

# Smart Start

Terms and conditions.  
For use from July 2021.

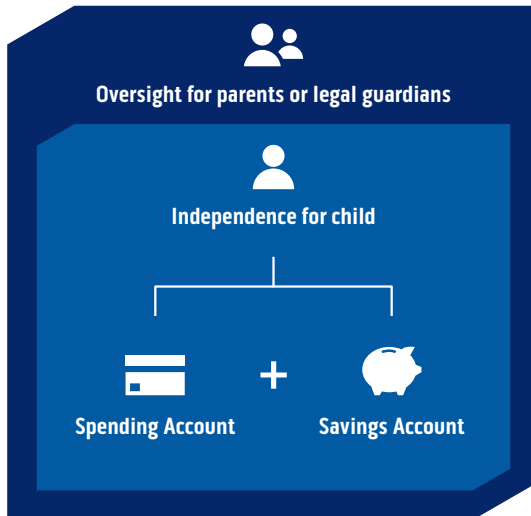


# Welcome to Bank of Scotland and Bank of Scotland Smart Start

This information is important if you are:

- ▶ an adult helping a child or young person you look after to start using a bank account (in these conditions we call you the 'guardian'); or
- ▶ trying out banking for yourself (we call you the 'account holder').

Most of the information applies to the account holder and the guardian, so 'you' means either of you. Some details just apply if you're the Bank of Scotland Smart Start account holder, and others are only relevant to the guardian. If so, we say this.



All this information is part of our contract with you. It also tells you:

- ▶ how you and we can contact each other;
- ▶ how your account works; and
- ▶ what to do if anything goes wrong.

Please read it carefully and keep it safe in case you need it later. Please ask if you don't understand anything.

# How you can contact us

You can use Internet Banking or our app to:

- ▶ tell us that the account holder's card or your payment device has been lost, stolen or isn't working;
- ▶ ask for a replacement card; or
- ▶ ask for a new PIN.

If...	You can...
<ul style="list-style-type: none"><li>■ you've changed address or phone number</li><li>■ you've forgotten your PIN</li><li>■ you need to ask us about a payment that may have gone wrong</li><li>■ you think someone knows your security details</li><li>■ you want to know our current standard exchange rates</li><li>■ you want to speak to us about anything else</li></ul>	<p>talk to our branch staff; or</p> <p>if you're a Smart Start guardian or an account holder who is over 16, you can also call us on <b>0345 721 3141</b>. You can talk to us between 7am and 11pm. We also have a 24/7 automated service.</p> <p>Textphone <b>0345 600 9644</b> if you find hearing or speaking difficult</p>
<ul style="list-style-type: none"><li>■ your card or payment device has been lost, stolen or isn't working</li></ul>	<p>talk to our branch staff.</p> <p>If you're a Smart Start guardian or an account holder who is over 16, you can also call <b>0800 028 8335</b> (UK) or <b>+44 (0) 131 454 1605</b> (from abroad).</p>

**Please don't send us confidential information by email** as email systems aren't always secure.

# Useful to know

- ▶ If you're in England, Wales or Northern Ireland you can use Halifax branches too, for most day-to-day banking.
- ▶ Our branch opening times and services can vary. Not all branch services are available everywhere or all the time. For example, some branches are open in the evenings or at weekends but don't offer a counter service, and some branches are Counter-free, with mostly self-service machines. Please check with the branch you want to use.
- ▶ Our Internet and Mobile Banking services and Cashpoint® machines usually run 24/7. Sometimes they can't be used for a short time, like when we're repairing or servicing the equipment.
- ▶ Bank of Scotland Smart Start isn't meant to be used by post. If you send us a letter, it will go to a central unit that will pass it to the right place. This will add at least an extra working day to the timings in these conditions.

## How we'll contact you

Bank of Scotland Smart Start is designed to help you keep track of your money online. By applying, you agree we can send you information electronically. This includes by email, text message and (if you download our app) mobile alerts. If the account holder registers for Internet Banking, we can also use your secure inbox on our website.

We can write to you by post too.

We never ask for account information or passwords by email. Don't reply to any emails asking for this information.

You must tell us if your name or contact details change. If you don't, you may miss out on important messages or we may send your confidential information to the wrong address. If this happens, it won't be our fault.

# Where to find what you want to know



**Our agreement with you**

Section A



**Is Bank of Scotland Smart Start a joint account?**

Section H



**Special conditions**

Section B



**Asking someone else to operate the account**

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**Keeping up-to-date and protecting your account**

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**Changing this agreement**

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# Words and phrases

You'll see some of these words and phrases in this information. We've explained them here as this may help if you're using a bank account for the first time.

Word or phrase	Our explanation
balance	How much you have in your account.
CHAPS and Bacs payments	Types of electronic payment you can send from your account. Generally CHAPS payments are for very large amounts.
cheque	A pre-printed slip that someone can write on to pay money from their account to someone else; it's a paper promise that the money will be paid over by the account holder's bank.
cut-off time	The latest time we can process your payment or instruction. For payments in pounds in the UK, this is not usually before 2.30pm.
device	Anything such as a card, electronic wallet, smartphone or another device that you can use with your account. Sometimes you need to use your security details with your device.
direct debit	A type of electronic payment that lets an organisation collect money from your account, often to pay bills.
EEA	The European Economic Area, which is made up of the countries in the European Union plus Iceland, Norway and Liechtenstein. The UK is outside the EEA.
faster payment	A type of electronic payment you can send from your Spending Account. It shouldn't take more than two hours for your payment to reach the receiving account.
IDM	Short for Immediate Deposit Machine, which lets you put cash or cheques into your account. Some of our branches have IDMs.
Internet Banking secure inbox	Your own inbox in our Internet Banking system. We can put important information for you into it, like your account statements. Open it from your Internet Banking home page.

Word or phrase	Our explanation
Lloyds Banking Group	Lloyds Banking Group includes us and other companies, some of which use the Bank of Scotland, Halifax and Lloyds Bank names. For more information go to: <b><a href="https://lloydsbankinggroup.com">lloydsbankinggroup.com</a></b>
Open Banking	A way to use different kinds of services to manage your money, for example by seeing all your accounts with different banks in one place.
security details	Details or security procedures you need to make an instruction, confirm your identity or use a device - for example a password, security code (or PIN) or biometric data that just applies to you, like your fingerprint.
SEPA	The Single Euro Payments Area, which is made up of the countries of the EEA plus Aland Islands, Azores, Canary Islands, French Guiana, Gibraltar, Guadeloupe, Guernsey, Isle of Man, Jersey, Madeira, Martinique, Mayotte, Monaco, Réunion, St Barthélemy, St Martin, St Pierre and Miquelon, San Marino, Switzerland and the UK.
standing order	A type of electronic payment, usually to pay a regular set amount from your account.
TPP	Short for third-party provider. By using this kind of company, you can get information about your accounts with us and other banks, and sometimes carry out transactions too. Third-party providers have to be regulated. TPPs are part of Open Banking.
transfer	Moving or paying money from one account to another.
working day	Monday to Friday, except English bank holidays. We process some kinds of payment on working days only.




