NatWest
International

Non-Personal Terms

Our terms will be changing on the 18th December 2026.

A summary of these changes are outlined at the back of this booklet. A full copy of the new terms can be found on our website natwestinternational.com/terms-and-conditions

Contents

GENERAL TERMS

Glossary 1

1 Introduction 2

2 Use Of Accounts And Giving Us Your Instructions 3

3 Paying Money Into Your Account 4

4 Payment Of Interest 7

5 Keeping Your Account Safe And Limiting The Use Of Your Account 7

6 Communications And Statements 8

7 Taking Money Out Of Your Account 9

8 What Happens When Something Goes Wrong? 11

9 Overdrafts And Unpaid Transactions 13

10 Making Changes To Our Agreement 14

11 Closing Your Account 15

12 Making A Complaint 16

13 How We Use Your Information 18

14 Additional Terms 19

ACCOUNT SPECIFIC TERMS 19

1 Business Current Account 19

2 Business Treasury Cash Management Account 19

3 Fixed Term Deposits 20

4 Notice Deposits 20

5 Business Reserve Account 21

6 Client Deposit Manager Account 21

Glossary

The meaning of certain words used in these Terms

- An **Annual Equivalent Rate (AER)** is a notional rate used for accounts on which we apply interest on any cleared for interest credit balance and shows what the gross interest rate would be if it was paid and compounded each year. The interest rate may be negative, which means the amount calculated will be taken from the account.
- An **arranged overdraft** is a limit on your current account we agree with you in advance that allows you to borrow money up to that agreed limit.
- **Arranged overdraft interest** is interest that we charge you for using your arranged overdraft.
- A **business day** means Monday to Friday excluding bank holidays in the United Kingdom and bank or public holidays in the jurisdiction in which your account is maintained. Some services may be used on non-business days but transactions carried out on such days may be treated as carried out on the next business day. For payments, further details can be found in the "Paying Money Into Your Account" and "Taking Money Out Of Your Account" sections of the General Terms.
- Your **charging period: we calculate and apply interest and other charges periodically to your account on the basis agreed between us.** You can find out your charging period by contacting us.
- **Cheque** - means a Sterling or Gibraltar Pound cheque issued by a UK Payment Area bank or building society.
- **Cleared for interest purposes** means that we include a Cheque paid into your account in your balance when calculating any interest we will apply to your account.
- **Cleared for fate/cleared for funds** means a Cheque you have paid into your account cannot be returned unpaid and debited to your account.
- The **European Economic Area (EEA)** is a collection of countries. The countries in the EEA are all the countries in the European Union plus Iceland, Liechtenstein and Norway.
- The **Effective Annual Rate of Interest (EAR)** is the actual yearly cost of arranged overdraft interest because it takes into account that we charge interest monthly. This means that you'll pay interest on any interest that has been added to your arranged overdraft balance in the previous monthly charging period. It doesn't take account of any additional fees we may charge (for example, the Arranged Overdraft Usage Fee).
- The **gross rate** means the interest rate we use to calculate interest on cleared for interest credit balances on your account and does not take into account any tax which we may have to deduct. The interest rate may be negative which means that the amount calculated will be taken from your account.
- The **Nominal Rate** is the annual rate of interest you'll pay for your arranged overdraft (it doesn't take into account that you'll pay interest on any interest that has been added to your arranged overdraft balance in the previous month).
- A **Direct Debit** is a payment set up on your account following a request from an organisation. You may be asked to sign a form which authorises the organisation to request payments from your account.
- A **payee** is the person you intend to pay (for example, the recipient of a Direct Debit).
- A **payer** is the person or organisation you receive a payment from.
- A **quick deposit facility** is a cash machine which allows you to pay cash or Cheques into your account.
- An **unarranged overdraft** is an overdrawn balance on your account which you didn't arrange with us in advance.
- Where we refer to **you** this includes each entity (such as a limited company) or account holder (such as a joint or partnership account with us). **You** also includes any third parties you've authorised to act on your behalf where the term relates to giving us instructions.
- A **protected customer** is given extra rights by law. You may be a protected customer if your account is with our London branch and is:
    - a microenterprise, who at the time they enter into this agreement, is a business (or a group of businesses of which it forms part) whose annual turnover and /or balance sheet total does not exceed €2 million (or the equivalent in Sterling) and employs fewer than 10 people; or
    - a charity whose annual income is less than £1 million at the time they enter Into this agreement.
- **SEPA** is the Single European Payments Area in which you can make and receive Euro payments. It's made up of the countries in the EEA as well as the UK and a number of regions including Gibraltar, Guernsey, Jersey and the Isle of Man.
- A **standing order** is when you tell us to pay a fixed amount to someone straight from your account at regular intervals. You specify how much, how often and for how long the payments will continue.

- **UK Payment Area** means the United Kingdom, Jersey, Guernsey, Isle of Man and Gibraltar.
- **We, us** or **our** means The Royal Bank of Scotland International Limited trading as NatWest International.

Any reference in the Terms to a time of day is to UK time unless otherwise stated.

GENERAL TERMS

1. INTRODUCTION

1.1 Your agreement with us

These Terms form part of the agreement between you and us. The following also form part of our agreement:

- any mandate for your account;
- the charges tariff that applies to your account;
- the interest rate that applies to your account;
- any overdraft agreement setting out the terms of your arranged overdraft,
- the applicable online or Mobile Banking Terms; and
- the terms for any other service we provide to you.
- if an Account Specific Term is inconsistent with a General Term, the Account Specific Term will apply.

Please ask if you need up-to-date copies of these Terms. You can also find them at **natwestinternational.com/terms-and-conditions**

The Terms are split into two parts:

- General Terms (which apply to all accounts unless otherwise stated); and
- Account Specific Terms (which apply to particular accounts only)

Our services are not offered in any jurisdiction where their advertisement, offer or sale is restricted or prohibited by law or regulation or where we are not appropriately licensed. Not all products and services are available in all our jurisdictions.

