

Your Agreement

Product Specific Conditions

Community Account

Contains additional terms and conditions for the Community Account which you hold with us.

1. What do you need to read to understand your agreement with us?

These Product Specific Conditions are just one part of the agreement between you and us relating to the **Community Account** you hold with us.

You also need to read:

- The General Conditions
- The authority you have given to us relating to the operation of your **Community Account**
- Your application form for the **Community Account**
- The Account Charges and Processing Times brochure

2. What happens if the documents which make up the agreement say different things?

If these Product Specific Conditions say one thing and the General Conditions say another, these Product Specific Conditions will apply.

These Product Specific Conditions set out some of the charges for day-to-day banking for the **Community Account**. Where there is a charge set out below for a service, that charge will apply instead of the charge for the same service which is set out in Section A of the Account Charges and Processing Times brochure.

All the other charges and the other sections of the Account Charges and Processing Times brochure continue to apply to the **Community Account**. For example, the Business Debit and Cashpoint® Card charges in Section A of the Account Charges and Processing Times brochure and the charges in Section B (for other services which are likely to only be used occasionally) continue to apply to the **Community Account**.

3. Who can hold a Community Account?

- 3.1 Most not-for-profit organisations can hold a **Community Account**, such as a club, society, or association, where the organisation is not likely to require borrowing facilities. Charities are not eligible for a **Community Account**.
- 3.2 A not-for-profit organisation is an organisation that does not operate for the benefit of shareholders or for the generation or distribution of profit.
- 3.3 You can only hold a **Community Account** if your **Account Turnover** is expected to be less than £250,000 a year.

- 3.4 To establish what your **Account Turnover** is we will look at credits into your **Community Account**, excluding refund charges and interbank transfers between your accounts. We will not look at debits out of your **Community Account**.
- 3.5 We assess your turnover annually. If your **Account Turnover** exceeds £250,000, we will convert your **Community Account** to a more suitable business account. We will give you two months' written notice of any such change.
- 3.6 You can only have one Community Account.

4. Do you need to make a minimum deposit?

No.

5. Can you have an overdraft?

We will not agree an authorised overdraft on your **Community Account**. An authorised overdraft is an overdraft we agree in advance with you and which is subject to a separate agreement between you and us.

You must not let your **Community Account** go into an unauthorised overdraft. You will be using an unauthorised overdraft if you take out cash or make a payment when you don't have enough available funds. You will also be using an unauthorised overdraft if a payment into your **Community Account** is recalled by the paying bank or we have added charges, and you don't have enough available funds in your **Community Account** to cover the amount.

When we say available funds, this includes the amount of any credit balance on your **Community Account**. It doesn't include any funds which are not yet available for you to use (like recent cheque deposits) or payments we have authorised but not yet taken from your **Community Account**.

If your **Community Account** does become overdrawn, we will charge interest at the relevant rate for unauthorised overdrafts. You may also have to pay other charges. For details of our unauthorised overdraft interest rate and charges, please see the Account Charges and Processing Times brochure or refer to business.bankofscotland.co.uk

6. What are the charges for day-to-day banking?

The table below sets out some of the charges for day-to-day banking which apply to the **Community Account**. These apply instead of the charges for the same services which are set out in Section A of the Account Charges and Processing Times brochure. All of the other charges which apply to the **Community Account** are set out in the Account Charges and Processing Times brochure.

Transaction type	Charge for each item
Monthly maintenance fees	
General account maintenance fee	£4.25 each month
Payments into your Account A fee charged when paying in cheques and/or cash at the branch counter, or through other cheque/cash deposit services.	
Credit paid in - branch counter, ATM or depositpoint™	£0.42
Credit paid in via Immediate Deposit Machine, Automated Deposit Machine, Night Safe, Business Mobile Banking App, cheque imaging, Post Office® counters or other third-party deposit method	Free
Automated credits	Free
Faster payment credits	Free
Internet/Phonebank credits	Free

Transaction type	Charge for each item
Cash	
Cash paid in will be charged based on the full value of cash handed over.	
Cash exchanged This is a request to exchange notes and/or coins	£1.25 for every £100
Cash paid in - Branch counter, ATM, depositpoint™, Nightsafe, Post Office® or other third-party deposit method	£0.75 for every £100
Cash paid in - Immediate Deposit Machine or Automated Deposit Machine Please note, if you pay in cash through an Automated Deposit Machine, the owner of the machine may also charge you for this All machines will give you an on-screen warning of charges in advance, allowing you to continue or cancel the transaction	£0.42 for every £100
Cash paid out Cash withdrawn at branch counter or Post Office®	£0.75 for every £100
Lloyds Banking Group Cashpoint® withdrawals	Free
Other bank ATM withdrawals Please note, if you're using another bank's ATM, the owner of the machine may charge you for this All machines will give you an on-screen warning of charges, in advance, allowing you to continue or cancel the transaction	Free
Cheques	
Cheque paid in - Branch counter, ATM, depositpoint™, Nightsafe, Post Office® or other third-party deposit method	£0.50
Cheque paid in - Immediate Deposit Machine or Business Mobile Banking App	£0.42
Cheque paid out	£0.50
Electronic payments	
You won't pay the electronic payments charges below for the first 100 electronic payments in each month.	
Direct debits	£0.10
Faster payment debits	£0.10
Internet bulk payments	£0.10
Internet/Phonebank debits	£0.10
Standing orders	£0.10
Other Services	
Bacs - Files	£2.25
Bacs - Items distributed	£0.07
Debit Card Transactions	Free
Other Credits	Free
Other Debits	Free
Transfer (to or from another account in your name with the sort code starting 12 or 80)	Free

Meanings of words we use

Explains what words mean when we use them throughout these Additional Conditions.

Community Account

A business account for not-for-profit organisations.

Our service promise

Please let us know if you have a problem – we're here to help. See our complaints process on our 'Help & Support pages' at: business.bankofscotland.co.uk/complaint

Find out more

 **Speak to your relationship team**

 **Go to business.bankofscotland.co.uk**

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Relay UK. More information on the Relay UK Service can be found at relayuk.bt.com

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We don't charge you for the Mobile Banking app but any applicable account transaction charges will still apply. You should also check with your mobile operator as they may charge you for certain services such as downloading or using the app. You will need a smartphone running iOS or Android. The app is not compatible with some older versions of the operating systems – check the Apple App Store or Google Play for more details. Business Internet Banking registration required. Services may be affected by phone signal and functionality. Use of Mobile Banking is subject to our Business Internet Banking Terms and Conditions.

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Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

Lloyds Banking Group is a financial services group that incorporates a number of brands including Bank of Scotland. More information on Lloyds Banking Group can be found at lloydsbankinggroup.com