# Section A – Our agreement with you



Our agreement with you is made up of:

- ▶ 'general conditions' – the main terms for your account. These cover day-to-day things like paying in and taking out money, and are a good place to check details;

We show examples with this  symbol – these help explain our terms, but aren't part of them;

- ▶ 'special conditions' – these say how Bank of Scotland Smart Start works;
- ▶ 'additional conditions' – these have other details like interest rates and charges. They may reach you in emails or other information we give you.

If there's a difference between the special or additional conditions and the general conditions, the additional or special conditions will apply.

There are some extra conditions for our Internet Banking service, and our app too if you download it.

Smart Start is for personal customers, and mustn't be used for a business, club, charity or other organisation. Funds in Bank of Scotland Smart Start should only belong to the account holder.

You agree we can use and keep any personal information that you (or your guardian) give us to help us provide payment services to you. This doesn't affect your rights under data protection law. You can end your agreement to this by closing your account.

When someone makes a payment to one of your Bank of Scotland Smart Start accounts and checks with us if your name matches your other account details, we'll give information about you and your account to them. We'll do this if you are either the account holder or the guardian. This information can include:

- ▶ your name;
- ▶ the type of account you have (that this is a personal account); and
- ▶ if your account has switched to another bank.

If you are the guardian, remember that any money in a Bank of Scotland Smart Start account belongs to the child. For more information on how we can use your data, please see our privacy notice (including the 'Your Rights' section). This is available at: **[bankofscotland.co.uk/privacy](https://www.bankofscotland.co.uk/privacy)**, as a leaflet in branch or by asking us.



# Section B – Special conditions



If you become a Bank of Scotland Smart Start customer, we'll open both a Spending Account and a Savings Account in the account holder's name. The Spending Account is for day-to-day use, with a debit card in the account holder's name if you want to pay for something or take out cash. The Savings Account lets you save up and spend later.

## Bank of Scotland Smart Start

### Setting up Bank of Scotland Smart Start

#### To have Bank of Scotland Smart Start:

- ▶ The account holder and their Smart Start guardian must both live in the UK.
- ▶ If you're an account holder, you can only have one Smart Start - with one Spending Account and one Savings Account.
- ▶ If you're a guardian, each child you look after can have a Smart Start.

#### To be a Bank of Scotland Smart Start account holder:

- ▶ You must be 11+.
- ▶ If you're 11 or 12, you need a guardian to help you manage Smart Start - unless your guardian is happy for you do this on your own and asks us to remove them from your account.
- ▶ If you're 13+, you can have a guardian too - but once your Smart Start is set up, you can ask us to remove them from your account.

#### To be a Bank of Scotland Smart Start guardian:

- ▶ You must be 18+.
- ▶ You must have one of our qualifying current accounts. There's a list in Section M.
- ▶ You must be registered to use Bank of Scotland Internet Banking.
- ▶ You must be the parent or legal guardian of the account holder. When you first open the account, you must both live at the same address (but this doesn't mean you have to live together later).
- ▶ You should want to help the account holder learn to use a bank account - for example, by showing them how to transfer money, pay for things online and use a debit card, as well as spending and saving sensibly.

## Having Bank of Scotland Smart Start

### If you're a Bank of Scotland Smart Start account holder:

- ▶ You should plan to have £1+ in each of your Smart Start accounts.
- ▶ Anything in your Smart Start belongs to you.
- ▶ You can't borrow using Smart Start. If you don't have enough money, you can't make a purchase or transfer. If your account goes overdrawn by mistake, this doesn't mean we agree. You should pay us back straightaway.
- ▶ Once you're 13 you can take full control of your Smart Start - but you don't have to. You can carry on having a Smart Start guardian until you feel confident looking after your own money.
- ▶ When you want to take full control of your Smart Start, talk to us in any branch. Whatever you choose must apply to both your Spending Account and your Savings Account. You can't have a guardian for one and not the other.
- ▶ If you take full control of your Smart Start and then change your mind, you can ask your parent or legal guardian to be your Smart Start guardian again. You will both need to agree to this.
- ▶ If you have a Smart Start guardian, you agree we can give them information about your Smart Start accounts, including what you spend and where, and how much you save.
- ▶ If you have a Smart Start guardian, you also agree that your guardian can use your Smart Start accounts instead of you. They should only do this in an emergency. However, we don't have to check, or ask your guardian questions about this.
- ▶ In the future, we'll ask to see documents that show who you are. We'll explain what we need at the time, but we won't be able to change your account in the future until we have checked your ID.
- ▶ In the year after your 18th birthday, Smart Start will change to different accounts in your name only and you can no longer have a Smart Start guardian. We'll write to you before this happens and tell you everything you need to know.

### **If you're a Bank of Scotland Smart Start guardian:**

- ▶ You accept that any funds in Smart Start belong to the account holder. Any savings interest belongs to the account holder too.
- ▶ You agree that if you use the Smart Start accounts, you will only do this on the account holder's behalf and because you believe it is an emergency. You must act in their best interests.
- ▶ You understand that if you put any money into the account holder's Smart Start, this will be a gift to them.
- ▶ You can step down as Smart Start guardian once the account is open. Just contact us. This means you may find it more difficult to support the account holder, and you won't be able to call us about the account. You can ask us to add your name again later, but the account holder will need to agree to this.
- ▶ You understand that when the account holder is 13+, they can tell us they don't want you to have information about their Smart Start or be able to use those accounts. If they do this, we'll remove you as their Smart Start guardian. We'll let you know if this happens, but this won't be before the change.

- ▶ You can only get alerts and other information if you're registered on Smart Start as guardian.
- ▶ You understand that in the year after the account holder's 18th birthday, Bank of Scotland Smart Start will change to different accounts in their name only, even if you are still the guardian.
- ▶ You understand that if you're made bankrupt we'll have to stop all transactions on the account, until whoever is helping with your bankruptcy agrees for the account holder to carry on using the Smart Start. You may want to change the account before this happens.

### **Statements and account information:**

- ▶ Normally we'll provide the account holder with statements for each Smart Start account every month. We may not do this if there are no payments out of the account. Once Smart Start is open, the account holder can choose to have statements less or more often.
- ▶ You'll be able to check payments in and out using the transaction lists in Internet Banking, and through the app.
- ▶ If you download our app, we'll send you mobile alerts too.

## Spending Account

### Using Spending Account:

You can:

- ▶ use your card to pay for things online; and in shops and other places;
- ▶ use your card to take money out of a Cashpoint® machine – you can use Bank of Scotland, Halifax or another cash machine;
- ▶ use Internet Banking to transfer money, for example to pay for something or to pay someone else;
- ▶ use one of our branches with a counter to take out money, or to ask if you need help to transfer money – for example if you want to transfer more than you can online;
- ▶ use one of our mobile branches;
- ▶ use the Post Office®.

Remember, there are limits to the amounts you can pay, take out or transfer from your account. We explain more in the Welcome Pack we give you when you open your Smart Start. These limits vary depending on your transaction and age, as well as the amount you have in your account.

If you are 16+, you can call us too.

