

Guide to Your Accounts Terms & Conditions

Please read carefully and retain this copy

About this Guide to Your Accounts

This *Guide to Your Accounts* sets out the general account terms and conditions which form part of the Agreement between you and C. Hoare & Co. (the “bank” or “we” or “us”) for all deposit-taking activities (current accounts (including currency accounts) and deposit accounts (including fixed term and notice accounts)). The Agreement also includes the following documents:

- *FSCS Customer Information Sheet & Exclusions List*
- *Tariffs & Cut-Off Times*
- *Fee Information Document(s)*
- *Visa Debit Card Terms & Conditions* if you hold one of our debit cards
- *Visa Currency Card Terms & Conditions*, if you hold one of our personal currency cards
- *Visa Business Card Terms & Conditions* if you hold one of our business cards
- *Visa Business Currency Card Terms & Conditions* if you hold one of our business currency cards
- *Visa Credit Card Terms & Conditions* if you hold one of our credit cards
- *Privacy Notice*, which explains how we collect, use, share and store your information
- *Mobile banking Terms & Conditions* if you use our mobile banking application (our ‘App’).

We will provide you with these documents if they are applicable to you. If you require additional copies, please contact your relationship manager.

All communications will be in English.

Glossary of terms

Maintaining the account

The account provider operates the account for use by the customer.

Arranged overdraft

The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.

Unarranged overdraft

The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance.

Refusing a payment due to lack of funds

The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit).

Allowing a payment despite lack of funds

The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit).

Direct debit

The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to the recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.

Standing order

The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.

Sending money within the UK

The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK.

Sending money outside the UK

The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside the UK.

Receiving money from outside the UK

When money is sent to the customer's account from an account outside the UK.

Cash withdrawal in pounds in the UK

The customer takes cash out of the customer's account in pounds at a cash machine, bank or Post Office in the UK.

Cash withdrawal in foreign currency outside the UK

The customer takes cash out of the customer's account in foreign currency at a cash machine or, where available, at a bank outside the UK.

Debit card payment in pounds

The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the telephone.

Debit card payment in a foreign currency

The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the telephone.

Cancelling a cheque

The customer asks the account provider to cancel a cheque that the customer has written.

Working day

Any day, other than a Saturday, Sunday, or public holiday in England and Wales.

Business day

Any day on which the bank is open for business as required for the execution of a payment transaction.

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1 Service overview

1.1 Current and currency accounts

Current accounts are used for sending and receiving money. We also have a range of currency accounts, including accounts in euros and US dollars.

These account types may also feature arranged and unarranged overdrafts. There may be a fee and we will charge overdraft interest for using this service.

1.2 Deposit accounts

Instant access

Deposit accounts which charge no penalty for withdrawal. Interest is paid on all credit amounts in the account and there is no minimum or maximum amount that can be deposited in these accounts.

Notice

A deposit account on which the account holder is required to give 35 or 95 calendar days' notice before making a withdrawal. Minimum and maximum amounts that can be deposited in these accounts are in place.

Fixed term

A deposit account with a fixed and pre-agreed start and end date in which withdrawal throughout this term is not allowed. Minimum amounts that can be deposited in these accounts are in place.

Children's savings accounts

This account is used by parents, guardians and grandparents to deposit savings for their children.

1.3 Transfers and payments

You can send money to accounts at other financial institutions in the UK, or to other customers at the bank, using various electronic services such as Faster Payments or the Clearing House Automated Payments System (CHAPS). You can also send money to accounts at other financial institutions around the world.

The online banking site can be accessed via the bank's website (www.hoaresbank.co.uk). You can use our online banking service for:

- transferring money between your accounts, sending money within the UK and sending money outside the UK
- viewing, creating amending and cancelling standing orders
- viewing and cancelling direct debits
- viewing your account and credit card balances
- ordering cheque and paying-in books
- changing your contact details
- authorising and managing your consents with Third Party Payment Service Providers.

You may consent to certain types of regulated businesses accessing and collating information regarding your accounts with different providers, or initiating payments to third parties from your account (without using your card details). We refer to these businesses as Third Party Payment Service Providers (TPPs).

1.4 Cards

Cards can be used to withdraw money from an Automated Teller Machine (ATM) displaying the Visa logo. They can also be used to make purchases in person, on the telephone, or on online websites.

Debit cards

All transactions are debited from the account immediately. The use of debit cards is explained in the *Visa Debit Card Terms & Conditions* which apply to this service.

Credit cards

Credit card cash withdrawals are debited from your current account. You will have a revolving credit limit, with a minimum repayment on a monthly basis. The way in which you can use your

credit card is explained in the *Visa Credit Card Terms & Conditions* which apply to this service.

Currency cards

Currency cards are available in euros or US dollars. These are particularly beneficial to customers who travel abroad extensively or receive an income in these currencies. The way in which you can use your card is explained in the *Visa Currency Card Terms & Conditions* or the *Visa Business Currency Card Terms & Conditions* which apply to this service.

Business cards

Business cards are available so that organisations can nominate employees as cardholders. The way in which you can use this card is explained in the *Visa Business Card Terms & Conditions* which apply to this service.

1.5 Foreign exchange transactions

The bank's Treasury department can assist with converting, sending and receiving money in foreign currencies. This may be of particular use if you send or receive high-value foreign transactions.

We offer two types of foreign exchange transactions:

Spot

Exchanging one currency for another at a rate agreed on the date of the contract for settlement, usually within two working days.

Forward

Buying or selling a fixed amount of foreign currency on an agreed future date at a guaranteed rate. These transactions are carried out by arrangement and must be for a specific future requirement.

An online currency conversion service is also available to eligible customers in online banking, facilitating spot transfers between a variety of currency accounts held with the bank (see section 8.1).

1.6 Lending

Our lending is typically secured using property, investments, life policies or cash, but as we look at each loan individually, we are able to allow our customers to use a wide range of collateral.

We offer arranged overdrafts, mortgages, loans, guarantees and indemnities in a wide range of currencies. These are subject to separate terms and conditions. Please contact your relationship manager for further details.

2 Current, currency and deposit accounts

2.1 Credit interest

We will provide you with written details of the credit interest rates applicable to your accounts at time of opening. You can also access these online (www.hoaresbank.co.uk) or by contacting your relationship manager. The interest rate applicable to currency accounts will vary according to the currency.

Where applicable, interest is calculated on a daily basis and usually paid half-yearly on or around 31st March and 30th September.

The tax treatment or rate of interest payable depends on your individual circumstances and may be subject to change.

Unless your account has a fixed interest rate, we may vary credit interest rates. We will only vary the rate for one or more of the following reasons:

- to reflect changes in general interest rates, including the interest rates or terms on which similar accounts are offered by other providers of financial services
- to reflect any changes or anticipated changes in the law, regulations or codes of practice, or to respond to a decision by a court, ombudsman or regulator
- to respond to changes in the rates applying to our lending business
- to reflect changes to our costs, including administrative costs

and costs involved in providing services or facilities

- to maintain our financial strength for the benefit of our customers.

If we vary the interest rates payable on credit balances for any of the above reasons, you will be notified as follows:

- if we are increasing the rate, we will make the changes immediately, and notify you within 30 days of making the change
- if we are reducing the rate, we will notify you:
 - on your current account, at least two months in advance of making any changes
 - on your deposit account, in good time before we make any changes.

As long as notice of a change is sent to you at the most recent address we have for you, you will be treated as accepting the change on the day the change takes effect. If you do not accept the change and wish to terminate the Agreement for this reason, there will be no termination charge.

The rates that apply to our fixed term deposit accounts are set daily. We will provide you with written details of the interest rates that will apply to these accounts at account opening as well as at any other time upon request. Interest is generally paid at the end of a term and a fee will be charged if we allow the fixed deposit to be broken before maturity.

