us to make the refund within 8 weeks of the date the payment is taken from your Account.
- 16.2 If you make a request for a refund under Condition 16.1 then we will, within 10 Business Days of the date we receive that request (or, if we ask for more information under Condition 16.1(c), within 10 Business Days of the date we receive that information) either:
- refund the payment in full; or
 - tell you that we do not agree to the refund, the reason(s) why and to whom you can complain if you do not accept our refusal.
- 16.3 You are not entitled to a refund under Condition 16.1 where:
- you (or someone authorised by you to do so on your behalf) have given us consent directly to make the payment; and
 - if applicable, we (or the person you agreed to pay) have given you satisfactory information on the payment in question within 4 weeks of the due date of that payment.
- 16.4 You are not entitled to a refund under Condition 16.1 if the reason that the payment in question was higher than what you reasonably expected to pay is due to a change in any currency exchange rate.
- 16.5 Nothing in Condition 16 limits any of your rights under the Direct Debit Guarantee scheme.
- 17. Overdrafts**
- 17.1 If you have a Sterling Bank Account or a Private Bank Account and you are aged 18 or over, you may apply for an arranged overdraft. If we agree an arranged overdraft, we will tell you the maximum amount you can borrow, any applicable term, and the interest rate and charges that may apply. We can change your arranged overdraft limit at any time. As long as you have not exceeded your arranged overdraft limit, we will give you 30 days' notice before changing the maximum amount you can borrow. We can also require you to repay your arranged overdraft at any time on demand although we will usually give you 30 days' notice if we require repayment. We adhere to The Standards of Lending Practice which are monitored and enforced by the Lending Standards Board (LSB): www.lendingstandardsboard.org.uk.
- 17.2 Interest on your arranged overdraft will be calculated on a daily basis. We will tell you in your statement how much interest you owe us for that statement period and will take this, and any other applicable charges as set out in the Banking Tariff or Fee Information Document, from your Account 21 calendar days later.
- 17.3 Any money borrowed or liability incurred by you in relation to any Account shall, in the absence of any express written agreement, be due and payable on demand.
- 17.4 You authorise us to pay off or reduce an arranged overdraft balance on your Account by paying money from any of your other Accounts with us.
- 17.5 If you do not have an arranged overdraft on your Account and you ask us to make a cash withdrawal or payment, when you have no money left in your Account to cover that cash withdrawal or payment, then:

- (a) we may require you to put your Account back into credit after allowing the cash withdrawal or payment despite a lack of funds. We may charge a fee for allowing the cash withdrawal or payment despite lack of funds;
- (b) we may refuse to make that cash withdrawal or payment, or any further cash withdrawals or payments from your Account due to lack of funds until your Account is back in credit. We may charge a fee for refusing the cash withdrawal or payment due to lack of funds; and
- (c) we may charge an unarranged overdraft usage fee and unarranged overdraft interest on any unarranged overdraft balance on your Account (see the Banking Tariff and Fee Information Document for details).

17.6 If you have an arranged overdraft on your Account and you ask us to make a cash withdrawal or payment from your Account that will cause you to exceed your arranged overdraft limit on your Account to cover that cash withdrawal or payment, then:

- (a) we may require you to put your Account back within your arranged overdraft limit after allowing the cash withdrawal or payment despite lack of funds. We may charge a fee for allowing the cash withdrawal or payment despite lack of funds;
- (b) we may refuse to make that cash withdrawal or payment, or any further cash withdrawals or payments from your Account due to lack of funds until your Account is back within your arranged overdraft limit. We may charge a fee for refusing the cash withdrawal or payment due to lack of funds; and
- (c) we may charge an unarranged overdraft usage fee and unarranged overdraft interest on any balance of your Account that has gone past your arranged overdraft limit (see the Banking Tariff and Fee Information Document for details).

18. Variation of Terms and Conditions and changes in interest/exchange rates and charges

18.1 We can change any of these Conditions or any of the documents forming part of these Conditions, including interest rates, fees and charges (including removing or adding fees or charges) and other terms where the change is to:

- (a) take account of an actual, or reasonably expected, change in the interest rates we receive or we have to pay, for example, as a result of a change to the Bank of England Base Rate;
- (b) reflect an actual, or reasonably expected, change in our underlying costs, including any relevant funding costs;
- (c) take account of any actual, or reasonably expected, change in law or regulation (including any decision by an ombudsman, court, regulator or similar body) or to our way of doing business, including the introduction of new technology or the advancement or change in use of technology;
- (d) make them clearer or more favourable to you; or
- (e) reflect any other actual or reasonably expected change that affects us if it is reasonable for us to pass the impact of the change on to you.

Any change we make will not be more than is reasonably proportionate to the impact of the underlying change on us. We will not make changes to cover the same cost twice.