### Whatever your age, bear in mind:

- ▶ If you use one of our branches without a counter, you can only take out money from a Cashpoint as banknotes not coins.
- ▶ Any cash you take out from a Cashpoint or a Post Office will count towards your daily limit.
- ▶ You can Save the Change® when you spend – choose to save in the account holder's Savings Account, or another savings account the account holder has with us. You'll need to apply separately for Save the Change – see [bankofscotland.co.uk/savethechange](https://bankofscotland.co.uk/savethechange)

### In the future:

- ▶ If you're the account holder, we'll contact you in the year after your 18th birthday and ask what you'd like to do with your account.
- ▶ If we don't hear from you, we'll automatically change it to a current account, or another of our adult bank accounts. We'll send you full details before this happens. If you keep using your changed account, we'll regard you as having agreed to the new account conditions. If you want an overdraft, you will need to apply for this separately.

## Savings Account

### Using your Savings Account:

- ▶ Easy access to your savings – you can take out your money when you want.
- ▶ Use Internet Banking to access your money – transfer it to your Spending Account if you want to pay for something or take out cash. Or you can transfer it to another account you have with us.

### Interest on your Savings Account:

- ▶ We pay variable interest on your savings from £1. Variable interest means the interest rate can change while you're a Savings Account customer. It may also vary depending how much money you have in your account.
- ▶ For your interest rate, look at our interest rates leaflet or our website.
- ▶ We pay interest monthly, on the same date each month as you opened your account.

### In the future:

- ▶ If you're the account holder, we'll contact you in the year after your 18th birthday and ask what you'd like to do with your account.
- ▶ If we don't hear from you, we'll automatically change it to an Instant Access Savings Account or another of our adult easy access savings accounts. We'll send you full details before this happens. If you keep using your changed account, we'll regard you as having agreed to the new account conditions.

# Section C – Keeping up-to-date and protecting your account



## C1 Checking it's you

Before we do something you ask, like making a payment, or giving out any account information, we'll check that we're dealing with you. After a positive check, we'll assume it's you. For example:

If you:	We'll check:
Use Internet Banking, our app or a device	Your security details
Ask us in branch	Your ID documents, or your card, device or security details
Use contactless	Use of your device, like your card or smartphone (if you've set your phone up to make payments from your account)

## C2 Keeping your account safe

We'll do everything we reasonably can to keep your account safe. Having your up-to-date telephone numbers will help us do this.

You must:

- ▶ do what we ask to keep your account safe;
- ▶ not let anyone else use your device, card or security details. Don't tell anyone your security details. Don't use passwords that are easy to guess, like your birthday or name;
- ▶ not let anyone access your account or any information about it, unless they've agreed this with us or you've given permission;
- ▶ sign your card as soon as you get it;
- ▶ keep your device safe;
- ▶ do everything you reasonably can to stop anyone finding out your security details. Don't let anyone watch you using them. Don't write them down or keep them with other information about your account. If there's a guardian for your Bank of Scotland Smart Start, you'll each have different security details;
- ▶ do regular virus checks on devices you use for Internet Banking, or our app; and
- ▶ not change or copy software we give you or give it to anyone else.

You must tell us as soon as you can if you:

- ▶ think your security details, card or device is lost, stolen, damaged or is being misused; or
- ▶ think someone else can access your accounts or knows your security details.

If the account holder's card details are stored on a device (like a smartphone), you should tell us if that device gets lost.



If we, the police or other authorities need to investigate a problem with your account:

- ▶ you must give any information they or we ask for. They won't ask you for your security details, and neither will we;
- ▶ we may pass information about your account to other banks or companies that deal with payments; and
- ▶ we may also give information to the police or other authorities in the UK and abroad.

Please check any details we send you, like statements, texts, mobile alerts or letters. We'll correct any errors as soon as reasonably possible after we know about them.

### C3 Getting information about your account

Statements show payments in and out of your account. Usually we'll provide the account holder with a statement every month there are payments from your account. The account holder can ask us to send them less often, but we'll always send them at least one a year.

If the account holder is registered for Internet Banking we may send them statements by post or by putting paper-free statements in their Internet Banking secure inbox. If we send them paper-free, we may also send at least one paper statement a year. If the account holder isn't registered for Internet Banking, we'll send statements by post.

You can also keep up-to-date with your account through the transaction list in Internet Banking, and by using our app.

You can ask us for information about your payments at any time. Just visit us in branch. You can order a paper statement at any time - ask in branch or order one online.

# Section D – Making and receiving payments



Here we explain:

- ▶ how to pay money in and out;
- ▶ how long this takes;
- ▶ what to do if something goes wrong; and
- ▶ how to stop a payment.

If you use a third-party provider to make payments from your account, the same processes apply. Find out more about third party providers in Section I.

## D1 When we process payments

Some payments are only processed on working days. For example:

Working days only	Every day
<ul style="list-style-type: none"><li>■ Standing orders</li><li>■ Direct debits</li><li>■ CHAPS</li><li>■ Paying in cheques</li></ul>	<ul style="list-style-type: none"><li>■ Faster payments</li><li>■ Transfers between Bank of Scotland personal accounts</li><li>■ Debit card payments</li></ul>

We explain below how long it takes to pay in or take out cash. Other types of payments take different times. We'll show these on your statement.

## D2 Making payments into your account

You can pay in by:

- ▶ transfer from another account, for example if someone sends you pocket or birthday money;
- ▶ cash; or
- ▶ cheque.

For a payment to reach your account that day, we must get it by the cut-off time. If we don't, we'll treat it as if we got your payment on the next working day.



This table shows our cut-off times for paying into your account.

Method	Cut-off time
Branch counter	The earliest of: (a) branch closing time; (b) 5pm if the branch closes after 5pm; (c) the branch counter closing time if the branch counter closes before the branch.
IDM (if available)	Branch closing time
Post Office counter	As stated by the Post Office
Bank of Scotland Cashpoint machine (that accepts payments in)	End of the day, or end of the next working day if it's paid in on a non-working day
Electronic transfer from another bank account	End of the day
Our app (cheque imaging)	10pm

### D3 When payments show in your account, and when you can use the money

#### **Paying in cash at Bank of Scotland or Halifax before the cut-off time.**

Some branches are open on non-working days and after our branch counters have closed. Usually if we get your payment or payment instruction after the cut-off time or on a non-working day, it will be as if we got it the next working day. We say below if this doesn't apply.

You should make any cash payments into your account yourself.

Method	Does cash show in your account that day?	Can you use cash the day it is paid in?	From the day cash is paid in, does it affect any interest you get?
Branch counter	Yes	Yes - immediately after it's counted.	Yes
IDM (if available)	Yes	Yes, once the IDM has confirmed receipt	Yes
Cashpoint machine (that accepts payments in)	No - we'll count the cash the next working day. From that day, it will show in your account, you can use it and it will affect any interest you get		

Paying in coins - in any day we'll usually limit you to ten bags of coin, even if you have more than one account. You can't use one of our Counter-free branches to pay coins into your account.

Paying in cash through a Mobile Branch - in any day we'll usually limit you to £5,000, of which no more than ten bags can be coin.

