

PRIVATE BANKING

**WEALTH
MANAGEMENT
PRIVATE BANKING
SERVICES**



**BANK OF
SCOTLAND**
By your side

RELATIONSHIP-LED BANKING

At Bank of Scotland Private Banking we understand many of our customers lead demanding lives and have financial needs that go beyond conventional banking.

That's why we take care of you personally. We call it 'relationship-led banking.'

At the heart of our service is a personal banking experience that provides access to specialist Wealth Services. When required we will introduce you to specialist partners to ensure you safely navigate the complex world of wealth.

We also offer a number of stand-alone services which are available to eligible customers without having to become a Private Banking customer.



Our experts explain the value of relationship-led banking
bankofscotland.co.uk/privatebanking/working-with-you

SERVICES AT A GLANCE

	PRIVATE BANKING SERVICE	PRIVATE CLIENT SERVICE	STAND ALONE SERVICES	
Relationship-led Banking	✓	✓		
Deposits/Cash Management Services	✓	✓		
Personal telephone/video relationship	✓	✓		
Dedicated face-to-face contact		✓		
Personal Tax Service	✓	✓		
Will Writing	✓	✓		
Specialist Lending	✓	✓	+	
Estate Administration Service	✓	✓	+	
Professional Trustee Services	✓	✓	+	
Financial Advice	✓	✓	+	
Retirement Planning	✓	✓	+	
Everyday Lending	✓	✓	+	
Share Dealing			+	

+ You can use these services without having to become a Private Banking customer as long as you are eligible.



Look for this icon on the service pages to find out if you're eligible. Fees and charges may apply to these services.



BANKING THAT FITS AROUND YOU

Relationship-led Banking

A personal banking relationship with two levels of service based on your eligibility. To see if you're eligible, check the ⓘ icon on page 5.

Our Private Banking Service offers eligible customers:

- ▶ A personal relationship with telephone/video conference service.
- ▶ The option to apply for a personal arranged overdraft*.
- ▶ Exclusive products that offer preferential rates.
- ▶ Higher limits for customer transfers.
- ▶ Access to Internet Banking and a Private Banking Service Centre for convenient day-to-day transactional banking.
- ▶ Telephone support from our team 24 hours a day, 7 days a week, 365 days a year.
- ▶ Access to currency and non-personal accounts.

Our Private Client service offers eligible customers the following additional level of service:

- ▶ Face-to-face relationship with a Private Banking Manager who is well versed in dealing with your unique circumstances.

* You must be 18 years old or over to apply for an overdraft. All overdrafts are subject to our assessment of your circumstances, and are repayable on demand.

In addition to our relationship-led banking experience, as a customer you will also benefit from personal introductions to our specialist partners for our Wealth Services listed here and over the following pages.

▶ Deposits/Cash Management Services

Alongside your Private Banking current account, we suggest that our customers maintain a Private Banking savings account. That way whenever you wish to move money into a deposit account, you have an account open and ready to use. Your relationship manager can help you to transfer one off amounts in to your deposit account, or you can choose to do this yourself through our online banking service. We also offer a cash sweep service between the two accounts, enabling you to set a daily limit on how much money you keep in your current account whilst the rest earns more interest in your savings account.

▶ Personal Tax Service

Tax can be complex and time-consuming - but it must be right. That's why we provide access to leading tax experts, EY. They can complete your tax return for you, avoid penalties and make use of your legitimate exemptions. They will ensure you pay the right amount of tax, as well as providing insightful expertise on broader and longer-term tax considerations.

▶ Will Writing

Making and keeping a Will up-to-date is the only legal way to ensure your wealth is passed on to your family and friends or charities close to your heart after you die. You will have the option to appoint Lloyds Bank plc as your executor.

The Will Writing Service is provided by the law firm Brodies LLP for customers domiciled in Scotland and by Hugh James Solicitors, for customers domiciled in England and Wales. Our specialist partners also provide a Power of Attorney service.

Interested in finding out more about relationship-led banking



0345 366 2727 Lines are open 9am to 5pm Monday, Wednesday & Friday, 9am to 7pm Tuesday & Thursday and 9am to 1pm Saturday.