2.2 Financial Services Compensation Scheme

The bank is covered by the Financial Services Compensation Scheme (FSCS), the UK's Deposit Guarantee Scheme. The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Your deposits with the bank are protected by the FSCS up to the maximum level of cover provided by the FSCS. Any deposits you hold above the current maximum limit are unlikely to be covered. Additional information about the protection of your eligible deposits and about deposits which are not protected by the FSCS is contained within the *Information Sheet* and *Exclusion List*; this is provided upon the opening of your first account and is available on request. For further information about the compensation provided by the FSCS, please refer to the FSCS website at www.FSCS.org.uk.

2.3 Statements

We will provide monthly current and currency account statements, and six-monthly deposit account statements (with the exception of fixed term deposits), which will provide details of all payments into and out of your account. Electronic statements will be available through online banking for eligible customers. If you have opted into receiving electronic statements, we will notify you by email when your statement is available to view. You can also find information about your payments, interest and charges using online banking or our App. If requested we may issue statements more frequently or in duplicate, subject to a charge. Copies of previous statements can be provided. The cost of these services is outlined in the *Tariffs & Cut-Off Times* document. We will also provide a statement of fees for your current and currency account(s) on an annual basis.

Visa credit, currency and corporate account statements are issued on a monthly basis if any transactions have taken place.

If you have questions concerning any entry on your statement, please contact us as soon as possible.

We may advise you about changes to our services or any relevant terms and conditions by placing messages on your statements.

Upon account closure, statements will be available from the bank on request.

2.4 Changing your mind

Should you change your mind about opening a current or a deposit account (with the exception of fixed term deposit accounts) you may close it, without penalty, by writing to us within 14 days of the first payment into the account.

If you instruct us to close a notice account within these 14 days,

no interest will be paid on the account. Please see section 2.6 for further information about notice accounts. This right only applies to personal and trust accounts.

In addition to the cancellation right set out above, you have the right by law to close your account without penalty. This must be done within 14 days of the date the Agreement comes into effect, or the date on which you receive a copy of this *Guide to Your Accounts* (whichever is the later).

If you choose not to exercise this right the Agreement between us will remain in force.

If you change your mind and exercise your right to cancel, you will be required to pay, without any undue delay, for those services already provided by the bank to you under any agreements in place between us. You will be required to pay back to the bank, within 30 days of exercising your right to cancel, any funds or other property you have received from us.

We will return to you any sums we have received from you, except for any sums that you are required to pay to us under any agreements in place.

2.5 General information on savings accounts

All of our savings accounts are only available to customers who have a current account with us, except for Children's Savings Accounts where the child's parent(s), guardian(s) or grandparent(s) must have a current account. Our currency fixed term deposits are only available to customers who have a currency account with us in the relevant currency. We have the right to change the interest rate payable on credit balances. How we do this is set out in section 2.1.

2.6 Notice accounts

The availability of these accounts is limited to one per customer. Notice accounts are not suitable for solicitors' client money. The accounts are subject to availability. At our discretion the offerings may be closed to new or additional applications. The account must be in the same name as your existing C. Hoare & Co. current account.

There may be restrictions on the minimum and maximum cleared balance allowed on each notice account; these can be provided to you at any time. Additional deposits can be made at any time, but only with prior agreement, and must be in amounts of not less than £10,000.

Withdrawals require a minimum of 35 or 95 calendar days' notice depending on the duration of the notice account and must be in amounts of not less than £10,000.

Notice must be provided on a working day and if received before 5pm, the date of receipt will count as the first day of the notice period.

You may provide us with notice in writing or by telephone or, at our complete discretion, by email or facsimile, and you must specify the amount you wish to withdraw. Where the date of repayment falls on a non-working day, your current account will be credited on the next working day. Withdrawals from the account may only be made by transfer to a current account, and must be in amounts of not less than £10,000.

There is no maximum number of withdrawals that can be made. However, when making a withdrawal you must ensure that you retain the minimum balance on the account, unless you wish to withdraw the entire balance and close the account.

2.7 Fixed term deposits

Interest is calculated daily and paid at the end of the agreed term. Fixed deposit rates are set daily. Interest rates remain fixed for the agreed term. Please contact us to discuss the options available to you when the fixed term deposit matures.

Additions or withdrawals are not allowed during the term of the deposit.

Please contact us to discuss the options available to you when the fixed term deposit matures such as rolling over the sum into a fixed deposit of the same term, transferring the funds to a current account or opening a new fixed deposit of a different term.

You must notify us of your instruction at least one working day before the fixed term deposit matures. The deposit cannot be broken except in extraordinary circumstances such as a bank error, bankruptcy, receipt of a court order or death.

There may be restrictions on the minimum and maximum cleared balance allowed on each fixed term account; these can be provided to you at any time. Additional deposits can be made at any time, but only with prior agreement, and must be in amounts of not less than £10,000.

There are a range of fixed deposit periods available on request.

2.8 Overnight account

Cleared funds, subject to a minimum balance, may be placed on overnight deposit. Rates are quoted on application and set daily. The deposit plus accrued interest is repaid each morning to your current account. Additions and withdrawals are permitted if notification is received before 4.30pm on a working day. Interest is paid on a daily basis and on closure of the account.

2.9 Children's savings account

The account is only available until the child's 18th birthday. Interest is payable on qualifying balances at the bank's base rate. The base rate, and the maximum qualifying balance, is available on our website (www.hoaresbank.co.uk) or can be supplied over the telephone.

3 Overdrafts & loans

An unarranged overdraft arises when the bank allows you to spend money that is not in your current account, when you do not have an arranged overdraft in place, or when the limit on your arranged overdraft is not high enough to cover the spending. The bank is not obliged to approve such expenditure; the bank may decide to refuse a payment due to a lack of funds. We will send you a letter outlining the rate and terms that apply to that unarranged position at its first instance.

An arranged overdraft is an individually negotiated written agreement between you and the bank. The relevant arrangement allows you to borrow money up to a certain limit on your current account as the need arises. When we set up an arranged overdraft, we will enter into a formal agreement with you. We will also set out the terms and conditions that apply to that overdraft as per the offer letter and the relevant lending conditions as at the date of the letter.

Interest on loans, arranged overdrafts and unarranged overdrafts in pounds sterling are normally calculated as a margin above our base rate, the bank's managed variable rate, the Bank of England base rate, or calculated as a fixed rate. The bank's base rate and the bank's managed variable rate are available on our website (www.hoaresbank.co.uk) and can be supplied over the telephone.

Relevant interest and fees will be established at the time the facility is agreed and will be outlined in the offer document and the bank's Lending Conditions as at the date of the letter. We will write to you personally to notify you of any changes to interest rates or charges while the facility is in force.

Interest on foreign currency loans and overdrafts is usually calculated as a margin above an alternative reference rate, which will be advised to you when the facility is made available, or on request.

Loans are made available by specific request and the rate of interest and fees will be established at the time the loan is agreed.

4 Payment services

4.1 Cash

On presentation of a signed authority, cash can be withdrawn at either of our London branches, between the hours of 9.00am and 4pm on any working day. For a cash withdrawal in pounds in the UK or a cash withdrawal in foreign currency outside the UK, you can also use any ATM displaying the Visa logo. You can withdraw cash from an ATM in the UK and abroad using your debit, currency, business or credit card together with the necessary PIN.

We restrict the amount and number of withdrawals you are able

to make from ATMs in any one day. Cash withdrawals will show on your account on the working day we receive details of the transaction. Once the transaction has been completed, you cannot cancel the request.

At UK financial institutions displaying the Visa logo larger sums of cash may be withdrawn on presentation of your card and a secondary form of identification, such as a passport or driving licence.

The charges for a cash withdrawal in pounds in the UK and a cash withdrawal in foreign currency outside the UK are outlined in the *Tariffs & Cut-off Times* document.

Cash can be deposited at our London branches by completing a credit slip and your account will be credited on the same day. If cash is paid in at another bank, it will be credited to your account and available for you to withdraw after we have received the funds from the other bank. The funds should generally be available to you within two working days.