If you pay cash into a Bank of Scotland Cashpoint machine on Monday, you will be able to use it as soon as we've counted it on Tuesday.



## Paying in cash at a Post Office counter

Method	Does cash show in your account that day?	Can you use cash the day it is paid in?	From the day cash is paid in, does it affect any interest you get?
Using a debit card for the account you're paying into	Yes	Yes - as soon as you've got a receipt for the cash.	Yes
Using a paying-in slip with your name on	No - the cash will show in your account, you can use it and it will affect any interest you get from the day we get it from the Post Office. Usually this will be the next working day.		

If you use the Post Office:

- ▶ There are limits to the amount of cash you can pay in.
- ▶ The most you can pay in with your paying-in slip is £1,000.
- ▶ There are limits on the number and value of coins you can pay in.
- ▶ Sometimes there are other weekly limits that can vary by Post Office.
- ▶ Please ask the Post Office you intend to use, to check their limits and cut-off time.

## Paying in cheques in pounds at Bank of Scotland or Halifax and most Post Offices or when you send us an image of the cheque using our app

When you pay in a cheque, the money will be available to you and will affect any interest you get by 11.59pm on the working day after we receive your cheque. This will also be the latest time we can return the cheque as unpaid.

When the cheque shows in your account will depend on how you pay it in. If you pay it in over a branch counter, the cheque will show in your account on the working day we get it. If you pay it into a cash machine that accepts cheques, this will be the next working day after you pay it in. If you send us an image of the cheque using our app, we must get it before 10pm on a working day for it to show in your account that day.

If you pay in a cheque at a Post Office counter, the Post Office will send us your cheque. This means you should add an extra working day to the timings above (or two extra working days if you pay it in after the Post Office's cut-off time). You can pay in cheques using your own paying-in slip and a cheque deposit envelope. Please ask the Post Office you intend to use what their cut-off time is for accepting cheque deposits.

**Important information: You can't pay in a cheque if it's more than six months old.**

### **Other payments**

All other payments will show in your account the day we receive them. You can then use the money, and it will count towards any interest you get.

### **Receiving money from outside the UK or in a foreign currency**

If we get an electronic payment or cash in a foreign currency, we'll change it into pounds using our standard exchange rate for your type of payment. We'll do this before we add it to your account, usually on the day we get it. We'll then treat it like any cash or electronic payment. For some non-EEA currencies, we might not be able to change the electronic payment into pounds on the day we get it. If so, we'll change it as soon as we can. We'll add it to your account within two working days. We'll also 'value-date' it on the day we get it. This means we'll treat the foreign currency payment as if we'd been able to change it as soon as we got it.

### **Receiving cash in a foreign currency**

We can only accept foreign cash payments in notes. Sorry, but we can't accept cash in every foreign currency. If the third party that deals with our foreign cash later tells us that some or all the notes aren't acceptable, we'll take the pound equivalent out of your account. We'll do this even if you've already spent the money.

## What rates and charges apply to these payments?

- ▶ If you want to pay cash in a foreign currency into your account, you can find out our current standard exchange rate by asking in branch. If you want to make an electronic payment in, you can find out our current standard exchange rate by calling us. If you are the account holder and you're under 16, you will need to ask your Bank of Scotland Smart Start guardian to do this. Remember the rate may change by the time we get your payment.
- ▶ We can take our charges for dealing with an electronic payment before we add it to your account. If we do this, we'll tell you the full amount of the payment and the charges that applied to it.

## Foreign cheque payments

If you want to pay in a foreign currency cheque, you must sign it on the back. Please do the same with a cheque in pounds where the paying bank is outside the UK, the Channel Islands, the Isle of Man or Gibraltar. Sorry, but we can't accept cheques in every foreign currency. We generally try to 'negotiate' a cheque but if we can't, or if you ask, we can 'collect' it. (We explain a bit more about negotiating and collecting cheques in Section L.)

Any foreign currency cheque will only affect any interest we pay from the working day that we add the money to your account.

If the foreign bank later returns the cheque or asks for the money back, we'll take the currency or the pound equivalent from your account, plus any charges the foreign bank applied to us. If we had converted the cheque to pounds, we would change it back to the foreign currency using our standard exchange rate for the payment. We would do this even if you had already spent the money or if it would make your account go overdrawn.

This normally means we take more from your account than we originally paid in. The exchange rate may also have got worse between our paying in the money and taking it out.

## D4 What happens if money is paid into your account by mistake

If another bank tells us that money has been paid into your account by mistake, we can send it back without asking you. We'll act reasonably and tell you if we do this.

If we find out within two months of you getting it that a payment into your account was made by mistake or fraud, we'll:

- ▶ make sure you can't use the payment (by taking it out or blocking access); and
- ▶ tell you we're sending the payment back.

If you reply in 15 working days and say the payment wasn't made by mistake, we won't return it.

If we find out that a payment into your account was made by mistake or fraud more than two months after the payment was made, we'll usually stop you using the money but will tell you before we take any more action.

If we can't return the money, we may pass information about you to the bank that made the payment so they can recover it.

We can refuse to accept or make a payment if we reasonably believe that the payment could:

- ▶ cause us or another company in the Lloyds Banking Group to break the law; or
- ▶ expose us or another company in the Lloyds Banking Group to action from any government or regulator.

## D5 How to take out cash or make payments from your account

When you want to take out cash or ask us to make a payment, we'll check we are dealing with you.

We have cut-off times for some payments. You can ask us about them.

To make a payment in pounds within the UK, the cut-off time is not usually before 2.30pm. If you ask us to make a payment after the cut-off time, we'll process it the next working day.

If you ask us to make a payment on a set date in the future, we'll make it then, unless that date is a non-working day. If the date your payment should be made is a non-working day, we'll make it on the next working day.

## What happens if there isn't enough in my account to make a payment?

If you ask us to make a standing order or future-dated payment and you don't have enough money in your account, we'll try to make the payment later that day.

If we can't make the payment later, we'll try once more the next working day before we refuse it.

If you ask us to make any other type of payment at the start of the day and you don't have enough money in your account, you have until 2.30pm that day to pay in money to cover the payment. If we still can't make the payment after 2.30pm, we'll tell you we have refused the payment.

## D6 What information do we need to send your payments?

For payments in the UK we usually need the sort code and account or card number of the person or organisation you are paying. We may sometimes need other information like a name or mobile phone number. When you are setting up a new payment arrangement, we'll usually need to know if the payment is going to a personal or business account, and the full name of the person you're paying.

If you want to send money outside the UK or in a foreign currency to a bank in the European payments area (SEPA), we'll need:

- ▶ the full name and address of the person or organisation you are paying;
- ▶ the name and address of their bank;
- ▶ the international bank account number (IBAN);
- ▶ the business identifier code (BIC) – usually this is just needed for non-euro payments.

The information we need for foreign payments to other countries outside SEPA will depend on the type of payment and the country you want to send it to.

Before you ask us to make a payment, you must check that all the details you give us are correct.

## D7 Direct debit payments

Direct debits let you make regular payments to a company (or other organisation). They are taken from your account by the company on the date you ask. The company will usually tell you 10 working days before if it wants to change the amount or date of your payment.

