

Changes to our *Business Currency Card Terms & Conditions*

The bank reviews and refreshes its terms and conditions from time to time, these changes, which take effect from 17 March 2025, are summarised below.

Summary of changes to our *Business Currency Card Terms & Conditions*

Definitions (Condition 1):

- We have clarified the definition of ‘business day’ and ‘working day’:
 - ‘Business day’ means any day on which the bank is open for business as required for the execution of a payment transaction.
 - ‘Working day’ means any day other than a Saturday, Sunday, or public holiday in England and Wales.

Use of the Card (Condition 3.3):

- We have explained the circumstances where a Continuous Payment Authority is permitted and the steps required to cancel this authority.

The Card Account (Condition 7):

- We have clarified when a monthly statement will be issued, the information that will be provided, and how it will be made available to you.

Unauthorised Payments from Your Account (Condition 13.1):

- We have clarified the costs that may (at the bank’s discretion) be charged for any losses arising from unauthorised payment transactions.

Unauthorised Payments from Your Account (Condition 13.4):

- We have clarified the circumstances where the business will not be liable for any unauthorised use of the card.

Unauthorised Payments from Your Account (Condition 13.5):

- We have clarified the steps the bank will take when a payment has been debited from the card account or nominated account without the consent of the business or a cardholder.

Reporting Your Card as Lost or Stolen (Condition 16.1):

- We have updated the bank’s email address for reporting lost or stolen cards.

Variation to the Agreement (Condition 19.2):

- We have provided information on the amount of notice (if any) that the bank will give if our agreement with the business changes at any time.

What do you need to do?

Nothing is changing immediately, so you have time to consider the contents of this letter and the changes we are making. If you do not agree to the changes, we are required to let you know that you have the right to end your agreement with us and close your affected account(s) without charge. We very much hope this is not the case, but if you wish to take this course of action, please contact your relationship

manager. Please note that if we do not hear from you, we will assume you have accepted the changes.

If you would like more information on the forthcoming changes, please do not hesitate to get in touch with your relationship manager.
