



Business banking and non-personal currency accounts

Information for distributors

- Reserve Account
- Reserve Account (EUR)
- Reserve Account (USD)

Our approach to meeting the products and services outcome and price and value outcome – information for distributors of the products.

This summary document is being provided to you to fulfil our responsibilities under the Financial Conduct Authority's Principles for Businesses (PRIN) 2A.4.15R and PRIN 2A.3.12 R (2) and it's designed to support you to comply with your responsibilities under PRIN 2A.3.16 R and PRIN 2A.4.16 R. Please note, you're ultimately responsible for meeting your obligations under The Consumer Duty.

Cater Allen Private Bank can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format contact us on **0800 092 5500**. If you are deaf, have hearing loss or speech loss, please use Relay UK at **relayuk.bt.com**. This is a free service that can help you communicate over the phone.

This information is intended for intermediary use only and shouldn't be provided to customers.

1. Summary of our assessment

We've found that:

- our Reserve Account, Reserve Account EUR and Reserve Account USD continue to meet the needs, characteristics, and objectives of customers in the identified target market. This includes customers who may have characteristics of vulnerability
- the intended distribution strategy remains appropriate for the target market
- the products provide fair value to customers in the target market (i.e. the total benefits are proportionate to the total costs).

2. Product characteristics and benefits

The products are designed to meet the needs of the target market. Most notably businesses looking for a current account to support their day-to-day banking needs, in pounds sterling, euros and US dollar currencies.

The following product features and criteria are designed to support these needs

- Instant access to funds.
- No account opening fee.
- No ongoing monthly charge.
- Interest is paid on pounds sterling balances of £500,000+ (credit interest doesn't apply to the Reserve Account EUR and Reserve Account USD).
- Interest rates are variable, tiered, calculated daily, and credited monthly.
- 30 everyday debit transactions are allowed per calendar month without incurring a transaction fee (transaction limits don't apply to the Reserve Account EUR and Reserve Account USD)
- A Visa debit card is available.
- The account can be managed online, by phone or by post.
- A cheque book is available on request.
- No currency conversion commission/charges are applied when transferring money between a Reserve Account, Reserve Account EUR, and Reserve Account USD, when held under the same customer number.

Full product features can be viewed on our website.

3. Target market assessment and distribution strategy

This target market assessment segments the target customers for the product, recognising their different needs to enable us to tailor the services we provide when we distribute the products.

Customer circumstances	Distribution strategy	Customer needs and objectives
<p>UK registered businesses looking for a current account in pounds sterling, euros and US dollar currencies.</p> <p>Associated individuals must be 18+ and be resident in the UK.</p>	<p>Available through an intermediary* or, for existing customers, by applying for an additional account, in the same name.</p>	<p>Requires a current account to receive income and pay salary/dividends and business expenses.</p> <p>May require facility to receive/send funds in varying currencies in support of overseas clients.</p>

*All intermediaries must be registered with Cater Allen Limited.

Intermediary distribution is through:

- Financial Conduct Authority's (FCA) and/or Prudential Regulation Authority (PRA) authorised firms, and entities subject to oversight of the following bodies which have been recognised as designated professional bodies by the FCA.
 - The Law Society of England and Wales.
 - The Law Society of Northern Ireland.
 - The Law Society of Scotland.
 - The Institute of Chartered Accountants in England and Wales.
 - The Institute of Chartered Accountants of Scotland.
 - The Institute of Chartered Accountants in Ireland.
 - The Association of Chartered Certified Accountants.
 - The Royal Institution of Chartered Surveyors (RICS).
 - The Institute of Actuaries.
 - The Council for Licenced Conveyancers.

The products aren't designed for customers who:

- are non-UK residents
- are under 18 years old
- apply directly for an account without the support of a Cater Allen registered intermediary, unless they're applying for an additional account with us, in the same name
- require an overdraft
- require cash counter services
- are credit unions, money service providers, payment service providers or offer related services such as Western Union or MoneyGram
- have bearer share arrangements in place
- are businesses registered outside of the UK
- don't meet our onboarding criteria. More information can be found at caterallen.co.uk/accounts

4. Customers with characteristics of vulnerability

We consider the needs and objectives of customers with characteristics of vulnerability, or those who may experience vulnerability over time, at all stages of the design process for our products, including testing, to ensure it meets their needs.

Vulnerable customers may have additional needs such as literature and correspondence in a larger font, slower/clearer instructions in customer interactions and suitable accessibility options.

We have a framework in place that aims to achieve good outcomes for vulnerable customers, including:

- education and training for our colleagues, to ensure they have the appropriate skills and experience to recognise and respond to the needs of vulnerable customers
- suitable customer service provision and communications
- flexible policies, where appropriate, to support vulnerable customers
- monitoring, to ensure we continue to meet and respond to the needs of customers with characteristics of vulnerability.

Customers accessing these products through an FCA regulated intermediary may also receive additional support from their financial advisers as part of their overall service.

You should continue to comply with your obligations to ensure that customers, including those with characteristics of vulnerability, receive good outcomes.

Please contact us if you need further information about how we support the needs of our customers. Alternatively, please visit the support pages on our website to find out more.

5. Our assessment of value

We've developed a comprehensive and robust assessment process which evaluates our business to determine the value of our current account products. This analysis is used to ascertain whether the products deliver fair value for customers.

We undertake fair value assessments which are reviewed through our agreed product approval process, allowing for challenge and further investigation before we sign-off and share the summary of our assessment with you.

Our fair value assessment has considered the following.

Benefits

The range of features, customer interest (if applicable), the quality, the level of customer service that is provided and any other features that the product may offer.

Price

The fees and charges customers pay, comparable market rates and non-financial costs associated with operating the product.

Costs

The cost of providing products and services to our customers.

Limitations

Any limitations on the scope and service we provide or the features of the product.

Results of our assessment

Our assessment concluded that the products continue to deliver fair value for customers in the target market.