## D8 Using your device to make payments

When you use a device (including the account holder's card) to withdraw cash or make a payment, we take the money from your account after we receive the details from the Visa payment scheme. This can happen on a working day or a non-working day.

If your transaction is in a foreign currency, we'll change it to pounds on the day it's processed by the Visa payment scheme. We use an exchange rate set by Visa, and we'll also make a charge. We explain our charges in Section N. You can find more information on our website about the exchange rates that apply. You can compare them to the exchange rates of other banks and organisations that issue cards.

If you withdraw foreign currency from a cash machine in the UK, you will be dealing with the bank that runs the machine. That bank will set the exchange rate. It may also charge you for the conversion.

## D9 When can we stop you making a payment?

We can stop you making payments, if we reasonably think it is necessary:

- ▶ to keep your account secure, including if you've lost your device;
- ▶ because we suspect unauthorised or fraudulent use of your device or security details; or
- ▶ to stop you spending money if we think you won't be able to repay it.

We'll tell you before we do this, unless a legal or security reason means we can't. In that case, we'll tell you as soon as possible afterwards. We'll act reasonably and try to reduce your inconvenience.

If we stop a card or other device, you mustn't use it. We can take a stopped card if you try to use it.



## D10 When can we refuse to make a payment?

We can refuse to make a payment or refuse to allow a cash withdrawal if:

- ▶ we need to make extra security checks, like making sure it's you;
- ▶ the transaction isn't allowed by our systems or processes, for example if it's more than the daily limit for Cashpoint withdrawals;
- ▶ the payment seems unusual, and we want to look into it or speak to you;
- ▶ you don't have enough money in your account;
- ▶ you've gone over a limit for your account or device;
- ▶ if the account holder has used card controls, asking us not to make a certain type of payment or allow use of the card in a certain way, for example online;
- ▶ your payment request isn't clear or lacks the information we need;
- ▶ the account you're paying doesn't accept Faster Payments;
- ▶ the law or a regulation tells us to;
- ▶ we reasonably believe that you or someone else is acting illegally or fraudulently;
- ▶ we reasonably believe that someone else has rights to the money in your account (we can ask a court, if we need to);

- ▶ any other reason set out in this agreement applies; or
- ▶ we can't contact you to carry out a regulatory requirement, for example if you've not given us your up-to-date telephone numbers.

We may refuse to make a payment for you if we reasonably believe the account you want to pay is used as part of an 'authorised push payment fraud' or 'app scam'. An app scam is where a fraudster gets information from you and pretends to be a company or person you're due to pay. For advice on how to avoid app scams and other fraud, go to **[bankofscotland.co.uk/security](https://www.bankofscotland.co.uk/security)**



We'll tell you before we refuse a payment, unless there is a legal or security reason why we can't. We'll usually tell you before the payment should have reached the receiving bank or building society. We won't always be able to do this if the payment is contactless.

You can call us to check whether or not we've accepted or refused a payment. If you're the account holder and under 16, you will need to ask your Bank of Scotland Smart Start guardian to do this.

We won't compensate you if another organisation's cash or payment machine won't accept your card or card number.

## **D11 What if you want to change or stop a payment?**

You can't stop or change a payment that leaves your account straightaway, like when you use your card to buy something.

You can cancel a payment you've asked us to make for you on a future date, like a standing order or direct debit. You must tell us by the end of the working day before the payment is due to happen.

If you change or cancel a direct debit or regular card payment, please also tell the organisation you are paying.

If you ask us to send a payment outside the UK or in a foreign currency, we can only stop or change it if the other bank agrees.

We may charge you the reasonable costs of stopping or changing a payment. We'll tell you what these are when you contact us about the payment.

If a payment in a foreign currency is returned to your account, we'll change it back to pounds. The exchange rate may be different so you may get back less than the amount you paid.

If we're told by a banking industry payment scheme that the person you've asked us to pay has switched their account to another bank, we'll use their new account details so the payment isn't delayed. We'll also update your instructions to us.

### **Banker's drafts**

If you want to take money out of your Savings Account using a banker's draft, you'll need to use one of our branches with a counter. We may limit the number of banker's drafts you can have in any one day. We can refuse to give you a draft if the amount you want to take out is too small. Please see Section M.

# Section E – When will your payments arrive?



The bank your payment goes to must put it into the account you're paying as soon as they get it from us.

## E1 Payments in pounds within the UK (except card payments)

If you ask us to make an electronic payment straightaway, it should take no more than two hours to reach the receiving bank. It may arrive the next working day if the receiving account can't accept faster payments.

If you ask us to make a CHAPS payment, it should arrive the same day as long as you asked us before the cut-off time in Section M.

If you ask us to make a payment on a future date that is a working day, your payment should also take no more than two hours to arrive. If that future date is a non-working day, like a weekend, and we don't process that type of payment on a non-working day, then we'll make your payment the next working day.

## E2 Payments outside the UK or in a foreign currency

If you ask us to make a payment in euro to a bank in the UK, the EEA, Monaco, Switzerland or San Marino, it will arrive by the next working day. Payments in other European currencies (including pounds and Swiss francs) will take no longer than four working days to arrive.

If you ask us to make a payment to a bank in another country, the transfer time will vary. We can tell you the transfer time when you ask us to make the payment. It shouldn't be more than 14 working days.

If you ask us to make a payment in a foreign currency, we'll use our standard exchange rate for the payment when we make it. Our exchange rates may depend on the transaction amount and whether you choose to share the charges with the person you are paying. There's more about this in Section N.

If you ask us to send a payment in pounds for you outside the UK, we can't control the exchange rate the other bank will apply.

We'll charge you for making payments outside the UK or in a foreign currency. If we have to pay additional charges, we'll ask you to cover them. See Section N for more about charges.

# Section F – Working out any interest and charges



## F1

We pay interest on some of our accounts. Certain customers may get special rates, for example because of other accounts they have with us.

We also charge for some services.

## F2 Interest

If we pay you interest, we work out how much you should get from the amount in your account. When you pay money in, we'll pay interest on it once we've added it to your balance. We tell you about this in Section D.

We usually work out interest daily. Your special or additional conditions will tell you when we pay interest, and how we pay it. If the day we're due to pay your interest isn't a working day, we'll pay it on the next working day. We'll also include interest for the days in between.

If you take or pay money out of your account, we'll pay interest on that amount up to and including the day before it leaves your account.

We don't take tax from the interest we pay you. You're responsible for paying any tax you owe on interest we pay you.

## F3 Charges

Our current charges are in Section N.

We can take any charges from the same account or any other account you have with us.

There are no overdraft charges because you must not let your account go overdrawn.

# Section G – Changing this agreement – like interest rates, charges or how your account works



## G1

This agreement could last a long time, so we'll probably need to change it sometimes.

We can change the conditions for your account as well as other benefits or services. This includes interest rates or charges.

We can foresee some circumstances that mean it would be fair for us to make changes. We explain these below. But we can't foresee everything, so we can make changes for other reasons too.

We'll tell the account holder before we make any changes and explain how they affect you. You can close your account if you aren't happy about them.

