

Guide to Changes

Changes to Terms and Conditions

For use from 28 July 2022



Changes to terms and conditions

We're making some changes to our banking and savings terms and conditions and making them easier to read. Most of the changes apply to both bank accounts and savings accounts. We say if this isn't the case. The changes will take effect from 1 November 2022. Please take the time to read and understand the changes and how they may affect you. Copies of the new terms and conditions will be available from 1 November 2022 online at bankofscotland.co.uk/helpcentre/legal-information or by asking in branch or over the phone.



How we'll provide statements and other correspondence

We've clarified how we'll provide statements and other correspondence to customers digitally for example by Internet Banking and the Mobile Banking app and by post.

Using your account for business purposes

If we suspect that your account is being used for business purposes, we've made it clearer in our conditions that we may close it.

Telephone Banking opening hours

We've changed the conditions to reflect that our Telephone Banking advisers are now only available between 8am and 8pm.

Our liability for losses

We've added a new condition to explain that we're not liable for any loss of opportunity, loss of goodwill or loss of business profit.

Post Office® cash deposit limits

In order to help prevent financial crime we'll be introducing new restrictions on how much cash you can pay in at Post Office counters later this year. You can check the limits that apply by visiting bankofscotland.co.uk/banking-with-us/post-office, asking us in branch or calling us on **0345 721 3141**.

Cash deposit limits

To help prevent financial crime we may limit the amount you can deposit at the Post Office and/or our branches. If we do this we'll let you know by updating information on our website and in branch.

PayPoint® Counter Cash (doesn't apply to savings accounts)

You can now withdraw up to £50 cash using PayPoint Counter Cash in participating outlets.

Payment limits

We've moved some information about payment limits and timescales to the 'Useful to Know' section.

Sending money outside the UK using Telephone Banking

We've increased the maximum limit for sending money outside the UK or in a foreign currency made using Telephone Banking to £10,000.

Replacement cards

We've added a new condition to say that we may not replace your card when it expires if you haven't used it for 6 months or more.

Trusted Person cards (doesn't apply to savings accounts)

We're clarifying that if you have a Trusted Person Card (TPC) the letters 'TPC' will be printed in front of your name, wherever that appears on the card.

We're making it clearer that if you have a joint account, any party named on the account can ask us to issue or cancel a Trusted Person Card (TPC) on that account.

Bank holidays

We've made it clearer how local bank holidays may affect the processing time for cheques.

Faster payments

We've added to the reasons we may close an account to include putting abusive messages in payment instructions.

Card freezes (doesn't apply to savings accounts)

We've added a condition to explain that we're not responsible if we allow certain transactions after you've set up a debit card freeze in branch.

Restricting the amount you can have in your account

We've added a new condition that says if it's necessary, due to economic circumstances that affect the banking industry, we may restrict the amount you can have in your accounts either by applying a limit or by imposing a charge. If we have to do this and it applies to your account, we'll write to you with more information.

Making payments on the same day

We've updated the 'Useful to Know' section to include more information on the times you need to make certain types of deposits and payments out of your account, in order for us to make your transaction the same day.

When we take charges from your account

We've clarified which of our charges are taken from your account after we've provided the service to you and when we'll take them. Most charges are taken at the time we provide the service.



Under 19s Account and Smart Start

We've added wording to make it clearer that sending money outside the UK or in a foreign currency is not available until you're aged 16 or over.



Under 19s Account

We've changed the Under 19s Special Conditions to reflect that you can now use Telephone Banking if you're under 16 years of age.

You'll no longer be able to ask for a card without additional protections when you turn 16.

We've changed the age that we'll change your account to a Classic Account from 19 to 18. If you have a Cashpoint® card we'll replace this with a debit card when your account changes.



EU Exit

If you're no longer a UK resident, we may have to close your account or offer a different level of service and have updated our conditions to reflect this.

We've removed reference to the European Online Dispute Resolution Platform to reflect that the UK is no longer part of the EU.

Basic Account

Because the UK is no longer part of the EU, we've removed reference to leaving the EU as a reason for closing a Basic Account.

We no longer charge a fee for payments in pounds sent to a bank account outside the EU from a Basic Account and have updated our conditions to reflect this.



Protecting your account

We've added new wording to say that we may close your account if we reasonably think that you intend to use your account unlawfully.