Unless we agree in writing we will not consider or advise you whether any account or other product you choose to take from us meets your needs. We will not advise on any tax consequences or issues which may affect you if you take one of our accounts or products. You should take your own independent professional advice. These Terms are entered into for an indeterminate term.

1.2 The law that applies to your account

These Terms are governed by the laws of the jurisdiction in which the branch where your account is held is located, and the courts there have non-exclusive jurisdiction, although we may take proceedings against you in any court.

If your account is in Jersey or Guernsey the agreement is entered into between us for cause.

The Payment Services Directive ("PSD") from the EU provides consumers with rights and protection when using payment services. If you are not a Protected Customer and your place of business is within, and/or your account is with one of our branches in, the United Kingdom, Gibraltar or the EU, by requesting us to open or allow the continued use of accounts governed by these Terms, you agree we can opt you out of the PSD and implementing Regulations (to include, without limitation, the EU's Cross Border Payment Regulations) and all successor or analogous legislation (in whichever jurisdiction your account is held) in so far as we are able.

If your place of business is within, and/or your account is with one of our branches in, Jersey, Guernsey or Isle of Man, you and we agree to waive the application of the following legislation (including all successor or analogous legislation) in so far as we are able:

- Jersey: EU Legislation (Payment Services – SEPA) (Jersey) Regulations 2015
- Guernsey: The Single Euro Payments Area (Guernsey) Ordinance, 2016
- Isle of Man: Payment Services Regulations 2015

1.3 Joint Accounts

If your account is held jointly by more than one party, all account holders shall be jointly and severally liable for any sums owed to us under your agreement with us. This means that we can ask all or just one of you to repay the full amount of any money you owe us and not just a share.

1.4 Using your Online Banking

If you haven't logged into Online Banking for 12 months your Online Banking access will be deactivated, and you'll have to re-register in order to use Online Banking again.

2. USE OF ACCOUNTS AND GIVING US YOUR INSTRUCTIONS

2.1 Use of your account

Your account must be used for business purposes only.

Your account must not be used for an illegal purpose, which includes tax evasion, or for tax avoidance. You are responsible for your own tax affairs and are required to remain compliant with both the letter and the spirit of tax laws. As we do not provide tax advice, you should seek independent tax advice, as necessary.

High Value Payments are a single payment (or series of intraday payments cumulatively) which amount to or exceed the figures published or notified to you from time to time. All inward or outward High Value Payments must be pre-approved by us.

The amount of and notice period for a High Value Payment may be varied by us at any time, but we will give five business days' notice of any change. Amounts and notice periods will be published at **natwestinternational.com/terms-and-conditions** found within the high value payment amounts and notices documents.

We may, at our discretion, refuse any inward or outward High Value Payment which is not pre-approved. We do not guarantee approval and will not be liable to you for any loss a refusal may cause.

If we accept an inward or outward High Value Payment where notice has not been provided in accordance with the notice periods applicable at the time, or which we have not pre-approved, you will be responsible for all costs associated with the acceptance of the High Value Payment. Where practicable, costs will be notified to you in advance. In some cases, it may not be possible or practicable to tell you the costs in advance, if this is the case we will confirm the costs to you as soon as we can after they have been incurred. Costs will be deducted from any account you hold with us within 30 days unless alternate arrangements are agreed.

2.2 Giving us your instructions

If they're given to us in accordance with the authority we hold for your account, we'll act on your instructions.

You can give us instructions in a number of different ways including in writing, by cash machine, by telephone, online, using your mobile phone, by card or by any other means we tell you are available. This may also include asking you to take extra steps (for example, entering a one-time passcode that we send you or using biometric data such as a fingerprint) to authorise transactions.

You can also give us instructions through third parties you've authorised to act on your behalf, for example third party providers (such as account aggregation services).

If you ask us to make a payment (including standing orders and other regular payment instructions set up on your account) and the payee has switched accounts using the Current Account Switch Service, we'll normally update the account details of the payee on your payment instruction, but if your instructions are received through our digital services we are unable to change the details automatically. In that case we will write to you with the new details.

2.3 Sending a CHAPS payment

2.3.1. CHAPS payment instructions are received once we receive the instruction, rather than when they are sent by you. If we receive your CHAPS instruction: (a) before the published cut-off time it will be processed on the same business day, (b) after the published cut-off time or on a non-business day it will be processed at the start of the next business day. For a CHAPS future dated payment the instruction will be treated as received and processed at the start of the business day that the payment is due to be made.

2.3.2. Your account will be debited on the same business day your instruction is processed. Your available funds will be reduced by the amount of the CHAPS payment (including any charges) immediately.

2.3.3. The CHAPS payment will be sent that business day to the payee's bank or provider for payment, who will make payment in accordance with their own terms of business.

2.4 Delaying or refusing to act on your instructions

We'll always follow your instructions, unless:

• we reasonably believe that you didn't give the instruction;

• we reasonably suspect the instruction is for an Illegal purpose;

• we reasonably suspect your instruction is connected to a scam, fraud or any other crime, or we reasonably suspect that your instruction is of a type where there is a high risk of there being such a connection;

• your instructions are unclear or incomplete;

• we reasonably suspect following your instruction may mean that we breach a law, regulation, code or other duty that we must comply with or may expose us to action from a government, regulator or law enforcement agency;

• your instructions appear unusual and we want to carry out further checks, such a contacting you for more information;

• you request an unarranged overdraft and we decide not to accept your request;

• a restriction which applies to your account prevents us from following your instruction (for example, the instruction exceeds the daily payment limits set on your account);

• we're told about a dispute between joint account holders (for example, partners on a partnership account) which means the account can't be used until the dispute is resolved unless we receive an instruction from all account holders in writing; or

• you've broken any term of our agreement in a serious way.

If you'd like to understand why we didn't follow your instruction you can call your relationship director or business director or speak to a member of branch staff. If we can, we'll explain why we didn't follow your instruction, unless there's a legal or security reason which means we can't provide an explanation.

You may only give us Direct Debit instructions to process debits originated in sterling and operated by BACS Payment Schemes Limited (or any successor organisation). We may refuse to accept other Direct Debit instructions or instructions on savings accounts.