The other bank may charge you for this service. In addition to pounds sterling, various major international currencies are available at our branches. Key currencies such as US dollars and euros are stocked but where high value amounts or exotic currencies are required, it is necessary to give 24 hours' notice. The reference exchange rate will be used to convert the relevant currencies. Please see section 8.1 "Reference exchange rate" for details.

4.2 Cards

We issue Visa debit and credit cards in pounds sterling, as well as business and currency-deferred debit cards, enabling you to withdraw cash and make purchases. When you use an ATM to make a cash withdrawal or when purchasing an item face to face, a PIN or signature will be required.

If making a purchase by telephone or internet, you may need to provide the three-digit Card Verification Value (CVV) from the reverse of the card to authorise the payment. You may also be asked to authenticate the transaction by entering a One-Time Passcode (OTP) which you can receive by a text message or an email. We may also use behavioural biometric information to authenticate your transaction.

Visa is a guaranteed payment system, so you are not able to cancel a payment once it has been made unless the transaction breaches the Visa Operating Regulations. Please contact your relationship manager for further details. Where you use a card to make a cash withdrawal or to make a payment, we will take the relevant amount from your account on the same working day that we receive the details of that withdrawal or payment.

A Continuous Payment Authority (CPA), or recurring transaction, allows a third party to make claims on any of your Visa cards. We are not involved in setting up the authority, and will have no record of it, as it is an agreement between you and the third party. The Direct Debit Guarantee does not cover these transactions. To amend a CPA, you will need to contact the third party. If you wish to cancel a CPA, you can do this with us or with the third party. We would recommend you do both. If you cancel with the third party, we recommend that you keep a copy of the cancellation notice.

Further information is contained in the terms and conditions for the relevant card.

4.3 Sending money within the UK

You can make a transfer between your own accounts or to another C. Hoare & Co. customer. You can also use the transfer service to make payments to your C. Hoare & Co. Visa account or individual Visa cards. The accounts are debited and credited on the same business day. To cancel a transfer, you need to contact us before the funds have been credited to the beneficiary account. Please note that in respect of the online banking service, you cannot usually cancel a transfer after you have authorised it. Please see section 8.1 "Reference exchange rate" for details of rates for cross currency transfers.

When sending money within the UK, you need to provide us with the name and account number of the beneficiary, the sort code of the beneficiary's bank, the payment date and any payment reference details.

Please refer to our *Tariffs & Cut-off Times* document for the times by which payment requests must be received by the bank. This is available at any time on request but will be provided to you in good time before you are bound by the Agreement.

If you are sending money in either pounds sterling or euros, funds should generally be credited to the beneficiary's bank on the same day that your account is debited but in some cases the beneficiary's bank may not be able to credit the funds to the beneficiary's account until the following working day. Funds transferred by CHAPS will generally be received by the beneficiary on the same day as your account is debited.

Payments made using either CHAPS or Faster Payments cannot be reversed or cancelled after they have been made.

Paper-based instructions for payments in pounds sterling or euros (to an account in the UK) will generally reach the beneficiary's bank by the end of the second working day following receipt of your instruction, providing we have the full payment details.

If you instruct us to make a payment and we are notified by the "Current Account Switch Service" that the payee has moved their account, we will update the payee's details on your payment instruction. Please see section 14.2 "Current Account Switch Service" for details.

Further information regarding payment cut-off times, limits and charges are set out in the *Tariffs & Cut-Off Times* document.

4.4 Receiving money from within the UK

All inward electronic payments from other banks will normally be credited to your account on the business day on which they are received by us.

4.5 Sending money outside the UK

If you are sending money outside the UK to the European Economic Area (EEA) or Switzerland, you must provide the name and International Bank Account Number (IBAN) of the beneficiary. Sometimes you may be asked to provide the SWIFT Code, also known as the Bank Identifier Code (BIC), of the beneficiary's bank. We will also require the payment amount, the currency, the date on which you require the funds to be debited to your account and any payment reference details.

If you are sending money outside the UK in euros or pounds sterling to the EEA or Switzerland, the payment will generally reach the beneficiary's bank no later than the working day after we receive your payment order. Instructions on paper for such payments will generally reach the beneficiary's bank by the end of the second working day following the receipt of your instructions, providing we have the full payment details including the IBAN.

For payments in other EEA currencies or Swiss Francs, to countries within the EEA and Switzerland, the payment will generally reach the beneficiary's bank no later than four working days after we have been provided with the full details required to remit your instruction.

When sending money outside the UK to a bank that is outside the EEA, you can ask us how long the payment is likely to take but we will not be able to control exactly when the payment will be received by the beneficiary.

All payment timescales are subject to compliance with necessary financial crime checks by all financial institutions in the payment processing chain.

To make a payment to a beneficiary outside the EEA, you must provide the BIC and IBAN where these are available (they are not mandatory), otherwise you must provide the name and account number of the beneficiary together with the name and address of the beneficiary's bankers. Certain payments may require additional information such as the address of the beneficiary.

If you do not have an account denominated in a particular foreign currency, we will use the applicable reference exchange rate and your account in pounds sterling will be debited with this amount and any associated charges, unless you tell us otherwise. Please see section 8.1 "Reference exchange rate" for details. The foreign bank may deduct its own charges from the funds sent.

Should you wish to cancel an instruction when sending money outside the UK, please contact us using the quickest available

method (this is usually by telephone). You must contact us before the cut-off time specified in our *Tariffs & Cut-off Times* document on the working day before the payment is due to be taken from your account, otherwise we may not be able to cancel the payment.

4.6 Receiving money from outside the UK

When receiving money from outside the UK, funds will be credited to the account number specified in the payment request; where a foreign exchange conversion is required the reference exchange rate will be used. Please see section 8.1 "Reference exchange rate" for details. To ensure that funds are not converted inadvertently, please provide the remitting bank with the correct IBAN and correspondent bank details. This information is provided to you in writing when the account is opened or can be provided at any time on request.

Incoming payments from the EEA will normally be credited to your account on the working day they are received by us and will be available for your use immediately after we receive it if:

- the money involves only a currency conversion between pounds sterling, euros or another Member State currency; or
- the money is received in the same currency of your account (for example, US dollars into your US dollars account).

In all other cases we will tell you when the money will be available for you to use if you ask us. However, you will earn credit interest, where applicable, on the money on the working day we receive it even if we cannot make the money available for you to use when we receive it.

If the funds are to be converted to pounds sterling or another currency, the exchange rate will be the reference exchange rate applicable on the day the monies are received by us. Please see section 8.1 "Reference exchange rate" for details.

4.7 Direct debits

When setting up a direct debit, you will be advised by the payee of the amount that is to be debited from your account and the frequency of the payment. Your account will be debited on the same day as the payee receives the funds. To cancel a direct debit payment, please advise us by no later than 4pm on the working day before the payment is due to be debited from your account. To cancel a direct debit instruction, you can either tell either us or the organisation. We recommend that you do both. If you advise us that funds have been debited incorrectly, we will refund your account immediately in accordance with the Direct Debit Guarantee Scheme. The Scheme protects you if an unauthorised direct debit is debited from your account, e.g., if the amount debited is greater than advised, if it is debited too early or after you have cancelled it, or if you have not been given enough notice of the amount.

4.8 Standing orders

To set up a standing order you will need to provide us with the date on which and the frequency with which you wish the funds to be debited to your account, the name and account number of the beneficiary, the sort code of the beneficiary's bank, the amount to be transferred and any payment reference details. A standing order to an account at another financial institution will usually be received by the beneficiary on the same day as your account is debited but some banks may not credit the funds until the next working day.

To cancel a standing order, please advise us by no later than 4pm on the working day before the payment is due to be debited from your account.

4.9 Salary / suppliers

The bank offers a salary and supplier service. This allows users of our online banking service to make key payments in batches or upload files from their accounts' packages. Please contact the bank for further details.

5 Payment information

5.1 Payment instructions

We encourage you to use our online banking service when providing us with payment instructions as this is the most secure method of communication. You can also authorise TPPs to instruct us on your behalf. You can provide us with a verbal or written payment instruction issued or signed (as applicable) in accordance with the account mandate.