[bankofscotland.co.uk/privatebanking/services](https://www.bankofscotland.co.uk/privatebanking/services)



The **Private Banking Service** is available to customers with £250,000 or more in savings and/or investments or a mortgage of £750,000 or more with Bank of Scotland. The **Private Client service** is available to clients with £2 million or more in assets or an annual income of £500,000 or more.



SPECIALIST LENDING

Your requirements can be the result of life events or lifestyle decisions, from starting a family to making a career move, or wider investment and from a windfall to a family bereavement.

We offer a variety of flexible short, medium and long-term lending solutions that are individually tailored to help customers raise money for their personal needs. To give you an idea of just some of the options available, we can help with the following services:

- ▶ Overdrafts for short-term funding.
- ▶ Residential property purchase including high value mortgage and guarantor loans.
- ▶ Bridging finance.
- ▶ Investment property portfolios – up to 10 properties.
- ▶ Self-build residential property development finance, including staged lending for projects to build or refurbish your home.
- ▶ Inheritance Tax lending.
- ▶ Raising finance for wider investment purposes.

How much we lend, the period and rate available are subject to our assessment of the borrower's circumstances. Specific eligibility criteria and conditions apply for certain types of lending. The borrower must be 18 or over and a UK resident to apply. Lending is subject to status and application. Security may be required. Overdrafts are subject to status and repayable on demand. We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: lendingstandardsboard.org.uk

YOU COULD LOSE YOUR HOME IF YOU DON'T KEEP UP YOUR MORTGAGE REPAYMENTS.



By using our experts to individually assess your requirements and address any challenges, we aim to ensure you get the solution you need. With our dedicated team, you will have access to a bespoke lending service that tailors borrowing to your individual circumstances.

- ▶ No two proposals are ever the same; we work to understand your needs and shape the solution to suit.
- ▶ Our lending decisions take into account varying aspects, such as your overall wealth, income, the viability of the proposal along with its affordability and sustainability.
- ▶ We offer flexible repayment options built around your income and planned asset disposals.
- ▶ Pricing reflects the specific proposal details.
- ▶ We can lend on an interest only or capital and interest repayment basis.

Private Banking customers can still benefit from a standard lending product where this is appropriate to their needs and we can support with that.

Interested in finding out more about Specialist Lending



0800 074 4451

Lines are open 9am to 5pm Monday to Friday.



[bankofscotland.co.uk/privatebanking/specialist-lending](https://www.bankofscotland.co.uk/privatebanking/specialist-lending)



Our **Specialist Lending service** is available to anyone with a sole income of at least £100,000 or £250,000 or more in savings and/or investments. Our lending team can only deal with UK based lending requests. Fees and charges apply.



ESTATE ADMINISTRATION SERVICES

Our Estate Administration Service is designed to alleviate the stress and burden of dealing with the complexities of administering an Estate.

Our Estate Administration Service is delivered either through Bank of Scotland or Lloyds Bank which are both part of Lloyds Banking Group. We will explain the options depending on your circumstances and the details of the Estate. Our experts work closely with all concerned, handling every detail sensitively and impartially and in the best interest of all the beneficiaries.

- ▶ Free initial call or meeting with a Bereavement Manager who will explain the service without any obligation.
- ▶ We deal with all the financial, legal, tax and personal matters – even rehoming pets.
- ▶ A dedicated Estate Officer will keep you informed every step of the way.
- ▶ Our online customer hub allows all involved to keep track of the Estate Administration with secure messaging.
- ▶ Administration fees will be paid from the Estate.

Interested in finding out more about Estate Administration Services



0800 056 0171

Lines are open Monday to Friday, 9am-5pm.



[bankofscotland.co.uk/privatebanking/estate-administration](https://www.bankofscotland.co.uk/privatebanking/estate-administration)



Our **Estate Administration Service** is available where we are appointed as an Executor under the terms of a Will or where an existing Executor does not feel able to act. You do not have to be an existing customer to use this service but the gross value of the Estate must be over £80,000. This may include cash, valuables, investments and property. Where the Bank is appointed Executor in a Will, you will need to contact us immediately regardless of the value of the Estate due to our legal responsibilities.