3. PAYING MONEY INTO YOUR ACCOUNT

3.1 Electronic transfers

If we receive an electronic transfer on a business day, the money will be available for you to use and will start earning credit interest (if payable) on the same day, subject to cut-off times. The table below sets out the cut-off times for common currency payments.

Currency of the electronic transfer	What is the cut-off time (UK time) to start earning credit interest (if payable)?
Pounds sterling	5.30pm
Euro	3.30pm
US Dollar	4.45pm
Canadian Dollar	2.30pm
Swiss Franc; Danish Krone and Swedish Krona	3.00pm
Norwegian Krone	10.00am

Payments received after the times detailed in the table above will be available to use immediately and will start earning credit interest (if payable) on the next business day.

Faster Payments will usually be credited to your account immediately once we receive them. We'll check the transaction and, if approved, a CHAPS payment will be credited to your account on the business day of receipt by us.

For further information on our cut off times, including other currencies, please refer to your usual point of contact with us.

If you've received a payment in another currency from the currency of your account, we'll tell you the actual exchange rate used to convert it as soon as we can after the payment has been processed.

If a payment in another currency is returned to your account, it'll be converted to the currency of your account at the exchange rate applicable at the time the payment is credited to your account. This means that the payment may be more or less than the original payment you made from your account.

We may credit your account on receipt of a payment instruction but before we are paid by the sending bank. If the covering funds from the sender's bank are not received we may debit your account with the funds advanced to you in full. For the avoidance of doubt we may also debit your account with any costs, interest or other charges we may incur.

We will apply the value date to credits to your account that are requested by the sending bank unless we are unable to do so because the cut off time for that value date and currency has passed when we process the instruction.

If we pay a credit to your account because we have received a payment notification of funds received for you from a sender but we do not receive a properly authenticated payment instruction authorising us to credit your account (or we subsequently become aware of information which was not known to us when we credited your account) we may debit your account with the payment and any costs, interest or other charges incurred.

If we receive a payment instruction to credit your account but any of the information it contains is incomplete, unclear or illegible we may refuse to credit your account but return them to the sender. We will not be liable to you or them for any loss suffered as a result. If we at, our discretion, decide to apply the funds to you, we may debit your account with the payment and any costs, interest or other charges, if we do not receive a properly authenticated payment instruction.

We may not accept and credit an electronic payment to your account if we reasonably suspect that:

- It's fraudulent or related to other criminal activity on your account; or
- Accepting it might cause us to breach a law or regulation that we must comply with or may expose us to action from a government, regulator or law enforcement agency.

3.2 Transfers between your currency accounts

If we receive an instruction from you to transfer money in different currencies between currency accounts you hold with us, the money will be available for you to use and will start earning credit interest (if payable) within two business days from the date of conversion from one currency to another.

3.3 Cash

Sterling cash will be available for you to use and will start earning credit interest (if payable) at different times depending on how and when the cash is paid into your account:

How is the cash paid in?	When will the cash be available for use and start earning credit interest (if payable)?
Branch counter (within normal branch opening hours)	Same day
Quick deposit facility before 3:30pm on a business day	Same day
Quick deposit facility after 3:30pm or on a non-business day	Next business day

3.4 Cheques

If a Cheque is paid into your account we'll process the Cheque via either the "2-4-6" process or the new "Cheque Imaging" ("ICS") process. We've explained how this works in the tables below:

If your Cheque clears via the "2-4-6" process

Business day	What happens?
0	You pay the cheque into your account.
2	You'll start earning credit interest (if payable) on the amount of the cheque.
4	The money is available for you to use but may be removed if the bank or building society of the person who is making the payment to you decides not to pay the cheque. If they decide not to pay the cheque, they'll normally explain the reason to you.
6	After 3.30pm, the bank or building society of the person who is making the payment to you can't reclaim the payment (unless fraud is suspected).

If a cheque is paid into your account **after 3.30pm** on a business day or on a non-business day, the "2-4-6" process will begin on the next business day.

(For example, if you pay a cheque into your account at 4pm on Friday, it will be treated as being received on Monday and it will be available for you to use on Friday).

If your Cheque clears via the ICS process it will clear more quickly as follows:

Business day	What happens?
0	You pay the cheque into your account.
1	• You'll start earning credit interest (if payable) on the amount of the cheque • The money is available for you to use but may be removed if the bank or building society of the person who is making the payment to you decides not to pay the cheque. If they decide not to pay the cheque, they'll normally explain the reason to you. • After 23:59 the bank or building society or the person making the payment to you can't reclaim the payment (unless fraud is suspected).
If a cheque is paid into your account after 3.30pm on a business day or on a non-business day, the "Cheque Imaging" process will begin on the next business day. (For example, if you pay a cheque into your account at 4pm on Friday, it will be treated as being received on Monday and it will be available for you to use on Tuesday).	

You will not be able to stop payment of a Cheque processed by ICS once we have received the image of the Cheque from the payee's bank for payment.

Whether cleared by the "2-4-6" or ICS process there may occasionally be legal reasons or limited circumstances beyond our control which stop us from receiving the Cheque or cause delays to these time periods.

Cheques not written on a bank or building society based in the UK Payment Area and cheques which are not Sterling or Gibraltar Pound can not be processed by us and will not be accepted.

Where you have arranged for your own cheques to be printed by third party printers you will need to use image survivable features ("**Image Survivable Features**") printed on those cheques. Image Survivable Features are payment security features as advised by your third party cheque printer. We reserve the right, but without obligation on us, to refuse to process cheques that do not contain Image Survivable Features and any failure to include Image Survivable Features on your cheques which we then process may adversely affect your liability.

3.5 Night Safe Facility (Guernsey & Isle of Man only)

The container(s) provided by us must always be used when monies are deposited in the night safe, and it is understood that containers are deposited in the night safe solely at your risk. You will be responsible for the strict control of containers, keys, punches and seals, which shall remain our property, ensuring that they are exclusively used by you or your agent(s).