We're making a change to our conditions so that if we suspect a payment involves illegal or fraudulent activity we may ask you to confirm the payment is genuine. If we ask you to take further steps, we may not make the payment until we have confirmation it's genuine.

We've clarified how we'll contact you if we suspect fraud or a security threat to your account. If we have to contact you for this reason we'll never ask you to tell us your security details like your user ID, passwords, memorable information or PIN.

We've added more information about how you can authorise us to make payments from your account.



Overdrafts (doesn't apply to savings accounts)

We regularly review arranged overdrafts and we're adding a condition that allows us to increase your arranged overdraft limit as well as reduce or remove it. If any changes are made to your arranged overdraft limit we'll give you at least 30 days' notice, unless you've asked us to make a change.

If you are in financial difficulty you may be able to enter a debt breathing space where you won't be charged interest. We've added new wording to our conditions to reflect this.

We've removed reference to text alerts being sent from 8am UK time, as they may be sent before this time.



Making transactions outside the UK or in a foreign currency

We may introduce offers on the debit card fees we charge when you use your card abroad and have changed our conditions to reflect this. (This change doesn't apply to savings accounts).

We're changing the amount of time it takes for us to pay the money into your account if we buy a foreign cheque from you from one working day to up to 6 working days.

We've explained that our standard exchange rate includes a margin which is the difference between our standard exchange rate and the rate at which we buy and sell currency in the wholesale markets. We explain that these can change and have clarified how you can find out more information.



Added Value Accounts

AA Accident Management Service

The AA breakdown cover which comes with your account includes reference to Accident Management. The AA Accident Management Service is currently not available from the AA. All references to that service will be removed from the terms and conditions and supporting literature to reflect this change.

We've clarified that we can stop or suspend a benefit for the same reasons that we can close an account or stop or suspend a service or package of benefits.

Sending money outside the UK or in a foreign currency

We're moving some detailed information about foreign payments into the 'Useful to Know' section.

We've reduced the time it takes for payments to reach accounts in certain countries from 14 days to 5 days.

We've clarified that when you use your card to make a cash withdrawal or purchase abroad you can make it in the local currency or in pounds. We've also provided details of where you can find comparison information about our exchange rates.



Savings

Bank of Scotland Monthly Saver

We've amended our conditions to say that:

- You no longer need to make payments by standing order.
- You can pay in more than once a month, as long as you don't pay in more than the maximum permitted in a calendar month.
- We won't return your payments for the month if you pay in less than the minimum payment.

We've changed our conditions to make it clear you can only open one Monthly Saver a year.

We've changed our conditions to make it clear that you can make transactions on your account using Telephone Banking.

Death of a trustee who's saving for a child

We've changed the conditions that apply if the trustee account holder saving for a child dies. If this happens your executor will be able to either:

- Choose a replacement trustee to hold the savings for the child's benefit in a new account or;
- Give the money direct to the child if they think this is best at the time.

Changes to Halifax Savers Prize Draw

We're making changes to the Halifax Savers' Prize Draw rules:

We're reviewing a recent change to the law in Northern Ireland. If we allow customers living there to enter, we'll notify changes to the Halifax Savers' Prize Draw rules and reflect this in our branches and on our websites, but not in newspapers; and

If we discover we've made an error and paid a prize to someone who doesn't qualify, we'll pay it to the next eligible customer we randomly select where we can, otherwise we'll pay an additional prize of the same value in the following month's draw.

ISA Promise

We've removed the ISA Promise from our conditions as these commitments are now standard industry practice.

Variable interest rates

If your account pays a variable rate of interest, we've added wording to explain that your interest rate may change with the amount in your account. Our interest rate leaflets and web pages for your account will show the rates, and the balances they apply to.

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

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages www.relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: bankofscotland.co.uk/contactus/signvideo

If you need support due to a disability please get in touch.

If you want to make a complaint, you'll find helpful information at: bankofscotland.co.uk/contactus/complain

To speak to us, call: **0800 072 8668** or **+44 131 278 3729** from abroad. Adviser service: 24/7.

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.

We adhere to the Standards of Lending Practice, which are monitored and enforced by the LSB: lendingstandardsboard.org.uk

Calls and online sessions may be monitored and recorded.
Not all Telephone Banking services are available 24 hours a day, 7 days a week.

Arranged overdrafts are subject to application and approval and repayable on demand.

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Text message alerts are sent 7 days a week including bank holidays.

This information is correct as of July 2022 and is relevant to Bank of Scotland plc products and services only.