## G2 Why we can make changes

### i. We can change this agreement because:

- our costs of providing you with the account, benefit or service (including our funding costs) have changed;
- there's been a change to the law, regulations or industry guidance or standards that affect us, or that we think will affect us; or
- we need to reflect a decision of a court or an ombudsman.

For example, new laws might mean we have to update what we say about the security of your account. Or a change to the Bank of England bank rate may alter how much we can charge customers who borrow and pay customers who save.

### ii. We may also make changes:

- to reflect new technologies, innovations or changes to payment systems or card schemes;
- to reflect any changes in systems or operating processes;
- to reflect changes to the way we do business; or
- to do something positive for you.

**iii. In addition, we may change our interest rates, charges or conditions because:**

- we need to make sure our business is run effectively, efficiently and profitably taking into account the competitive market and economic climate; or
- of any other change that affects us, if it is fair to pass on the impact of the change to you.

**iv. There may be other, unexpected, reasons why we need to make changes too.**

We'll always act reasonably if we make a change. We won't go beyond what we think is necessary.

We may change our standard exchange rates for foreign currency at any time.

## **G3 How we'll tell you**

If we increase the interest rate we pay on your account, we'll tell you within 30 days. We'll put a notice in our branches and online, or contact the account holder by post or electronic message.

If we make any other change, we'll tell the account holder at least two months before the change happens. We'll tell the account holder by post or electronic message, including putting a letter in the account holder's Internet Banking secure inbox.

If there's a Bank of Scotland Smart Start guardian, we can let them know separately.

If you don't accept the change, you can close or switch your account before it happens.

If you keep your account open after a change has been made, we can assume you have accepted it.

We won't tell you if we change our standard exchange rates for foreign currency. You can ask us for our current rates at any time.

# Section H – Is Bank of Scotland Smart Start a joint account?



No. Both the account holder and the guardian can see information about payments in and out and operate Bank of Scotland Smart Start, but the accounts are not held jointly.

All the money in your accounts belongs to the account holder. Generally, it should only be the account holder who uses the account, which includes taking out money, asking us for services or closing the account.

If we become aware that you have a disagreement about your Smart Start, we may stop acting on requests from either of you until the disagreement has ended.

# Section I – Asking someone else to operate the account



## I1

If a guardian is registered on your Bank of Scotland Smart Start, they can operate it in an emergency.

If there's no guardian registered, or if the account holder and current guardian agree that the guardian should be replaced, the account holder can ask a guardian to help. The new guardian will be able to operate the Bank of Scotland Smart Start once he or she is registered with us.

The law might require us to allow someone else to operate your account. This could happen if you aren't able to manage your account any more, or if you become bankrupt or die.

To keep your account safe, we may limit the services we allow someone operating your account to use. If you need to, you can tell them your security details, but they must agree to keep them safe.

We aren't responsible for loss caused by someone operating your account, unless we know or suspect they are acting dishonestly.

## I2 Open Banking and third-party providers

You can ask a third-party provider (TPP) to get information from your account. The account holder can also use a TPP to make certain payments online.

We allow this as long as the TPP follows the regulations that apply. We must be able to identify any TPP acting for you. We'll then treat any requests from your TPP as an instruction from you.

If we're concerned that a TPP is acting fraudulently or without your permission, we may prevent it accessing your account. If we do this, we'll usually tell you and explain why. If we can't tell you straightaway, we'll tell you as soon as we can. We may not tell you if doing so would be unlawful or put your account at risk. How we tell you will depend on the circumstances.

We may require TPPs to access your account in a particular way. If we do this, we may stop them dealing with your account in any other way.

If you think you haven't asked for a payment, or it's been made incorrectly, you must tell us even if you have used a TPP.



# Section J – What if things go wrong?



This section applies even if you use a third-party provider (TPP) for your account.

## J1 When will we refund incorrect payments?

We'll usually refund a payment you asked us to make to an account at another bank in the UK or EEA (or both) if it was not made properly or never arrived. We'll make the refund without undue delay. If there was a mistake in your payment request, like the account information you gave us, or we can show that the payment was received, we won't refund you.

We'll also usually refund you if either the account holder or the guardian didn't ask for the payment or transaction. We'll make the refund as soon as we can, and always by the end of the next working day.

If we refund an incorrect payment, we'll also repay any charges you paid because of the mistake. We'll also pay interest we would have paid on the amount.

You must tell us about an incorrect or unauthorised payment within 13 months of the payment being made. If you don't tell us in this time, we may not refund you.

If a payment goes to the wrong person or is delayed because you gave us incorrect details, we won't refund you. We'll try to recover the payment for you but may charge you our reasonable costs.

If it's our fault that a payment is delayed, you can ask us to make sure that the receiving bank pays it into the receiving account as if it had been made on time.

## J2 What about card payments?

We'll refund payments made by card if all the following apply:

- ▶ Your payment was made to a shop or other organisation in the UK or EEA (or both).
- ▶ You did not specify an exact amount to be paid.
- ▶ The amount taken from your account was more than you reasonably expected.
- ▶ You ask for a refund within eight weeks of the date the payment came out of your account.

If you don't meet all these criteria, we don't have to refund you. We'll tell you if we can help in any other way.

We might ask you for extra information so we can decide whether to refund you. It may help if you contact the person you paid by card.

If we refund a card payment, we'll do this within 10 working days of getting your request or getting further information from you if we ask for it. If we don't refund you, we'll say why.

### **J3 What about direct debits?**

You must tell us immediately if you think there's been a mistake with a direct debit, even if the mistake was made by the company that set up the payment. You should also tell the company. We'll be able to refund you immediately, but it will then be up to you to sort out any dispute about the payment with the company.

### **J4 What if you didn't ask for a payment that's been made?**

As explained above, if neither the account holder nor the guardian has asked for a payment, we'll usually refund it. We'll also repay any charges you paid because of it. We'll pay interest we would have paid on the amount.

This doesn't apply:

- ▶ if there's a disagreement between the account holder and guardian about the payment;
- ▶ if we can prove you acted fraudulently (in this case we'll try to stop any payments, but won't refund those we can't stop);

- ▶ if you have been 'grossly negligent' with the account holder's card or your device or security details. In this case we won't refund any payments before you tell us they have been lost or stolen or could be used by someone else. We may also refund you if the payment was made online or by telephone.

### **J5 What if we break this agreement?**

We must normally compensate you if we break this agreement, and you lose out because of it. However, sometimes this doesn't apply:

- ▶ We don't have to compensate you for losses that are unusual, or couldn't be predicted, or which happened because of something we can't reasonably control or do anything about - for example, mechanical breakdown, strikes or systems problems.
- ▶ We don't have to compensate you if we have to break this agreement for regulatory reasons.
- ▶ We don't have to compensate you for any business losses or costs, because this agreement covers personal accounts only.

This agreement can't limit our responsibility to compensate you if we act fraudulently or very carelessly. We can only limit our responsibility as far as the law allows.

# Section K – When can we close an account or stop or suspend a service?



This agreement will last until you or we cancel it.

If you're the account holder, you can end this agreement and close your accounts for any reason, and you don't have to tell us in advance.