3.6 Business Quick Deposit Service

If you register to use the Business Quick Deposit Service to deposit cash or Cheques into an account, we'll provide you with instructions on how to use the service and supply wallets on request. If you make a deposit using this service, you must include a completed bank giro credit in the wallet. The amount shown on the bank giro credit will be credited to your account as follows:

When do we receive the wallet?	When will the money be credited to your account?
Before 3.30 pm on a business day	The amount shown on the bank giro credit will be credited to the account on the same day. Any cash will be available to use on the same day. Any cheque issued by a UK bank or building society will start the clearing process on the same day.
After 3.30 pm on a business day or on a non-business day	The amount shown on the bank giro credit will be credited to the account on the next business day. Any cash will be available to use on the next business day. Any cheque issued by a UK bank or building society will start the clearing process on the next business day.

The amount in the wallet may not be checked until after the account has been credited. If the amount in the wallet is greater or less than the amount shown on the bank giro credit or the wallet contains any forgeries:

- we'll adjust your account balance to reflect the difference; and
- we'll try to tell you within five business days.

You must not put foreign currency in a wallet.

Business Quick Deposit Service is not available in all jurisdictions.

4. PAYMENT OF INTEREST

We'll pay interest on money in your account if it's a credit interest bearing account which has a positive interest rate. We'll set the rate for your account and will inform you of that rate when you open your account. You can request details of your current interest rate at any time.

Interest will be calculated daily, usually based on a 365 day year. If you have a non-Sterling currency account, interest may be calculated on a 360 day year depending on the market practice of the currency concerned.

Interest will be paid into your account monthly, quarterly or annually depending on the type of account you hold. Please see the account specific terms for more details on when and how interest will be applied.

We reserve the right to charge you a negative rate of interest. If we intend to charge negative interest, we'll always give you notice in accordance with General Term 10.3.

If you have a non-Sterling currency account, interest may not be paid during periods of currency instability.

5. KEEPING YOUR ACCOUNT SAFE AND LIMITING THE USE OF YOUR ACCOUNT

5.1 What you need to do to keep your account safe

You must:

- keep all your security details safe and secret (including your card PIN and any security device, passwords or log-in details for telephone, mobile or online banking) and take all reasonable precautions to prevent unauthorised or fraudulent use of them. This means that you must not give these details to any person who is not authorised by you;
- sign your card as soon as you receive it;
- keep your card and security device secure at all times and not let anyone else use it;
- when you're logged on to one of our online or mobile banking services, not leave the device (for example, the mobile phone or computer) you're using unattended and you must make sure that any information stored or displayed on your device is kept secure; and
- be aware that if you give your online banking password and log in details to a third party provider, we're not responsible for what they do with your details or account information.

We'll never ask you to disclose your full security details to us or to any other person or organisation. Even if the person requesting your details is using our name and logo and appears to be genuine, you must not share your details with them.

Some third party providers might ask you for your online banking log in details and password to provide their service to you. If you decide to give them this information, this means that they'll be able to see and do anything you can on your accounts with them.

5.2 What you need to do if you think someone knows your security details or you've lost your card

If your card is lost, stolen or misused and, you think that someone else might know your card or security details or if you suspect that someone may have used your account without your permission, you must tell us immediately by contacting your branch, Relationship Manager, or by calling +44 (0)1534 620050. If you can't call us or visit your branch, you must immediately write to your account holding branch or Relationship Manager. In the case of a lost, stolen or misused card, write to us at NatWest International Card Loss Centre, PO Box 64, St Helier, Jersey, JE1 1AE.

5.3 Limiting the use of your account or our services

We may suspend or restrict the use of your accounts or certain services (such as your card or online banking) if:

- we reasonably believe that your security details, security devices or card details haven't been kept safe;
- we reasonably suspect that your security details or your card have been used fraudulently or without your permission;
- as a result of a change in the way you operate your account or in your financial circumstances, we reasonably believe that you may have difficulty in meeting your commitments;
- we reasonably believe it's appropriate in order to protect your account;

- you've broken in a serious way any term of this agreement or any other account you hold with us;
- you give us any false or materially misleading information;
- we reasonably suspect that your account or any other account you hold with us (or another member of NatWest Group) has been, is being or is likely to be used for an illegal purpose;
- we reasonably suspect that you're involved in fraud or other criminal activity; or
- we reasonably believe that continuing to provide you with an account, provide you with access to your account or to certain services would mean that we breach a law or regulation that we must comply with.

We will explain our reasons for taking any of these steps, unless we're unable to contact you or there's a legal or security reason which means we can't provide an explanation.

5.4 Payment limits

We may apply limits to payments to and from your account – for example, to the amount of cash you pay in or withdraw, or to payment types where there is a high risk of fraud, scams or other crimes. We monitor these limits, may change them over time and will make information on them available to you, unless there is a security reason that prevents us from doing so.

5.5 Notifying you of concerns

If we suspect or become aware that your account may be subject to fraud or security threats, we'll contact you using the contact details we hold for you.

We'll never:

- Phone you to ask for your four-digit card PIN or your online banking password, even by tapping them into the telephone keypad.
- Ask you to withdraw money to hand over to us for safe-keeping.
- Ask you to transfer money to a new account for fraud reasons, even if we say it's in your name.
- Send someone to your premises to collect your cash, PIN, payment card or cheque book if you're a victim of fraud.
- Ask you to purchase goods using your card and then hand them over for safe-keeping.

5.6 Availability of our services

While we will make reasonable efforts to provide our telephone and online banking services, we will not be liable for any failure to provide them for any cause that is beyond our reasonable control. This includes, in particular, any suspension of our services resulting from maintenance, repairs or upgrades to our systems or the systems of any party used to provide our services, other disruptions to our systems, outages on any phone network or in the case of mobile networks, where you are not in an area of mobile coverage.

6. COMMUNICATIONS AND STATEMENTS

6.1 How we'll contact you

We'll contact you and provide communications to you (which will be in English) by any of the following means:

- post;
- phone;
- email to the email address you gave us;
- secure message to digital banking services where available;
- text message to the mobile phone number you gave us; or
- notifications through the mobile banking app.