The bank may, at our complete discretion, receive payment instructions by facsimile or email. If we receive an email instruction and we subsequently verify it by telephone, we will treat it as an instruction received by telephone.

The bank will endeavour to act on a payment instruction as soon as is reasonably possible, but we reserve the right not to act on a payment instruction if:

- we reasonably believe a payment instruction is suspicious or unusual
- we reasonably consider that the balance on your account (plus any unused arranged overdraft) is unlikely to be sufficient to meet a payment instruction
- a payment instruction is unclear or incorrect
- we reasonably believe that the payment is a duplicate (i.e. the payment has the same sort code, account number, amount and reference) of one that we have processed in the preceding 24 hours
- we are unable to verify a payment instruction to our satisfaction
- there is a legal or regulatory requirement that prevents us acting on a payment instruction
- we reasonably believe that someone else may have rights to the money in your account.

5.2 Cut-off times

Instructions must be received by the relevant cut-off time if they are to be executed on the same day, otherwise the payment will normally be processed on the following business day. Please see our *Tariffs & Cut-Off Times* document for the relevant details. For the online banking service, the relevant cut-off time for each payment type is detailed on the screen.

5.3 Payment authorisation

For payments made using our online banking service, including those initiated from a TPP, most requests will require onscreen authorisation using a digital signature. These can be obtained by either:

- using a physical security token that we will provide
- using our App.

When you access the online banking service you are authorising us to carry out all instructions given through this channel in accordance with the Agreement. This will include your instructions to make payments to and from your accounts to any other account nominated by you.

You must only allow access to your accounts through the online banking service to suitably competent personnel (a "designated user"). When a designated user accesses your accounts through the online banking service, you are authorising the bank to carry out all instructions given through the online banking service to the extent of the permissions set out in your online banking application form. This will include instructions to make payments to and from your accounts to any other account nominated by you. The account permissions you set will also extend to allowing your designated users to consent to TPP's services.

5.4 Advice of payment details

Details of all your payments, including relevant charges and exchange rates, will be provided on your statement of account and are available on request or using the online banking service.

5.5 Sufficient funds

Payments will be made and cheques honoured as long as there are sufficient cleared funds in your account; if there is a shortfall, this must be covered by an arranged overdraft or, in certain circumstances, a temporary unarranged overdraft.

You may not be able to withdraw the entire balance of an account if it includes uncleared funds or monies that have been earmarked for a pending transaction, e.g., certain card payments which have not been debited to the account but have been approved.

If you do not have sufficient funds in your account for a payment or a payment is not covered by an arranged overdraft, a payment may be refused (this may be shown on your statement as an initial debit followed by a same-day credit to your account). A charge may be incurred for such refused payments as set out in our *Tariffs & Cut-off Times* document. Where a number of payments are due on the same date, to the extent there are sufficient funds in the account to meet some but not all of these payments, the bank may use its discretion to determine which payments to honour.

6 Online banking

Any new accounts and cards that you open will be automatically added to your online access and you must specifically advise us if you wish access to be removed.

If you convert your sole account to a joint account, other parties to the joint account may be able to view past transactions carried out in your sole name.

6.1 Daily limits for the online banking service

There is a daily transaction limit for making payments of any type via the online banking service which runs from midnight to midnight. For details of your daily transaction limit please contact your relationship manager.

6.2 Account information

The online banking service includes a summary of the accounts that you have requested to appear.

6.3 Ordering cheque books & paying-in books

You can use the online banking service to select the style of cheque book you would like and you can either collect it at your nearest branch in London or ask for it to be sent to your address.

6.4 Sending messages to the bank

Using the message service provided as part of the online banking service is an alternative to contacting the bank via email. Please do not use the messaging service to relay payment instructions to the bank.

Instructions for cancelling a cheque and reporting lost/stolen cards, cheque books and security tokens should continue to be given directly to the bank by telephone or in person and not via the online banking service.

6.5 Using the online banking service

To gain initial access to the online banking service you must have a user name and security token, both of which we will supply.

Thereafter, you can use either your security token or our App to generate a unique passcode each time you log in. In addition, the system will require you to provide a password.

6.6 Access to multiple accounts

Should you have more than one account or have access to accounts held with us which are not in your personal name as a designated user, these will be made available to you through a single login. Access to these accounts is restricted to the access rights, limit and signing authorities specified in the online banking application form.

6.7 Scheduled maintenance times

There may be times when the online banking service is unavailable for use due to maintenance, repairs or upgrades to our systems or the systems of any party used to provide the online banking service.

We will aim to notify you in advance of any maintenance work but may not always be able to do so. Details of our scheduled maintenance times are available on our website (www.hoaresbank.co.uk/service-availability).

7 Cheques

7.1 Clearing cheque credits

Clearing refers to the process whereby UK banks exchange payments on behalf of their customers.

The timescales for clearing cheques are set out below.

A cheque must be cleared before the funds are available for the purposes of:

- calculating credit interest
- reducing an overdrawn position

Customers should wait until funds are cleared before drawing against them, unless an arranged overdraft has been agreed.

Although cleared funds may appear to be available, the paying bank can still return the cheque unpaid until there is "certainty of funds". "Certainty of funds" means that a cheque paid into your account cannot be debited from your account without your specific permission.

Cheques returned unpaid will be debited from your account. The balance shown on your account may include paid-in cheques which have not yet been cleared.

How the image-based clearing cycle operates:

| | Paid in on | Appears on statement | Cleared to be drawn | Cleared to earn interest | Certainty of funds* |
|-----------------------------------|------------|----------------------|---------------------|--------------------------|---------------------|
| Cheque paid in at the bank | Monday | Monday | Tuesday | Tuesday | Tuesday |
| Cheque paid in at another UK bank | Monday | Tuesday | Tuesday | Tuesday | Tuesday |

* will be available from 23:59.

If you pay cheques into your account while you are in the process of switching your account to another bank using the "Current Account Switch Service", they may take longer to clear.

7.2 Drawing a cheque

To safeguard against fraud, please ensure that you always include the name of the individual or business in the space for the payee, and that you do not sign a cheque dated later than the day of signing.

If you try to deposit a cheque in a branch or by post with just the name of the bank or building society detailed as the payee on the cheque, it is likely that it will be returned.

7.3 Unpaid cheques

From time to time, cheques paid into your account may be returned unpaid by the paying bank. This could be for a number of reasons such as the cheque not being signed or the paying bank refusing a payment due to lack of funds.

Should a cheque which has been credited to your account be returned unpaid, we will advise you of the action we are taking to obtain payment on your behalf. If we are unable to take any further action, an image of the cheque will be returned to you and your account will be debited.

If we have to return a cheque drawn on your account at the bank, we will write to you informing you that the cheque has been returned to the payee's bankers, the reason for the return, and any charge incurred.

Wherever possible we will try to avoid returning cheques for simple technical errors.

7.4 Out-of-date cheques

Cheques are normally out of date after six months and are, therefore, usually returned unpaid to the presenting bank. We will endeavour to contact you to ascertain your wishes should such a cheque be presented.

7.5 Cancelling a cheque

We will cancel one of your cheques when requested by you if:

- the cheque has not already been paid
- you give us sufficient details.

You should advise us about cancelling a cheque over the telephone. We will then confirm the cancellation in writing.

7.6 Cheque retention

We will keep copies of cheques paid from your accounts for at least six years and will provide you with a copy on request.

7.7 Foreign cheques

If you are receiving money from outside the UK by way of a foreign cheque to be credited to your pounds sterling account, we will normally negotiate it with recourse. This means that you will

receive the funds immediately. The rate of exchange we use will be the reference exchange rate applicable on the day the cheque is received by us. If the cheque is subsequently returned unpaid, we will debit your account with the pound sterling equivalent using the reference exchange rate in operation on the date we are notified of return.

All pounds sterling cheques drawn abroad, as well as currency cheques not drawn on their domicile country, must be physically returned to the bank on which they are drawn to obtain payment.