If you're the guardian, you can end this agreement without telling us in advance. Any money belongs to the account holder, so you should only close the account because it's an emergency and you believe that closing the account is in the account holder's best interests.

If we end the agreement, we'll act reasonably and try to reduce any inconvenience to you.

We can end this agreement without telling the account holder in advance if we reasonably think that:

- ▶ there is illegal or fraudulent activity connected to the account;
- ▶ you are or may be acting improperly, which includes being abusive or threatening to our staff;
- ▶ a regulator or government may take action against us (or another Lloyds Banking Group company) unless we end it;
- ▶ we may break the law or a regulatory requirement if we don't end it;
- ▶ you have broken the agreement in a serious way.

If we want to end the agreement for any other reason, we must tell the account holder at least two months in advance. If there's a Bank of Scotland Smart Start guardian, we can let them know separately.

When this agreement ends, then your accounts, benefits and services covered by it will also end.

We may stop a service if we think you don't want it any more. This could be because you have not used it for 12 months, or you aren't eligible for it any more. We'll tell you at least two months before we do this.

We can also end this agreement if you have not used your account for 15 years (or another period the law says) and we can't contact you. If this happens, we'll transfer your money to the UK's Reclaim Fund for unclaimed assets. We'll always try to contact you before we do this.

When this agreement ends, you must:

- ▶ repay any money you owe us;
- ▶ pay any charges you owe us;
- ▶ return anything that belongs to us or that we have given you; and
- ▶ cancel any payments into and out of your account.

If someone sends you a payment after your account closes, we'll try to return it.

Any legal rights and obligations under this agreement will continue after it ends. If we need to do so, we can continue to hold and use your personal data. See our Privacy Policy for details.

When the agreement ends, we'll return any money in your account to the account holder.

If you die, we may need to see formal documents before we release the account holder's money to anyone dealing with their estate, or register a replacement guardian.

# Section L – Other important conditions



## L1 Giving your rights to someone else

You can't give any rights under this agreement to anyone else unless we say in writing that you can.

## L2 The law that applies to our agreement

If you live in Scotland when you first open Smart Start, Scottish law and the courts of Scotland will decide any legal questions about this agreement. Otherwise English law and the courts of England and Wales will decide any legal questions about the agreement.

If the agreement contradicts or overlaps with any law, we'll continue to apply the agreement unless the law says we are not allowed to agree with you to change or exclude the effect of that law.

We may choose not to always enforce our rights under this agreement. This choice is temporary, and we can enforce our rights strictly again.

## L3 What can you use your account for?

- ▶ Pay in using: cash, cheques, standing orders, transfers including online payments, Bacs, CHAPS and international payments.
- ▶ Take out using: online transfers and (using Savings Accounts only) banker's drafts and (using Spending Accounts only) payments including standing orders, direct debits, faster payments and payments in foreign currencies. With a Spending Account, the account holder has a debit card to use in Cashpoint machines and for debit card payments.

Remember - not all these services are available through all channels. Limits apply to some transactions and channels.

## L4 Negotiating and collecting foreign cheques

If we 'negotiate' a cheque, it means we buy it from you. We'll pay you the amount in pounds on the working day after we get the cheque, using our standard exchange rate for this.

If we 'collect' the cheque, it means we send it on your behalf to the paying bank. We'll pay the amount in pounds using our standard exchange rate for this on the working day we get payment back from the paying bank. This means it takes longer for you to get the money.

## L5 How can you complain?

### a) Step 1 - Tell us about the problem

You can tell our branch staff or (if you are over 16) call us on **0800 072 8668** or **0131 278 3729**. You can also textphone on **0800 389 1286** or **0131 278 3690**.

We'll try to resolve your complaint by the end of the third working day after you contact us.

If we can't do this, we'll write to you within five working days to tell you what we have done to resolve the problem or let you know when to expect our full response. We'll tell you the name and contact details of the person or team dealing with your case.

### b) Step 2 - Refer to Customer Services

To follow up your complaint with Customer Services, you can ask the person you raised your complaint with to refer the matter to them or write to Bank of Scotland, PO Box 761, Leeds, LS1 9JF.

### c) Step 3 - Contact the Financial Ombudsman Service

If you disagree with our decision, you can ask the Financial Ombudsman Service to review it. This will not cost you anything.

You can ask us for details or get further information at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

# Section M – Additional important information



This information isn't part of your account conditions, but it may be useful to know.

## Company information

- ▶ Our company details:  
Bank of Scotland plc.  
Registered in Scotland  
No. SC327000. Registered office:  
The Mound, Edinburgh EH1 1YZ.  
To find out more about  
our company, see the  
Registrar's website,  
**[www.companieshouse.gov.uk](http://www.companieshouse.gov.uk)**  
or call the Registrar on  
**0303 1234 500**.
- ▶ Our VAT number is 244155576.
- ▶ We lend money and offer savings,  
insurance and other financial  
services to our customers.

## How we are regulated

- ▶ We are authorised by the  
Prudential Regulation Authority and  
regulated by the Financial Conduct  
Authority and Prudential Regulation  
Authority under registration  
number 169628.
- ▶ To find out more about us, see  
the Financial Services Register:  
**[www.fca.org.uk](http://www.fca.org.uk)**
- ▶ We are regulated by Ofcom.  
If you have a complaint, you  
may also be able to take it to them.  
See **[www.ofcom.org.uk](http://www.ofcom.org.uk)**

## Industry codes and memberships

- ▶ We are a member of UK Finance.  
Please see **[www.ukfinance.org.uk](http://www.ukfinance.org.uk)**  
to find out more.
- ▶ We adhere to The Standards  
of Lending Practice, which  
are monitored and enforced  
by the LSB. See  
**[www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)**
- ▶ Eligible deposits with us are  
protected by the Financial  
Services Compensation Scheme.  
We are covered by the Financial  
Ombudsman Service.
- ▶ We follow advertising codes  
regulated by the Advertising  
Standards Authority (ASA).  
See **[www.asa.org.uk](http://www.asa.org.uk)**

## Qualifying current accounts

To be a Bank of Scotland Smart Start guardian, you must have one of our qualifying current accounts listed below:

- ▶ Bank of Scotland Classic Account with Vantage.
- ▶ Bank of Scotland Silver Account with Vantage.
- ▶ Bank of Scotland Gold Account with Vantage.
- ▶ Bank of Scotland Platinum Account with Vantage.
- ▶ Bank of Scotland Premier Account with Vantage.

## Dormant balances

We participate in the unclaimed assets scheme established under the Dormant Bank and Building Society Accounts Act 2008, which enables money in dormant accounts (ie accounts that have been inactive for 15 years or more) to be distributed for community benefit while allowing customers to reclaim their money.

Under the scheme, we may transfer balances of dormant accounts to Reclaim Fund Ltd (RFL), a not-for-profit reclaim fund authorised and regulated by the Financial Conduct Authority.

If we transfer the balance of your account to RFL, you will have the same rights against RFL to reclaim your balance as you would have done against us. However we remain responsible for managing the relationship with you, and for handling all repayment claims on RFL's behalf. Therefore, you should continue to contact us in the usual way if you have any questions or complaints about dormant accounts or balances.