Any documentation we send you by email, secure message or through the mobile app may be sent as an electronic attachment (for example, as a PDF). You should make sure that your electronic device(s) are set up to receive our communications (for example, they have the correct hardware, software, operating system and browser). All communication may be recorded.

6.2 Statements

We'll provide you with statements every month if you ask us to. Statements are available more frequently on request.

6.3 Contact details

If any of your contact details change, you should tell us as soon as you can to ensure you receive our communications.

7. TAKING MONEY OUT OF YOUR ACCOUNT

7.1 Withdrawals and payments

You can make payments or withdrawals if the available balance on your account (including any available arranged overdraft and any card transactions that have been approved but have not yet left your account) is sufficient.

You can withdraw cash from cash machines up to the daily cash withdrawal limit. This limit applies to withdrawals inside and outside the UK Payment Area and we may change it from time to time.

You may make withdrawals from a savings account at the account holding branch. We may allow you to make withdrawals from another branch if you've submitted a written request to do so to your account holding branch.

7.2 About debit cards on your account

You can ask us to issue a card, or an additional card to a person you nominate. Each card will display the name of the cardholder. You may only use the card issued in your name. We may disclose information to any cardholder. This information will include, but won't be restricted to, details of your account.

When we send you a replacement card, we may issue it under a different card scheme (for example, Visa or MasterCard).

Some services let you create a digital copy of your card (for example, by adding your card to your mobile device to make contactless mobile payments or by saving your card details online to let you make payments more quickly). If you use your card in this way, any payments will be treated as if you used the physical card.

Cards are not available on all accounts.

7.2a Charges for using your debit card

Sometimes we'll charge you fees for using your card in addition to any service charges that apply to the transaction. We've explained these fees and when they'll be charged below, but this doesn't include any fees a third party might charge you (for example, a cash machine fee).

Transaction type	Charges
Cash withdrawals in a non-Sterling currency; **Inside the UK Payment Area:** • from a cash machine **Outside the UK Payment Area:** • from a cash machine; • purchase of currency; • purchase of travellers' cheques	• Non-Sterling Transaction Fee of 2.75% of the value of the transaction. (If you ask for the transaction to be converted into pounds Sterling at the point of sale or withdrawal, we won't charge a Non-Sterling Transaction Fee however, the transaction handler may charge you a separate fee.)
Inside or outside the UK Payment Area: Payments made in a non-Sterling currency For example, purchase of goods in a shop while you are travelling, which includes any cashback requested as part of the purchase, and online/telephone purchases.	

If you make a payment outside the UK Payment Area, or in a non-Sterling currency and you receive a refund of that payment, the Non-Sterling Transaction Fee charged for the original payment won't be refunded.

Where a fee is shown as a percentage, this means a percentage of the value of the transaction in pounds Sterling.

We'll convert any payment made in a non-Sterling currency using your debit card into pounds Sterling using the **Payment Scheme Exchange Rate** (the rate provided by Visa, MasterCard or any other payment scheme) at the time the payment Is taken from you're account. If you'd like to see the most up-to-date exchange rates you can visit the website of the payment scheme shown on your card (for example, MasterCard or Visa).

To see what our currency conversion charge for your proposed transaction will be, compared to the daily exchange rate of the European Central Bank, you can visit **natwestinternational.com/businesscardabroad**. The figures displayed on that page change daily and are there to help you compare our fees with other banks across Europe.

7.3 Timescales for making card payments

We'll only take a card payment from your account when we receive the request from the payee's bank. This means there may be a delay between using your card to make a purchase and the payment being taken from your account. We'll take the payment from your account within one business day of receiving the request for payment.

If you claim a refund from a payee, we'll credit the amount of the refund to your account when we've been notified of the refund by the payee.

7.4 Cheques

You must not issue future dated cheques. If you do and a cheque is presented for payment, we may pay it before the specified date.

Cheques not written on a bank or building society based in the UK Payment Area and foreign currency cheques can not be processed by us and will not be accepted.

7.5 Timescales for making other payments

Where you instruct us to make a payment, you authorise us to use any payment or clearing system or intermediary bank that we may reasonably select.

Where a payment is made in Sterling and within the UK Payment Area, we may use the Faster Payments Service which will mean that the money is added to the payee's account immediately. In limited circumstances (for example, we suspect fraud) the payment may take longer to reach the payee's account.

For other methods of payment, the following timescales will apply:

Type of payment	**When will the payment reach the payee's account following receipt of your instruction?**
Sterling electronic payment to a UK Payment Area based account or Euro electronic payment to another EEA or UK Payment area based account received **before 3:30pm UK time on a business day.**	By the end of the next business day.
Sterling paper-based payment (for example, a giro payment) to a UK Payment Area based account or Euro paper-based payment to EEA or UK Payment area based account received **before 3:30pm UK time on a business day.**	By the end of the second business day after processing by us
Sterling electronic payment to a UK Payment Area based account or Euro electronic payment to another EEA or UK Payment area based account made in connection with an instruction to withdraw funds from a Notice Deposit.	By the end of the business day following the end of the notice period that applies to the Notice Deposit.
Euro SEPA credit transfer payment made through eQ to an account in a SEPA Country received **before 2pm UK time on a business day.**	Same day before 2pm UK Time. Next Business Day after 2pm UK time.
All other payments received **before 3:30pm UK Time on a business day.**	Usually no more than four business days but this may depend on the country the money is being sent to.

Payment instructions received after cut-off times will be treated as received the next business day and the payment will reach the payee account a business day later than set out in this table. We can provide further information at your request.

We'll usually send payments to the payee in their local currency. For example, if you ask us to make a payment to a payee in the United States of America, we'll send the payment in US Dollars, unless you tell us otherwise.

If your payment is being sent outside the SEPA area, you may be able to choose to:

- pay our charges and the payee will pay their own bank's charges,
- have all charges paid by the payee, or
- pay all charges for the payment (including agent charges from other banks in the payment chain).

7.6 Exchange Rates – Making a payment

Before you make a payment which involves a currency exchange you can ask us to tell you the actual exchange rate that'll be applied to the payment. We'll provide or make this available to you where it is possible to do so. Where we can't tell you the actual exchange rate, we'll provide it to you as soon as we can afterwards.