It may take several weeks for the proceeds to be credited to your account and agents' fees, as well as our own charge, will be deducted from the amount received. Please see the *Tariffs & Cut-Off Times* document for details. You will always be advised if a foreign cheque requires processing in this way.

We recommend, for both speed and safety, that you suggest to the payer that they make the payment electronically. The rate of exchange we use will be the reference exchange rate applicable on the day the funds are received by us. Please see section 8.1 "Reference exchange rate" for details.

8 Foreign currency transactions

We are able to assist customers with many aspects of foreign currency-related activity. Please note, however, that once you have entered into these transactions, you are not able to cancel them.

8.1 Reference exchange rate

When sending money outside the UK or receiving money from outside the UK up to the equivalent of £50,000 in euros and US Dollars or any other currency up to the value of £10,000, we reference the foreign currency exchange market, via Bloomberg, and calculate our rates on a daily basis at approximately 8am each working day. For larger sums the rate is calculated on the same basis but references the prevailing foreign exchange rate at the time.

An online currency conversion service is also available to eligible customers in online banking, facilitating spot transfers between a variety of currency accounts held with the bank. For this service we reference the foreign currency exchange market via Integral, calculating our rates in real time between the hours of 7am and 5pm each working day. Eligible customers will also have the option

of making cross-currency transfers via the transfers page in online banking, but this option does not provide a real-time exchange rate; such rates are calculated on a daily basis at approximately 8am each working day.

For all foreign currency exchanges, the applicable rate includes a margin based on the transaction amount and previous product usage.

The bank's Treasury department may reset rates throughout the day to reflect market movements.

The rates are applied immediately and without notice.

You may obtain details of the applicable exchange rates by telephoning the bank.

9 Charges

Our payment services and bank charges are detailed in the *Tariffs & Cut-Off Times* document; a copy of this will be provided to you before you are bound by the Agreement. The charges for our online banking services are detailed on the appropriate screens.

Charges are reviewed from time to time and you will be notified of any changes. Please see section 15.4 "Changes to Terms & Conditions" for details. We may change or vary our charges or introduce a new charge. If you do not agree to the changes you have the right to terminate your account immediately, and without charge, before the proposed date of the changes coming into force. You should confirm your intention to close your account in writing.

In addition to the charges described above, there may be other charges and taxes that apply to your account which are not imposed by us, and we are not responsible for paying these on your behalf.

When sending money outside the UK but within the EEA and Switzerland, where no currency conversion takes place, our charges will be deducted from your account and the charges levied by the other party's bankers will be debited to their customer's account.

10 Your obligations

10.1 Tax compliance

Any account relationship and the use of products is dependent upon you being tax compliant and maintaining tax compliance throughout the wider relationship.

10.2 Disputed transactions

You should notify us of any unauthorised, late or incorrectly executed payment without undue delay and in any event no later than 13 months after your account has been debited (this excludes payments governed by the Direct Debit Guarantee Scheme or payments made by cheque). If you do not tell us promptly, and in any event within 13 months, you may not be entitled to have any error corrected or payment amount refunded, and you may not be entitled to compensation for any loss you have suffered. We recommend, therefore, that you check your statements regularly and notify us without undue delay if you see, or otherwise become aware of, a transaction that you believe to be unauthorised or incorrect.

10.3 Joint accounts & partnerships

The following conditions apply to joint accounts and partnerships (but not Limited Liability Partnerships (LLPs)):

- All parties are jointly and severally liable for any money owed to us. This means that we have the right to ask all or any one of you to repay the full amount of any money you owe to us and not just a share; you each have an individual responsibility to ensure that, among you, the monies owing to us are paid. This applies whether or not you are aware of the debt.
 - Unless specific arrangements apply, one party to the account may withdraw any money in the account, obtain an arranged overdraft or ask the bank to permit an unarranged overdraft.
- Each account holder is individually responsible for all borrowing that arises on the account.
 - Unless advised to the contrary, we will act on the instructions of any one of the account holders.
 - The bankruptcy or mental incapacity of any party may invalidate the mandate and the account may be frozen whilst the matter is resolved.
 - If we become aware there is a dispute between the account holders, we may insist on all parties to the account authorising all transactions.
 - On death the balance of the account would normally be paid to the survivor(s) (i.e., the remaining account holders named on the account).
 - Should one party wish to withdraw from the account, we would usually remove the relevant name and allow the account to continue.

10.4 Change of details

Please advise us promptly of any change in personal details, such as your name, address, telephone number or email address. You must advise us in writing of a change in your name, accompanied with evidence of the change. You can advise us of other such changes through our online banking service, in writing, and by telephone, facsimile or email. If we receive new contact details, we may seek to verify them at our discretion. If the bank verifies an instruction received by one channel via a second channel, the instruction will be treated as if it had been made via the second channel (for example, if we receive an email instruction and we subsequently verify it by telephone, we will treat it as an instruction received by telephone). If you provide us with incorrect details or do not tell us when there is a change to your details we shall not be liable for any loss resulting from the use of the incorrect details.

10.5 Security

The bank uses a number of security features to protect your account details from being compromised.

You must take all reasonable steps to keep your bank cards and security details (including your bank account details, 16-digit card number, expiry date, three-digit security number, user name, password, security token and PIN) secret. These are highly confidential and should never be disclosed to anyone else, including the bank. If you are worried that someone may have acquired your personal security details, please contact us immediately on 020 7353 4522.

Please be aware that nobody will ever visit you to collect your bank card, statement, cheque book or security token.

We will never contact you with a request to disclose your security details in full. Nor will we send you links by email to the online banking service. If you receive any such request from anyone (even if they are using the bank's name and logo) it is likely to be fraudulent and you must not supply your details to them under any circumstances. You are required to report any such requests to the bank immediately.

You must not record or store your security details with documentation or information that relates to your account, or in a way that may result in it becoming known to another person.

To prevent fraud and protect your accounts you should keep all information relating to your account, in particular any PIN or passwords or other secret information, safe and secure. It is vital that:

- any record of security details is unidentifiable as such
- you do not keep cheque books and cards together
- you do not keep a record of your PIN with your card or your security token
- you do not tell anyone any of your security details
- you take care when destroying financial documents, e.g. statements, Visa receipts etc.

You should inform us if:

- your security details become known (or you suspect they have

become known) by someone else

- your cheque book, cards or security token have been lost or stolen or compromised in any way
- you notice any unauthorised transactions on your account
- you have not received your regular statement or a requested item such as a cheque book or debit/credit card.

You must change your security details if requested by the bank to maintain the security of your account.

You will arrange for the security details of any designated user to be changed if you are requested to do so by the bank.

You (or any designated user) should never leave the computer unattended when logged into the online banking site, particularly if using the online banking service in a public place. Once you have finished using the online banking site, you must log out securely.

You must take reasonable care to ensure your security details are not disclosed to any other person when you access the online banking service.

10.6 Unauthorised access to the online banking service

Should there be unauthorised access to your accounts, you must contact us immediately and provide us with all the information you have regarding unauthorised access to your accounts in order for us to investigate the matter. You must cooperate with us and the police in any investigation and you must ensure that any relevant designated user is similarly co-operative.

10.7 Designated users

You will only provide security tokens to a designated user. You are solely responsible for setting up a secure operating system and if you are a business, you should ensure that each security token is used in accordance with your internal operating procedures. You acknowledge that the bank is authorised to act on any instruction given using a valid security token.

You will ensure that each designated user is properly trained on all aspects of use of the online banking service using the security token including, but not limited to, ensuring that designated users:

- do not leave the computer terminal unattended while logged in to the bank's website and understand and accept that once they have finished using the site, they must log out
- keep the security token safe and do not provide security details to anyone
- notify you immediately if they believe that their security token has been lost or stolen; someone else knows all or part of their security details; or someone has accessed their account.

If you believe that any unauthorised person has access to, or has accessed, any designated user's security details, any component part of a designated user's security details or the designated user's security token, you must immediately notify us by telephone that the designated user's security details and/or security token have been compromised.