18.2 We will not change your interest rate during any specified fixed rate period.

18.3 Where your Account is a Payment Account, we will give you at least 2 months' personal notice before we make a change, unless the change relates to:

- (a) a change in interest rate that:
 - (i) is to your advantage; or
 - (ii) results from an interest rate that tracks a specified external independent rate, in which case the interest rate will change on the first day of the following month; or
- (b) a change to an exchange rate which tracks our reference exchange rate, in which case we will (for changes other than exchange rate changes) give you notice within 30 days of making the change by one or more of the following methods: personally or by displaying a notice in the national press or on our website. If we put a notice in the press, we will use the Guardian or the Telegraph.

18.4 Where your account is a Non-payment Account, we will give you at least:

- (a) 14 days' personal notice before we decrease the interest rate on your Account unless the interest rate tracks a specific external independent rate; or
- (b) 30 days' personal notice before we make any other change (other than changes to reference exchange rates), unless the change is to your advantage, in which case we may make the change immediately and tell you about it within 30 days by one or more of the following methods: personally or by displaying a notice in the national press or on our website. If we put a notice in the press, we will use the Guardian or the Telegraph.

If a change in interest rate results from an interest rate that tracks a specific external independent rate, the interest rate will change on the first day of the following month.

18.5 For accounts with no fixed duration, we may also:

- (a) convert your Account to another account in our range (for example, if you are no longer eligible for the Account or if we decide to no longer offer that particular type of account); or
- (b) change interest rates, fees and charges (including removing or adding fees or charges) and other terms.

In each case, we will give you at least 2 months' personal notice before we make the change and if you are not happy you may close the account as set out in Condition 18.8.

18.6 When we tell you about a change by giving you personal notice (or we refer to notifying you personally), this may be by post, email, a statement message, information accompanying your statement, a secure message on our Internet Banking Service, text on your mobile phone, or in any other way that will be sent to you individually.

18.7 Our exchange rates for foreign currency payments made into or out of your Account (other than for transactions using your Debit Card) are based on our Cater Allen reference exchange rates for the relevant currency. We have different reference exchange rates depending on the size of the transaction and whether we are buying (if a payment is being made into your account) or selling currency (if you are making a payment). We may change these reference exchange rates immediately and without notice to you. The current exchange rates are available by calling us on 0800 092 3300.

18.8 If you are not happy with any of the changes to these Conditions other than a change that is to your advantage, that tracks a reference interest rate or reference exchange rate, you are free to close your Account immediately by telling us at any time during the notice period we give you for the change, and we will not charge you for closing your Account in these circumstances. If you do not notify us that you are

unhappy with any changes to these Conditions before the end of the relevant notice period, you will be treated as accepting the change. In the event that you choose to close your Account, you must repay any overdraft, interest, charges or other outstanding amounts on your Account that you incurred before the Account closed.

18.9 You can do this by telling us:

- (a) in the case of a Payment Account, at any time prior to the change coming into effect;
- (b) in the case of a Non-payment Account, at any time during a period of 30 days from the date of the notification (where the change is to an interest rate or charge) or a period of 60 days from the date of the notification (where the change is to another Condition), in each case, after which you will be treated as having accepted the change.

19. Our liability to you

19.1 Except as stated otherwise under any other of these Conditions, we will be liable to you for any direct loss resulting from our negligence or any failure, delay or error in carrying out your instructions.

19.2 Except where we have stated otherwise in these Conditions, we will not be liable to you for:

- (a) loss of business, goodwill, opportunity or profit;
- (b) any type of special, consequential or indirect loss whatsoever; or
- (c) loss caused as a result of any use by you of an account aggregation service provided by someone else.

19.3 We will not be liable to you for any loss you may suffer due to:

- (a) any delay or failure by us to provide any deposit, withdrawal or payment service on the Account, which occurs as a result of any abnormal and unforeseeable circumstances beyond our control, the consequences of which would have been unavoidable despite our efforts to avoid it; or
- (b) any delay or failure by us to provide any other services to you under these Conditions, which occurs as a result of any causes beyond our reasonable control (and for the purpose of this Condition 19.3(b) such causes shall include, but are not limited to, strikes, industrial action, postal delays or the failure or slow running of equipment or power supplies).

19.4 Where we refuse to make or allow any deposits, withdrawals or payments on your Account in accordance with our rights to do so under these Conditions then we will not be liable to you for any loss you may suffer as a result.

20. Use of your information

20.1 We may use your personal information and the personal information of each Joint account holder for those purposes set out in the Data Protection Statement in the Account application form. We may also use or disclose your data as set out in this Condition 20.

20.2 We may use third parties to help us provide our services and may disclose your data to them for these purposes. We will not otherwise reveal your name and address or details about your Accounts to anyone outside our group, or who is not connected to the provision of our services, other than in the following 8 exceptional cases when we are allowed to do this:

- (a) if we are legally obliged to disclose information about you and your Account to HM Revenue & Customs ('HMRC'), who may in turn pass this on to other tax authorities in line with international agreements or treaties that may be in force;

- (b) where HMRC requests any documentation or information that they may be obliged to share with an overseas Tax Authority in accordance with the provisions of any law, legislation or regulation of the UK;
- (c) in any other circumstances where we have to give the information by law in any relevant jurisdiction;
- (d) if there is a duty to the public to reveal the information;
- (e) if our interests mean we must give the information (for example, to prevent fraud). However, we will not use this as a reason for giving information about you or your Account(s) (including your name and address) to anyone else including other companies in our group, for marketing purposes;
- (f) if you ask us to reveal the information, or if we have your permission;
- (g) in accordance with Condition 1.4 (disclosures to designated professional advisers);
- (h) in accordance with Condition 3.14 (disclosures to recipient banks).