If you choose to make a payment in a currency which is different to the currency of the payee's account or the receiving country, our chosen bank or the payee's bank may convert your payment to the currency of the payee's account at their market exchange rate.

7.7 Cancellation of a payment

We can't stop a payment you've asked us to make unless it's made by a cheque, standing order, Direct Debit or future dated payment.

To stop a cheque or cancel a standing order, Direct Debit or future dated payment, you should contact your branch, your Relationship Manager or telephone banking. To cancel these payments you must tell us at least one business day before the payment is due to be made, or in the case of a cheque, presented for payment.

You can also cancel a standing order or Direct Debit through online banking. Payments can't be stopped after they have been processed.

We may cancel any standing order or Direct Debit on your account if it's unpaid on more than one occasion and we reasonably believe that the balance on your account is unlikely to be sufficient to meet future payments.

7.8 Return of a payment

If a payment you've instructed us to make is returned, it'll be paid back into the account you made the payment from.

If the amount returned is not in the same currency as that account, it'll be converted at the reference exchange rate applicable at the date and time that it's paid into your account. This means that the amount that's paid into your account may be more or less than the Sterling amount of the original payment instruction.

If you made the payment from a multi-currency Cash Management account the payment may be re-credited in the currency in which it is received.

7.9 Paying charges from your account

Any charges you incur (including your service charge) will be taken directly from your account, unless we agree otherwise in writing.

7.10 Tax

If you owe tax (or other charges) to an authority in connection with your account, we may take this payment from your account.

7.11 Using money in your account to repay money you owe us

If you owe us money (for example, through a loan, credit or charge card or overdraft or a guarantee liability) and the money is overdue for payment, we may take money from your account to repay some or all of the money you owe us, including any fees or interest. This is called "set-off". We may also do this even if you don't have enough money in your account and it becomes overdrawn as a result. We'll never set off a debt on your account against money held in an account that you hold with someone else.

We may refuse to return to you any items deposited with us for you (including but not limited to items in safe custody or cheques (or their proceeds) for collection) until any money owed to us which is overdue for repayment is repaid.

We may set off any money we owe you (for example, as a refund or compensation or to settle a complaint you've made against us) to repay or reduce any money you owe us which is overdue for payment.

8. WHAT HAPPENS WHEN SOMETHING GOES WRONG?

8.1 What to do if an incorrect or unauthorised payment is taken from your account

If you suspect that an incorrect or unauthorised payment has been made from your account, you must contact us as soon as possible by calling:

Jersey: 01534 282850
From abroad +44 1534 282850

Guernsey: 01481 703860
From abroad: +44 1481 730860

Isle of Man: 01624 637190
From abroad: +44 1624 637190

Gibraltar: 20077737 or 200 73200
From abroad: 00350 200 77737 or 00350 20073200

Please be prepared to answer some security questions so we can verify your identity.

If you are a protected customer	If you are not a protected customer
You must tell us if an unauthorised payment is taken from your account within 13 months of the payment being taken from your account or you may not be entitled to a refund.	You must tell us if an unauthorised payment is taken from your account within 30 days of the payment being taken or you may not be entitled to a refund.

8.2 What we'll do if an incorrect or late payment has been made to or from your account

The sort code and account number (or International Bank Account Number (IBAN)) of an account identifies it, not the name of the account.

If you give us incorrect payment details (for example, the wrong sort code or account number or IBAN) then, once you've told us, we'll make reasonable efforts to recover your payment for you but we may not be able to recover the payment and we may charge you a fee for trying to recover it. If we're unable to recover the payment we won't refund you. If the payment has been received by the payee's bank you should contact them for a refund. If you write to us we will provide you relevant information regarding the payment to help you recover it yourself.

If we make a payment which was our error, we'll refund you (including any charges or interest which you've paid as a result of the payment being taken).

If we make or credit a payment later than we said we would, then we will put your account back in the position it would have been had we not made the error. You can also ask us to contact the other bank and ask them to correct the amount of interest on their customer's account.

If an error is made in a Sterling Direct Debit, you'll be entitled to a refund from the payee or from us. This is known as the Direct Debit Guarantee. For more information please see **directdebit.co.uk.**

If we pay money into your account by mistake, we can take the money out of your account.

8.3 What we'll do if the payer's bank tells us about an incorrect payment

You consent to us sharing information regarding you with the payer's bank to help them recover the payment.

8.4 What we'll do if you tell us about an unauthorised payment

If an unauthorised payment has been taken from your account (which means that someone else has made a payment without your consent) you should tell us as soon as possible.

Whether you're entitled to a refund may depend on whether or not you're a protected customer.

We'll assess whether you're a protected customer when you tell us about an unauthorised payment.

<table>
<tr><th>What's happened?</th><th>If you're a protected customer</th><th>If you're not a protected customer</th></tr>
<tr><td>Unauthorised payments have been made by using your card, card details, security device or security details before you have received them.</td><td>We'll refund you for any unauthorised payments.</td><td>We'll refund you for any unauthorised payments.</td></tr>
<tr><td>Your card, card details, security device or security details are lost, stolen or misused.</td><td>We'll refund you for any unauthorised payments but we may hold you responsible for up to £35 in relation to any losses you incur. If you were not able to detect the loss, theft or misuse prior to the unauthorised payment, or if the unauthorised payment was our fault, you will not be liable for any loss.</td><td>We won't refund you for any unauthorised payments if you fail to tell us about the loss or theft without delay.</td></tr>
<tr><td>You've authorised another person to use your account.</td><td>We'll only refund you for unauthorised payments made after you contact us.</td><td>We won't refund you for any unauthorised payments.</td></tr>
<tr><td>You've failed to use your card, card details, security device or security details in accordance with these Terms (for example, keep your card safe).</td><td rowspan="2">If your account is overdrawn and you're a sole trader or partnership of three or less partners, we'll refund you for all unauthorised payments. Otherwise, if you've acted intentionally or with gross negligence we'll only refund you for unauthorised payments made after you contact us.</td><td rowspan="2">We won't refund you for any unauthorised payments.</td></tr>
<tr><td>You've failed to tell us as soon as you became aware that your card, card details, security device or security details were lost, stolen or misused or an unauthorised payment was made on your account.</td></tr>
</table>

You've acted fraudulently.	We won't refund you for any unauthorised payments.	We won't refund you for any unauthorised payments.