10.8 Third Party Payment Service Providers

When you sign up to a TPP service, you will be redirected to our online banking service to provide onscreen authorisation using a security token or our App. We will record that you have consented to use this service. Any subsequent payments may also be redirected to our online banking service for authorisation in this way. You can revoke these consents using our online banking service or by contacting the bank.

TPPs can offer you alternative ways of interacting with us and we are, in most circumstances, obliged to allow you to use such services (including executing transactions that are initiated via a TPP as though you had given the instruction to us directly). If you share your confidential details with a genuine TPP, we will not treat this as a breach of security on your account.

However, we strongly recommend that, before sharing your confidential details with a TPP, you make sure that the TPP is genuine, that they are authorised (by the Financial Conduct Authority at <https://register.fca.org.uk> or another, equivalent, regulator) and that they have the appropriate systems and controls

to protect you and your data.

If an unauthorised payment transaction is initiated through a TPP, we will still comply with our obligations to refund your account in accordance with the Agreement (see Section 11.2 "Payments made into your account by mistake or fraud"). However, if the TPP is liable for the unauthorised payment transaction, the TPP must, on our request, compensate us immediately for the losses incurred or sums paid as a result of complying with our obligations to you (including the amount of the unauthorised transaction).

For the avoidance of doubt, we will not be responsible for any payment transactions or other fraudulent activity carried out as a result of you sharing your security details with someone who is not an authorised TPP.

Furthermore, where we reasonably suspect that there has been or will be unauthorised or fraudulent access to your account by a TPP (authorised or otherwise) we are entitled to prevent that TPP from accessing your account. Before denying access, we will, provided it is not unlawful and would not compromise reasonable security measures, attempt to contact you to advise you of this and our reasons for denying access.

If we are unable to contact you prior to denying access, we will attempt to do so immediately after, again subject to this being lawful and not compromising security.

10.9 Online banking acceptable use restrictions

You must not:

- use the online banking service other than for your own domestic and non-commercial use
- use the online banking service in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with the Agreement
- act fraudulently or maliciously; for example, by hacking into or inserting malicious code, including viruses, or harmful data, into the online banking service or any operating system
- infringe our intellectual property rights or those of any third party in relation to your use of the online banking service, including the submission of any material that you do not own or have the right to submit (to the extent that such use is not licensed by the Agreement)
- transmit any material that is defamatory, offensive or otherwise objectionable in relation to your use of the online banking service
- use or attempt to use another customer's account, unless you are a designated user with express authority to access the customer's account
- use the online banking service in a way that could damage, disable, overburden, impair or compromise our systems or security or interfere with other users
- collect or harvest any information or data from the online banking service or from our systems or attempt to decipher any transmissions to or from the servers running the online banking service.

10.10 Malicious software

You are responsible for configuring your devices, information technology, computer programs and platform to enable access to our online banking service. You should use your own antivirus software.

You must not misuse our online banking service by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our online banking service, the server on which our online banking service is stored, or any server, computer or database connected to our online banking service. You must not attack our online banking service via a denial-of-service attack or a distributed denial-of service attack. We will report any such breach to the relevant law enforcement authorities, and we will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our online banking service will cease immediately.

11 When things go wrong

11.1 Incorrect details

If you provide us with incorrect payment details, the payment may be delayed or credited to the wrong account. The transaction-processing systems we use for sending money within the UK use only the recipient's sort code and account number to identify the payment. The systems we use for sending money outside the UK use the recipient's account number or IBAN and SWIFT Code. You may also need to provide additional information such as a bank Routing Code (known in different countries by different names e.g., sort code, IFSC Code, Fedwire number) together with other information as specified by the country in which the account is held.

In some circumstances the SWIFT Code may not be required. This means that any other information you have provided (such as the recipient's name) will not be used by the transaction-processing systems when your payment is applied to the recipient's account. We will only be liable for executing your payments on the basis of the details provided to you by us, as identified above.

We will make reasonable efforts to recover funds credited to the wrong account as a result of you supplying incorrect information about the recipient's account or if you have been defrauded into transferring money to an account, but we shall not be liable for any delay that occurs, nor for any loss that may be incurred, and we may make a charge to recover the payment. Please see our *Tariffs & Cut-Off Times* document for details. If we are unable to recover the funds you may write to us to ask us to provide you with all available relevant information to help you seek repayment of the funds.

11.2 Payments made into your account by mistake or fraud

The bank may be asked to return a payment that has been paid into your account by another bank by mistake, or as a result of fraud.

We will cooperate with the other bank to try to recover the funds and may share information about you and your account so that the other bank can take steps to recover the money. Provided we reasonably believe that a payment has been made into your account by mistake, or as a result of fraud, we may deduct an amount up to the value of the mistaken or fraudulent payment from your account and return it to the other bank. If the mistaken payment was received into your account more than two months earlier, we will try to seek your agreement before we return it. If we suspect any payment into your account was the result of fraud, we can remove it without asking you.

11.3 Unauthorised payments out of your account

Where any cards or confidential details allowing access to your account (such as online banking service passwords or security tokens) have been lost, stolen or misappropriated, we may (at our discretion) charge you a maximum of £35 for any losses arising as a result.

We will not charge you anything if:

- you have not acted fraudulently, and you could not reasonably be expected to detect the loss, theft or misappropriation of the card/confidential details prior to the payment
- the loss was caused by acts or omissions of an employee, agent or branch of the bank or of an entity which carries out activities on behalf of the bank.

We may, however, charge you for ALL losses incurred where:

- you have acted fraudulently
- you have (with intent or gross negligence) failed to notify us without undue delay after becoming aware of any such loss, theft or misappropriation of your cards or confidential details
- you have (with intent or gross negligence) not used cards or confidential details in accordance with the terms of the Agreement.

Except where you have acted fraudulently, you will not be liable for any unauthorised payments out of your account made after

you notified us of the loss, theft or misappropriation of any of your cards or confidential details, nor will you be liable for any purchases of goods or services sold exclusively by means of the internet, the telephone, or similar sales methods where you are not face to face with the seller.

If you, or a person specified as an authorised signatory in the account mandate, authorise a payment and we execute it correctly, we will not be liable for any losses you incur. This is the case even if you subsequently decide you no longer wish to make the payment. We will not be responsible for any losses you incur if you discover you have been induced to make the payment by a fraudster. However, we will make reasonable efforts to recover the funds.

Different rules may apply if the transaction was made using a credit card or other form of credit. Please see your *Visa Credit Card Terms & Conditions* for details.

11.4 Our liability for loss or damage

Other than where:

- we fail to act in accordance with your payment instructions
- there has been a transaction that you did not authorise in line with the Agreement,

as long as we have not acted fraudulently or with gross negligence, we will not be liable for any loss or damage you may suffer directly or indirectly as a result of us providing banking services to you, or us acting on any instructions given to us with your knowledge or consent, except for any material breach of the Agreement by us.

The bank will not be liable to you if we are unable to perform our obligations to you because of the failure of any machine, data processing system or transmission link or because of any industrial dispute or any other cause which is beyond our control or the control of anyone working for us or on our behalf.

Except as required by law and as stated above, the bank will not be liable for any damage or loss whatsoever, whether in contract, tort (including negligence) or otherwise, arising from your use or inability to use the online banking service, or from any interruption or delay in access to the online banking service or our online banking site for whatever reason.

The bank does not guarantee that the online banking site will operate free of error or that it is free of computer viruses or any other contaminating computer program. Nothing in the Agreement excludes or limits our liability for any losses you may suffer to the extent that we are unable to exclude or limit it by law and regulation.

11.5 Your liability

You (and in the case of joint accounts each of you individually) shall reimburse us for:

- any loss or damage to the bank, to the bank's business, or to the bank's employees, officers and agents
- any losses and costs incurred and claims brought against the bank by a third party

where any such losses, costs, claims or damages have been caused by any intentional, fraudulent, careless or grossly negligent act committed by you, or by anyone using your account or the online banking service with your knowledge or consent, except insofar as any such claims may arise from any material breach of the Agreement for which the bank is responsible.