PROFESSIONAL TRUSTEE SERVICES

Introducing you to professional trustees with 100 years' experience in managing Trusts.

Appointing a professional Trustee can help you protect your assets for future generations. We can introduce you to Lloyds Bank who can help you set up a Trust in your lifetime, transfer an existing Trust, or ring-fence an inheritance in to a family trust. It is a relationship-led service covering all aspects of managing the Trust. This covers day to day beneficiary contact to wider tax issues and discretionary investment portfolios. Bank of Scotland and Lloyds Bank are part of Lloyds Banking Group of companies.

Bank of Scotland manage different types of Trusts under the required UK legislation subject to your domicile. Some Trusts may require financial planning and advice before going ahead. They will guide you on the next steps based on your situation.

The benefits of appointing Lloyds Bank as professional Trustee.

- ▶ Takes full responsibility for all legal requirements.
- ▶ Confidentiality, impartiality and protection for beneficiaries.
- ▶ Dedicated Trust Manager for each Trust.
- ▶ Trust taxation returns and administration completed.
- ▶ Access to discretionary investment portfolios.

Interested in finding out more about the Professional Trustee Services



bankofscotland.com/privatebanking/professional-trustee-service



Our **Professional Trustee Services** is subject to a minimum investment of £100,000. Fees and charges apply.



OTHER WAYS WE CAN HELP

As a Private Banking or Private Client customer, you'll also benefit from access to our network of expert wealth specialists all of which can be introduced to you by your dedicated contact when required.

Services include:

► Financial Advice

Sometimes you need to step back from your wealth and look at the big picture. It pays to consider the risks as well as the opportunities and ultimately clarify what you're trying to achieve.

Through our partnership with Schroders Personal Wealth, we offer a financial advice service which is designed to help you answer all these questions and put in place a wealth strategy that's just right for you.

Choose between one off advice to design and help you implement a financial plan suited to your individual needs or ongoing advice which means having financial expertise on tap wherever life's path takes you.

To benefit from the expertise of Schroders Personal Wealth, you will need to have at least £100,000. This could be in sole/joint savings, investments, personal pensions, and/or £100,000 sole annual income. Fees and charges apply if you go ahead with any recommendations in your Personalised Financial Plan.

► Retirement Planning

We know it can be difficult to take time to think about your future when there are so many other things competing for your attention, but it's important to be prepared and make sure that you're planning ahead for the retirement you deserve.

There have been lots of changes to pensions and retirement planning in recent years, which can make it all seem a bit overwhelming. Working together with our pensions experts, we can help you plan ahead.



► Everyday Lending

At Bank of Scotland Private Banking we understand that the demands of modern life mean quick and convenient access to credit is a necessity rather than a luxury. We can support you with your everyday borrowing requirements.

If your borrowing needs are more complex take a look at our Specialist Lending service on page 6.

► Share Dealing

Share dealing accounts are a great way to buy, sell, or hold a wide range of funds, UK and international shares and much more.

Choose simplicity with a ready-made investment or build your own portfolio using our share dealing service.

Interested in finding out more about Wealth Services



0345 366 2727 Lines are open 9am to 5pm Monday, Wednesday & Friday, 9am to 7pm Tuesday & Thursday and 9am to 1pm Saturday.

For existing Private Banking and Private Client customers **0345 711 1111**, your Relationship Manager is available 9am to 5pm Monday to Friday.



bankofscotland.co.uk/privatebanking/services



To benefit from these **Wealth Services**, eligibility criteria will apply. Speak to us for more information.

Please note, not all Telephone Banking services are available 24 hours a day, seven days a week. There may be limits on payments you can make and we may not be able to start processing all payments instructed out of normal banking hours.

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 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

Additional information

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

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The Personal Tax Service, Will Writing Service, Estate Administration Service and Professional Trustee Services are not regulated by the Prudential Regulation Authority or the Financial Conduct Authority.

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

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

Schroders Personal Wealth is a trading name of Scottish Widows Schroder Personal Wealth Limited. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales no. 11722983. Authorised and regulated by the Financial Conduct Authority under number 830170.

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