If you're entitled to a refund, we'll normally refund the unauthorised payment by no later than the end of the next business day. If we reasonably suspect that you're not entitled to a refund, we may need to investigate your claim before offering a refund and we may need additional information from you to help our investigation.

8.5 Payments processed without you agreeing the amount

Where a payment is requested by or through the payee (for example, a card payment or a Direct Debit) and you authorise it without knowing how much the final payment will be (for example, when hiring a car or booking a hotel room), then you can ask for a refund provided:

- you didn't know the exact amount of the payment when you authorised it;
- the amount of the payment exceeded what you could reasonably have expected to pay (excluding increases resulting from exchange rate fluctuations);
- the payment was made in the case of (i) a Euro payment, to a payee in the UK Payment Area or the EEA or (ii) all other payments, to a payee in the UK Payment Area.
- you ask for a refund within eight weeks of the date the payment left your account.

You won't be refunded if you gave your consent to the payment directly to us and at least 4 weeks in advance:

- We or the payee provided you with information about the payment; or
- Information about the payment was made available to you through online banking at any branch.

We may ask you for additional information to decide whether you should be refunded. We'll refund you, or explain why we're refusing the refund, within 10 business days of your request for a refund or (if we've asked you for additional information) within 10 business days of us receiving that information.

8.6 Loss not caused by an incorrect payment, unauthorised payment or payment processed without you agreeing the amount

We won't be responsible for any losses caused by circumstances beyond our control as the situation was abnormal or unforeseeable (for example, due to extreme weather, terrorist activity or industrial action).

We won't be responsible for any losses caused if we delay or refuse to process act on your instructions, accept a payment to your account, close your account or limit the use of your account or services:

- as a result of checks carried out as part of the proper operation of our payment processing systems;
- as a result of actions of any payment schemes to the extent they are outside of our reasonable control including clearing and settlement systems or central banks;
- where we reasonably believe it is prudent to do so to prevent a crime or comply with laws or regulations;
- for a reason we give in these Terms;
- where you have broken in a serious way any of these Terms; or
- where a payment instruction is ambiguous, incomplete or inaccurate or you have not provided information (mandatory or recommended).

We won't be responsible for any indirect loss.

9. OVERDRAFTS AND UNPAID TRANSACTIONS

9.1 Arranged overdrafts

Arranged overdrafts may be available on request on the Business Current Account and the Business Treasury Cash Management Account if you satisfy our lending criteria.

If we provide you with an arranged overdraft, we'll send you an overdraft agreement setting out its terms.

9.2 Unarranged overdrafts

If you give us an instruction which would result in:

- your account becoming overdrawn (or further overdrawn) without an arranged overdraft; or
- your arranged overdraft limit being exceeded,

we'll treat this as a request for an unarranged overdraft.

To decide if your instruction would create an unarranged overdraft, we'll only consider the available balance (including any available arranged overdraft and any card transactions that have been approved but not yet left) on your account.

We'll decide whether or not to accept your request for an unarranged overdraft, taking your financial circumstances into

account. If we allow an unarranged overdraft to be created, this doesn't mean that your arranged overdraft limit has been changed or that we must make any future payment which would have the same effect.

We may take overdraft interest or any of our fees from your account even if this creates or increases an unarranged overdraft. You will pay interest on the overdrawn amount, at our unarranged borrowing rate. The unarranged borrowing rate is available on request.

Unarranged overdrafts are repayable on demand which means we can request that you repay them at any time.

If you have a non-Sterling currency account and we demand repayment of your unarranged overdraft, we may convert the balance into Sterling if the amount demanded is in another currency. Any conversion will be made using our prevailing rate at the date and time of the conversion.

9.3 Our costs

You're responsible for paying any costs we reasonably incur to obtain repayment of any money you owe us (for example, court fees).

9.4 Repaying or reducing an overdraft

If your account is overdrawn, any money paid into your account will be applied in the following order:

- in repaying or reducing any part of the overdrawn balance which represents a Paid Referral Fee or an Unpaid Item Fee;
- in repaying or reducing any remaining unarranged overdraft balance; and
- in repaying or reducing any arranged overdraft balance.

10. MAKING CHANGES TO OUR AGREEMENT

10.1 Reasons for changes to the agreement

We may change these Terms (this includes changing or introducing new fees and interest rates) if we have a valid reason for doing so.

10.2 Converting your account

We can convert your account to another account in our range which we reasonably believe is appropriate for you. We can do this if:

- we decide to no longer offer that particular type of account;
- you're no longer eligible for the account (for example, your turnover exceeds the threshold set for your account type); or
- you're paying for an account you no longer or rarely use.

10.3 Notification of changes to the agreement

If we:	The notice we'll provide
introduce a new service	We may make the change **immediately**.
decrease or remove a fee	
decrease the unarranged overdraft interest rate	
change your account (by converting it to another account)	
increase a credit interest rate (and that increase does not reflect a reference rate movement) or start charging negative interest	We'll make the change immediately and either: • notify you in writing within 30 days of the new rate coming into effect; or • show the new rate on our website and digital banking platforms, mobile banking app, in our branches and on your account statement at the earliest opportunity after the changes come into effect

decrease a credit interest rate (and the decrease does not reflect a reference or Managed rate movement) or start charging negative interest	We'll give you at least **14 days'** notice by: • notifying you in writing (for eQ users, this may be by displaying a notice on eQ); and displaying the new rate on our website, digital banking platforms and mobile banking app. • In the event of a change to the relevant central bank rate, on the day of that central bank announcement or shortly thereafter, we'll notify you of the planned changes by publishing the new rates and implementation dates on our website, eQ and Business Banking digital platforms. • We will show the new rate on your account statement at the earliest opportunity after the change comes into effect.
increase or decrease a credit interest rate to reflect a change in the reference rate	We'll make the change **immediately**.
make any other changes to these Terms (including the introduction of new or revised charges)	We'll give you at least **60 days'** notice.