You are responsible for any losses, costs, claims or damages caused to the bank, our employees, officers and agents in relation to any intentional, fraudulent, reckless or negligent act committed by any of your employees or agents including any designated user. It is your responsibility to advise the bank immediately if someone's designated user status should be revoked.

11.6 Refunds

If we fail to make a payment or we execute it incorrectly, we will, without undue delay, refund your account and make any necessary

adjustments to interest and charges to restore the debited account to the state in which it would have been had the defective payment not taken place. For refunds in relation to direct debits, please see section 4.7 "Direct debits" for details. If you ask us for information relating to a payment, we will make immediate efforts to trace it and notify you of our findings. Should the investigation reveal that the instruction was executed correctly, we will charge a fee. Please see our *Tariffs & Cut-Off Times* document for details.

If funds are received by us but not credited to your account in a timely manner, upon notification we shall ensure your account is adjusted to the position it would have been in had we credited the funds to your account in a timely manner.

Please note the time limit of 13 months in section 10.1 "Disputed transactions" will apply to any requests for refunds under this section.

11.7 Refusal of payment orders

We may stop the use of any card, online banking service or any other service we provide for reasons relating to:

- the security of your account, or suspected fraudulent or unauthorised transaction(s) on your account
- a significantly increased risk that you may be unable to pay us any money you owe us
- the application of a law, regulation or order of a court.

We may also refuse to carry out any transaction on your account where any of the core provisions of the Agreement have been breached, or where it would be unlawful for us to do so.

Unless it would be against the law, we will notify you when we take action under this section and explain our reasons for so doing. Where the reasons for refusal relate to factual matters, we will notify you of the procedure for rectifying any factual errors that led to the refusal. If we cannot contact you in advance, we will attempt to contact you as soon as possible afterwards.

Where possible, we will allow the normal use of your account to resume as soon as is reasonably practicable once the reasons for our taking such action cease to exist.

12 Notices and communications

12.1 Your personal information

How we use your information is explained in our *Privacy Notice*. This would have been made available to you when we collected your information, it is also available on our website: www.hoaresbank.co.uk/privacy.

If you require an additional copy, please contact your relationship manager.

12.2 Changes to our Privacy Notice

Any changes we may make to our *Privacy Notice* in the future will be posted on our website. Where appropriate, changes may be notified to you by post or email.

12.3 Communications between us

Subject to section 12.4 ("Requests for information: pooled accounts"), any notices or other communications between us in relation to the Agreement should be given in writing unless otherwise agreed between us or unless we otherwise determine.

Such notices and other communications should be given to us in writing to our registered address at 37 Fleet Street, London EC4P 4DQ.

When we contact you for service and operational reasons such as telling you about changes to terms and conditions, or sending you information, letters or notices, we will use any contact details we hold for you. This could include your postal address, telephone numbers and email addresses by letter, telephone and email. We may also send you messages via text message, our online banking service or our App. For fraud prevention purposes, we may contact you via text message after receiving a payment instruction from

you. If we need to contact you for security reasons or because we are unable to act on an instruction, we have received from you, we will do so using a secure method of communication. This means we may ask you to provide parts of your security information, so we can be sure we are talking to you. If at any point in the future you change your contact details, you should tell us promptly about those changes. Please see section 10.3 "Change of details" for how to do this.

Any notice posted by us to you shall be deemed to have been received 72 hours after posting, and notice given in any other manner shall be deemed to have been received at the time when in the ordinary course it would have been received.

12.4 Requests for information: pooled accounts

This section applies only to our requests for information about pooled accounts made under section 13 "Anti-money laundering legislation" and to your responses to our requests. We will issue such requests by post or by electronic means. You must confirm receipt of our requests and subsequently provide to us the information we have requested as soon as reasonably practicable and by no later than: (i) 5pm London time on the first business day following the day on which we made our request; or (ii) such other date and time as we may agree with you in writing. In the event that you consider you are unable to comply with a request we have made, you must reply to us within these time limits, giving an explanation.

13 Anti-money laundering legislation

Money laundering describes the process of disguising money obtained from criminal activities so that its origins cannot be traced.

If the purpose of the payment is to enable the recipient to evade tax which would otherwise be due, then both the payer and payee would be guilty of a criminal offence.

We comply with our statutory obligations in relation to all aspects of our operations, and may, from time to time, contact you for further information about payments on your account.

Without prejudice to the generality of the other paragraphs in this section, in the event we determine that, for the purposes of complying with: (i) any provision of the Money Laundering Regulations 2017 (the "MLRs 2017") including but not limited to regulation 37(5); or (ii) our other legal and regulatory obligations; or (iii) our policies concerning the prevention and detection of financial crime, we require information about the identity of the persons on whose behalf monies are held in any pooled account that you have opened with us (including but not limited to any client account), we will issue a request to you in accordance with this section and section 12.4 "Requests for information: pooled accounts", specifying the information that we require you to provide. You must provide that information to us in response.

Our requests for information in relation to a pooled account may include requests for: (i) information about your client and/or any other person on whose behalf monies are held on it; (ii) information about the background and purpose of any transaction (or any intended transaction) on it; (iii) information about the business and risk profile of your client and/or any other person on whose behalf monies are held on it; (iv) where the bank is asked to make a payment using funds from it, information about the destination(s) and identities of recipient(s) of the payment, including any ultimate destination(s), recipient(s); and (v) copies of any documentation which you have obtained when applying due diligence measures to your client and/or to any other person on whose behalf monies are held on the pooled account. We may request, for example, copies of documents that you have obtained pursuant to the MLRs 2017 to identify your client, to verify his or her identity, to identify and verify the identity any beneficial owner(s) and their ownership and control structure and to assess the purposes and nature of any relevant business or transaction.

If you do not provide information that we have requested in accordance with this section and section 12.4 "Requests for information: pooled accounts", then subject to any other legal or regulatory duty which we may be under, and without prejudice to any other right or remedy we may have, we shall be entitled to exercise any and all of our rights under the Agreement,

including but not limited to our rights: (i) not to act upon a payment instruction if we reasonably believe it to be suspicious or unusual, in accordance with section 5.1 "Payment instructions"; (ii) to stop the use of any service we provide for reasons relating to the application of a law or regulation, in accordance with section 11.7 "Refusal of payment orders"; (iii) to suspend, withdraw, terminate or restrict your account or your use of the online banking service or any part of it, or deactivate your card or security token (if applicable), in accordance with section 15.5 "Suspending your account and online banking service"; and (iv) to close your account in accordance with section 15.6 "Closing your account and online banking service".

We will process information which you provide to us under this section in accordance with the terms of the Agreement, our *Privacy Notice*, and the requirements of the MLRs 2017.

14 Other information

14.1 Complaints

If you wish to make a complaint about any of our services, please contact the partners at the bank in the first instance by writing to them at the bank's head office at 37 Fleet Street, London EC4P 4DQ. If you are not happy with our final response to your complaint or we have not resolved your complaint within 15 business days (or 35 business days if we inform you we cannot give a full response within 15 business days), you may be able to refer the matter to the Financial Ombudsman Service (FOS). The FOS provides a free, independent service to all eligible complainants, including private individuals and small businesses, charities and trusts. Further information, including eligibility requirements, can be located on www.financial-ombudsman.org.uk.

The contact details for the FOS are: Financial Ombudsman Service, Exchange Tower, London E14 9SR. Their telephone number is: 0800 023 4567.

Alternatively, you can complete the FOS online complaint form available on their website at: www.financial-ombudsman.org.uk

14.2 Current Account Switch Service

We participate in this industry scheme which allows you to move your current account from one bank to another on a date to suit you (subject to seven business days' notice). Benefits of the service include:

- automatically switching any payment instructions to your new bank
- re-directing payments to your new account
- transferring any available and cleared balance to your new bank.

We will attempt to contact you upon receipt of a switch request from your new bank to ensure that it is genuine. At this time, we will discuss all relevant matters with you. Your new bank will provide you with all relevant terms and conditions.