20.3 You will agree to provide us with personal information, declarations or certifications that we are required to retain by law within 30 days of us making a request to you, to enable us to determine whether your Account details will need to be reported to HMRC or another overseas Tax Authority in line with Condition 20.2 (a) or (b) above.

20.4 You agree to inform us promptly in writing if any of your personal information changes or there is any change in the circumstances following any certificate that you may have provided to us.

20.5 We will not be liable to you for any loss you may suffer if we disclose information in accordance with our legal obligations.

20.6 Our fraud detection systems may highlight unusual spending patterns. We may call you if unusual transactions appear on your Account or if we believe your Account is at risk of a security threat.

20.7 You consent to us using your information to provide payment services to you. If you withdraw this consent, we will stop providing payment services but may still use your data where we have lawful grounds to do so (for example, because we need to retain records for regulatory purposes).

21. Notices

21.1 Any notice under these Conditions must be given as follows:

- (a) to us in writing at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN, or Cater Allen Private Bank, 2 Triton Square, London, NW1 3AN; and
- (b) to you using the most recent address you have given us. We may ask you to confirm any change of address in writing.

22. General

22.1 We may transfer any of our rights and obligations under these Conditions to any other company or person. Any such transfer will not affect your rights under these Conditions.

22.2 You may not transfer your rights or obligations under these Conditions to anyone else.

22.3 Our relationship is with you. We will not recognise the interest or claim of any other person, unless we are required to do so by law. If you die, we will ask your personal representatives to provide proof of their authority, and then allow them to close your Account.

22.4 If we choose not to exercise rights under these Conditions against you, we can still do so later.

23. Governing law

23.1 This Agreement (and to the extent applicable, our relationship with you before you open your Account) and any non-contractual obligations arising out of or in relation to the Agreement will be governed by, and interpreted in accordance with, the laws of England and the English Courts will have exclusive jurisdiction.

24. Important information

24.1 Cater Allen Private Bank is the name used for banking services provided by Cater Allen Limited. Registered Office: 2 Triton Square, Regent's Place, London, NW1 3AN. Registered in England number 383032. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Our Financial Services Register number is 178737. Cater Allen Limited is part of the Santander group. Cater Allen and the flame logo are registered trademarks.

24.2 All deposits with us are fully guaranteed by Santander UK plc. Please contact us if you require further details of this guarantee.

24.3 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 businesses – are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by 2 eligible depositors, the maximum amount that could be claimed would be the current FSCS limit each. The current FSCS 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 compensation provided by the FSCS (including the amounts covered and eligibility to claim) please contact us, refer to the FSCS website www.FSCS.org.uk or call the FSCS on 0800 678 1100. Please note that only compensation related queries should be directed to the FSCS.

24.4 These Conditions are available only in English and all communications from us will be made in English and we will only accept communications and instructions from you in English.

24.5 If you ever have cause to complain please contact us, either by telephone or by writing to us at Cater Allen Private Bank, 9 Nelson Street, Bradford, BD1 5AN. A copy of our complaints procedure is available on our website or by contacting us and contains further information on our complaints process, including the handling timescales. You may also be able to refer your complaint to the Financial Ombudsman Service (FOS). Details of how to complain to the FOS are available at: www.financial-ombudsman.org.uk. Further information about this service will be provided with our final response letter to you.

24.6 We participate in a scheme aimed at helping you track down any lost or dormant accounts. If you believe you have lost or forgotten about a bank account you hold with us, you can find out more about the scheme by:

- (a) telephoning us on 0800 092 3300; or
- (b) going to www.mylostaccount.org.uk where you can either complete an online request, or download a dormant account form from that site and send it to us at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN.

24.7 We do not appoint agents to introduce customers to us, even though commission may be paid to professional advisers who introduce business. We accept no responsibility for information or advice which might be given by a third party.

24.8 To help us improve our service, we may record or monitor telephone conversations with you.

25. Contact us

Our Client Team is available to help you between 7.00am to 9.00pm Monday to Saturday and 8.00am to 9.00pm on a Sunday. You can call them on:

0800 092 3300 (free from all consumer landlines and mobile phones, there may be a charge from a business phone, please check with your provider before dialling)
+44 114 228 2407 from outside the UK, where normal international call charges will apply

Or you can write to them at:

Client Team
Cater Allen Private Bank
Santander House
9 Nelson Street
Bradford BD1 5AN



Cater Allen Private Bank is able to provide literature in alternative formats. The formats available are: Large Print, Braille and Audio CD. If you would like to register to receive correspondence in an alternative format please contact us on 0800 092 3300. For the hard of hearing and/or speech impaired please use the Text Relay service. Further details can be found at <http://ngts.org.uk/>

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