Both we and RFL participate in the Financial Services Compensation Scheme (FSCS). Any transfer by us to RFL of your balance will not adversely affect any entitlement you have to compensation from the FSCS.

## Cancellation

We hope you're happy with Bank of Scotland Smart Start. However, if you're not, you can cancel your account without charge any time within 14 days from opening it. You can do this by writing to us at Bank of Scotland PO Box 548, Leeds LS1 1WU or telling our branch staff.

We'll move your money to another account we offer, if we have one that we think is suitable, or return it to you with any interest you have earned.



## Tax

Interest will be paid without deducting tax to the Bank of Scotland Smart Start account holder. It is the account holder's responsibility to pay any tax that may be owed to HM Revenue and Customs (HMRC). The guardian may be able to help with this.

If a parent (including a civil partner or a step-parent) gifts money to a child and the interest from it is more than £100 a year, then this interest counts towards the parent's personal savings allowance. Depending on the parent's personal circumstances, tax may have to be paid on this interest. This also applies if the interest on the gift, added to any interest already paid to the child, makes a gross interest payment of over £100. This £100 threshold applies to each parent separately. All accounts a parent holds for the child (whether or not they're with the same bank or building society) are taken into account. This £100 rule does not apply to parental contributions to Junior Cash ISAs.

## CHAPS payments

The cut-off time for making a CHAPS payment is 4.25pm.

## Other information

- ▶ We'll communicate with you in English.
- ▶ The Post Office® and Post Office logo are registered trade marks of the Post Office Ltd.
- ▶ Save the Change® and Cashpoint® are registered trade marks of Lloyds Bank plc and are used under licence by Bank of Scotland.
- ▶ You can ask for a copy of this agreement or download it from our website.
- ▶ For more information, visit us at **[bankofscotland.co.uk](http://bankofscotland.co.uk)** or go to any Bank of Scotland branch.
- ▶ To find out about your legal rights, contact your local Trading Standards department or Citizens Advice Bureau.

## Withdrawals

If you want a banker's draft from your Savings Account, you need to use one of our branches with a counter. You can't have more than five banker's drafts in a day from your Savings Account and any other savings account you have with us. You can take out from £500 to £250,000 a day by banker's draft from your Savings Account.

# Section N – Charges



## Fees for special services

Below are the fees we'll charge if you ask for a special service on your account. When you ask for the service, we'll tell you when we'll take the fee from your account.

Special service	Fee
Extra statement sent by post	£5
CHAPS payments (internal or external) from your account to another UK account**	£25
Sending money outside the UK or in a foreign currency	in euro – no fee charged* in any other currency – £9.50*
Correspondent Bank Fee	Zone 1 (USA, Canada and Europe (non-EEA)) – £12 Zone 2 (Rest of the World) – £20
Receiving money from outside the UK or in a foreign currency	
Electronic payments received in euro from within the UK or EEA, or by SEPA credit transfer	Free
All other electronic payments up to and including £100	£2
over £100	£7

\* You will share charges with the recipient for sending money outside the UK or in a foreign currency when the payment is made:

- in any currency using Internet Banking; or
- in any currency to a bank account in the UK or EEA; or
- in any EEA currency or pounds to a bank account in Switzerland, Monaco or San Marino.

Sharing the charges means you will pay our charge and the recipient will pay their bank's charges and any agent bank charges that apply.

If you make any other payment, you can choose either:

a) to share charges; or

b) to pay both our charge and all agent bank charges.

If you choose option b), you will pay our charge and the Correspondent Bank Fee that replaces all agent bank charges. The recipient bank may charge its customers a fee, but we cannot provide information about such a fee.

\*\* If you ask us to make a CHAPS payment to another bank, this will be processed externally through the Bank of England Payments Settlement system or internally and the fee applies in either case. You can only ask us to make a CHAPS payment in the UK in pounds at one of our branches with counters. You cannot instruct a CHAPS payment through one of our Mobile Branches.

## Taking out cash

If you take money in pounds from your account using any Bank of Scotland Cashpoint or Halifax cash machine in the UK, we won't charge you for the withdrawal. However, if you use a cash machine that isn't Bank of Scotland or Halifax, the machine owner may charge. The machine will show you how much.

## Withdrawing cash in a foreign currency or withdrawing pounds outside the UK at a cash machine or over the counter (Spending Accounts only)

If you use your debit card to take out cash in a foreign currency, or to take out cash in pounds outside the UK, Visa will convert the amount into pounds the day the transaction is processed using the Visa Payment Scheme Exchange Rate. We'll charge you a foreign currency transaction fee of 2.99% of the value of the withdrawal. This is a fee for currency conversion. We'll also charge a foreign currency cash fee of £1.50 for each withdrawal.

If you ask the cash machine operator/ financial service provider to make the conversion, we won't charge you a currency conversion fee, but we will charge a foreign cash fee of £1.50 for each withdrawal. The foreign currency provider may charge for conversion too.

We won't charge a foreign currency cash fee or a foreign cash fee if you:

- ▶ withdraw euro within the EEA or UK; or
- ▶ withdraw euro from outside the EEA or UK and the cash machine operator's payment service provider is based in the EEA or UK.

## Buying goods or services in a foreign currency (Spending Accounts only)

If you use your debit card to buy something or carry out a transaction (not a cash withdrawal) in a foreign currency, the amount is converted to pounds on the day it is processed by Visa using the Visa Payment Scheme Exchange Rate. We'll charge you a foreign currency transaction fee of 2.99% of the value of the transaction. This is a fee for currency conversion. We'll also charge a foreign currency purchase fee of £0.50 for each payment. The foreign currency purchase fee won't be charged if your payment is made:

- ▶ in euro within the EEA or UK;
- ▶ in euro outside the EEA or UK and the recipient's payment service provider is based in the EEA or UK.

You can find out more on our website about the exchange rates that apply to your transaction and how to compare them with other card issuers' rates.

Foreign currency or travellers' cheques - you may ask us to use a number of special services relating to foreign currency or travellers' cheques. Ask at any of our branches with a counter.

If you need this communication in another format such as large print, Braille or audio CD please contact us.

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If you have a hearing or speech impairment you can use Relay UK or contact us by Textphone on **0345 600 9644**. Adviser service: 9am-5:30pm every day. In either case, calls are serviced by Relay UK. SignVideo services are also available if you're Deaf and use British Sign Language: [bankofscotland.co.uk/contactus/signvideo](https://www.bankofscotland.co.uk/contactus/signvideo)

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#### **Additional Information**

Bank of Scotland plc. Registered in Scotland No. SC327000.  
Registered Office: The Mound, Edinburgh EH1 1YZ.  
Bank of Scotland plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 169628.

Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

Calls and online sessions may be monitored and/or recorded for quality evaluation, training and to ensure compliance with laws and regulations. Not all Telephone Banking services are available 24 hours a day, 7 days a week.

Text message alerts are sent from 8am UK time, 7 days a week including Bank Holidays.

This information is correct as of July 2021 and is relevant to Bank of Scotland plc products and services only.