If you use the Current Account Switch Service to transfer your current account from us, you should be aware that:

- unless you have another current account with us, we will require that you repay and close any credit card facilities you may have by day seven of the switch
- should you not be able to transfer or repay any arranged overdraft, unarranged overdraft or loan facilities you have with us, we will open a loan-servicing account and debit payments to this account which you will be required to fund
- if we hold items for you in safe keeping you will be required to remove them.

15 Our rights and responsibilities

15.1 Agreement duration

The Agreement will remain in force until terminated by either party in accordance with the conditions set out in section 15.6 "Closing

your account and online banking service".

15.2 Copy Agreement

We will provide you with a copy of the Agreement at any time, on request.

15.3 Sanctions

In entering into the Agreement, you are confirming that you are not:

- incorporated, based, operating from, or ordinarily resident in a territory subject to comprehensive US sanctions
- a prohibited person targeted under any EU or US export control and trade sanctions laws or regulations in effect from time to time, nor are you 50% or more owned, or otherwise controlled by, or acting on behalf of, any such prohibited person.

You undertake to advise us should the matters described above become relevant to you in the future.

15.4 Changes to terms & conditions

Except for changes to interest and exchange rates which are covered in the relevant sections, we may change the terms of the Agreement with you at any time, having given you two calendar months' written notice of any changes. If we do not hear from you within the notice period, you will be deemed to have accepted the changes. If you do not agree to the changes, however, you have the right to terminate your account immediately, and without charge, before the proposed date of the changes coming into force. You should confirm your intention to close your account with your relationship manager.

In the event of any change in applicable law, regulation, industry guidance or codes of practice, as a result of decisions made by the FOS or in other circumstances outside our control, we may give a shorter period of notice as we consider, on reasonable grounds, to be justified. Changes will be imposed unilaterally after this time.

If we have made a major change, or a number of minor changes in any one year, we will provide you with a revised copy of this *Guide to Your Accounts* or a summary of the changes. Any changes we make to this *Guide to Your Accounts* will be posted on our website at (www.hoaresbank.co.uk). We may provide you with notice of changes to the *Guide to Your Accounts* by post or email with reference to the latest version available on our website rather than providing you with a paper copy.

15.5 Suspending your account and online banking service

We may suspend, withdraw, terminate or restrict your account or your use of the online banking service or any part of it, or deactivate your card, security token or App where:

- we reasonably suspect that your use of your account or the online banking service is in breach of the Agreement
- we reasonably suspect that your security details have not been kept secret
- we reasonably suspect that your security details have been used fraudulently or without your permission
- we reasonably suspect that your use of your account or the online banking service is in breach of any law or regulation
- as a result of a change in the way you operate your account or in your financial circumstances, for example if we reasonably believe that you may have difficulty in meeting your commitments
- we believe it is appropriate to protect your account
- you have not used online banking for 13 months
- we are required to comply with legal or regulatory requirements governing the operation of accounts
- we reasonably believe you to be a 'disqualified person' under the Immigration Act 2014 (as amended or replaced from time to time)

- we reasonably believe that your use of your account gives rise to a reputational risk for the bank.

We will tell you before taking any of these steps and we will explain why we have done so, unless we are unable to contact you or there is a legal reason or other circumstance beyond our control that stops us from doing so. If we cannot make contact with you beforehand, we will (where possible) tell you and explain our reasons afterwards.

We will always endeavour, where possible, to advise you before deactivating the security token. We will usually issue you with a new security token as soon as practicable once our reasons for taking the action cease to exist.

You agree to do nothing, and you agree to ensure that none of your designated users, employees or agents do anything, that may cause risk or damage to the bank's reputation, website or the online banking service. We may suspend your use of the online banking service if we consider you (or any employee, representative or agent) are doing, or are likely to do, anything which may have such an adverse effect.

15.6 Closing your account and online banking service

We have a right to close your account for any reason. We will give you two calendar months' notice of our decision save for the circumstances outlined in section 15.5 "Suspending your account and online banking service".

You have a right to close your account for any reason at any time by giving us written notice.

Any closure of your account will be without prejudice to:

- our right to recover sums due to us as a consequence of the provision by us of account facilities, which will, where applicable, be apportioned up to the time of the closure of your account (such sums will be repayable on demand). Any charges that you have paid in advance will be reimbursed on a proportional basis
- the completion of any transactions already initiated.

If you decide to move your account to another financial institution, it may be possible to use the Current Account Switch Service (see section 14.2 above). If it is not possible, we will provide your new bank with information about your standing orders and direct debits within three working days of receiving their request.

Upon account closure, statements will be available from the bank on request.

If you do not use your account, it may become dormant and will need to be reactivated before you can use it again. Details of our policy for lost or dormant accounts are available on request.

You may terminate your online banking service at any time by advising us in writing. We may terminate your online banking service by giving you not less than two calendar months' notice by post or email save for the circumstances outlined in section 15.5 "Suspending your account and online banking service".

15.7 Our regulator

The bank is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the PRA with Firm Registration Number 122093.

The address of the FCA is 12 Endeavour Square, London E20 1JN. The PRA's address is 20 Moorgate, London EC2R 6DA.

15.8 Our right of set-off

We have the right, under general law, to use any credit funds that you have with the, held either in your sole name, or jointly with another party, to offset or repay any debit amounts which you owe to us (including credit card accounts and accounts denominated in a foreign currency). Our right of set-off allows us to use any credit funds you hold jointly with another person to repay any sole debt that you owe. We are also able to use credit balances on accounts in your sole name to repay debit balances on any joint account to which you are party.

We will not exercise this legal right without giving you a minimum

of 14 days' advance notice unless we reasonably believe that you may try to prevent us from obtaining the repayment. In all cases we will write to you to inform you that we have exercised our right.

In exercising our right of set-off we may (and you irrevocably authorise us to):

- bring to an end any term deposit period applying to any of the accounts you hold with us (either in your sole name or jointly) and adjust any interest paid by us
- convert to pounds sterling any balance that is in a currency other than pounds sterling at the exchange rate that applies at the time.

If we are required to take these actions, we will not have any liability to you.

Our legal right of set-off is separate and distinct from any formal arrangements that we may make with you, such as agreeing to offset balances for the purposes of security or for the calculation of interest and charges.

15.9 Transferring rights and obligations

We may transfer, assign, or pass our rights or obligations under the Agreement or arrange for any other person or organisation to carry out our rights or obligations under the Agreement. We will only transfer our obligations to someone we reasonably consider capable of performing them equally as well as us. You may not transfer any of your rights or obligations in relation to the Agreement or transfer or assign any account or deposit.

15.10 Third party rights

A person who is not a party to the Agreement has no right under the Contract (Rights of Third Parties) Act 1999 to enforce any term of the Agreement.

15.11 Governing law and jurisdiction

The Agreement shall be governed and construed in accordance with English law. The courts of England and Wales shall have exclusive jurisdiction to settle any disputes, including non-contractual disputes, which may arise in connection with the Agreement, but because this provision is included for our benefit only, we retain the right to bring proceedings in any other court or courts which would have had jurisdiction but for the Agreement.

15.12 Events beyond the bank's control

Unless expressly detailed in the Agreement, the bank shall not be liable to you for any failure to perform any obligations by reason of any cause beyond the bank's reasonable control, including without limitation:

- the outbreak of war and hostilities or any other international calamity or political crisis, any act of terrorism
- a natural disaster
- any regulatory ban on the bank's activities
- a banking moratorium having been declared by legal edict or by appropriate regulatory authorities
- any breakdown, malfunction or failure of transmission, communication or computer facilities
- industrial action, acts and regulations of any governmental or supranational bodies or authorities and the effect of such event(s) as mentioned above is such that the bank is not in the position to take reasonable action to cure the default.

The bank shall endeavour to give you written notice containing full particulars of any event(s) which put the due performance of any obligations under the Agreement beyond the bank's control but shall not be responsible for any failure to inform you, for any reason, promptly or at all.

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