We'll assume that you have accepted the changes unless you switch or close your account during the notice period. You always have the right to switch or close your account without paying extra charges or losing interest unless

- you have an account where the interest rate is fixed for the duration of the contract
- you have an account whose price depends on fluctuations in a financial market
- you have an account where the interest rate is fixed subject to a notice period

10.4 Transferring rights or obligations under this agreement

We may transfer our rights or responsibilities under the agreement to another person or organisation in the future. We'll only do this if we reasonably believe that you'll be treated to the similar standard after the transfer as we treated you beforehand.

11. CLOSING YOUR ACCOUNT

11.1 How to close your account

Unless otherwise stated, you can close your account at any time and there are no closure fees unless we've provided you with any chargeable services before you close your account.

If you're a protected customer and you're unhappy with your account, you may cancel it up to 14 days' after it's opened. On cancellation, we'll close the account, return the money in the account and any interest it has earned and no termination fees will be payable. We won't charge you any extra fees unless we've supplied you with any services before you cancel your account.

If you'd like to close your account, please write to your Relationship Manager or Branch Manager at Account Closures, PO Box 64, St Helier, Jersey, JE1 1AE. We'll forward any money in your account to you after:

- you've given us notice that you want to close your account;
- you've returned all unused cheques and cards cut through the magnetic strip and the chip; and
- you repay any money you owe us.

11.2 When we can close your account

We can close your account as long as we give you at least 60 days' notice. We can also close your account immediately if:

- we reasonably suspect that you've given us false information, which was a significant factor in our decision to open your account (or to continue to provide it to you);
- we reasonably suspect that your account (or any other account you hold with us) has been used, is being used or is likely to be used for an illegal purpose;
- you behave in an offensive, threatening or, violent manner, which includes any racist or other discriminatory conduct towards our staff;
- we're required to do so by law or regulation;
- keeping your account open may expose us to action from a government, regulator or law enforcement agency; or
- we reasonably suspect that by continuing to provide you with banking facilities, we might breach a law or regulation that we must comply with.

We will explain our reasons for closing your account unless there's a legal or security reason which means we can't provide an explanation. There may, however, be situations where it might not be appropriate or permissible for us to engage with you to explain our reasoning.

11.3 When your account is closed

- If your account is closed (either by us or on your instruction), you'll have to pay any charges for services you've used before you're account closes (for example, if you've used an arranged overdraft, in addition to any overdrawn balance you'll need to pay any Interest due for using the overdraft). We'll forward any remaining credit balance in your account to you after you repay any money you owe us.

12. MAKING A COMPLAINT

If you're not completely happy with our service, we'd like you to let us know so that we can resolve your complaint as quickly as possible. You can contact us by:

(a) visiting your nearest branch;

(b) calling your Relationship Manager, or Jersey +44 (0)1534 282961, Guernsey +44 (0)1481 703845, Isle of Man +44 (0)1624 697741, Gibraltar 00 350 20014400. When you call you'll need to have your account information or your telephone banking details handy. We may record your call.

(c) Visiting **natwestinternational.com** and you'll be able to write to us using our online form; or

(d) Writing to your Relationship Manager or the Manager at your account holding branch.

Our complaints process is set out in full in our leaflet Making Things Better – Unhappy with our service? which you can see online or request from your Relationship Manager or one of our branches.

We'll do our best to respond to your complaint and resolve it as soon as we can but if you're not satisfied with our response then you may be able to refer your complaint to the Financial Ombudsman Services. The Financial Ombudsman acts independently of us and provides a free service as an impartial adjudicator. If together we cannot reach a satisfactory resolution of your complaint you may refer to the Financial Ombudsman. Financial Ombudsman schemes exist in the Channel Islands and, the Isle of Man and the UK.

Isle of Man

You can contact the Isle of Man Financial Services Ombudsman at:

The Financial Services Ombudsman Scheme
Thie Slieau Whallian
Foxdale Road
St Johns
Isle of Man
IM4 3AS
Telephone: +44 (0)1624 686500
Fax: +44 (0)1624 686504
Email: ombudsman@iomoft.gov.im
Website: gov.im/about-the-government/statutory-boards/isle-of-man-office-of-fair-trading/financial-services-ombudsman-scheme/

You must bring a complaint to the Isle of Man Financial Services Ombudsman Scheme within six years of the act or omission which led to your complaint and within two years of when it should have come to your notice if you weren't aware of it immediately.

In the Isle of Man you may ask the Ombudsman to review your complaint if we have been unable to resolve it within eight weeks.

Channel Islands

You can contact the Channel Islands Financial Ombudsman (CIFO) at:

Channel Islands Financial Ombudsman (CIFO)
PO Box 114 Jersey
Channel Islands
JE4 9QG
Jersey phone number: +44 (0)1534 748610
Guernsey phone number: +44 (0)1481 722218
Email: enquiries@ci-fo.org
Website: ci-fo.org

You must contact CIFO about your complaint within six months of the date of your final response letter or CIFO may not be able to review your complaint. You must also contact CIFO within 6 years of the event complained about or (if later) 2 years of when you could reasonably have been expected to become aware that you had a reason to complain.

In the Channel Islands you may ask the Ombudsman to review your complaint if we have been unable to resolve it within three months.

United Kingdom

You can contact the Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR, on 0800 023 4567 or you can visit their website financial-ombudsman.org.uk.

You must contact FOS about your complaint within six months of the date of your final response letter or FOS may not be able to review your complaint. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Gibraltar

For accounts held in Gibraltar, depending on the nature of the complaint you can contact the following at:

Lending	Payments
If your facility is regulated under the Financial Services (Consumer Credit) Act 2011 ("Act"), you have the right to ask the Chief Executive Officer ("CEO") of the Gibraltar Financial Services Commission to arbitrate between us. The CEO is the Director for the purposes of the Act. The address of the CEO is: Financial Services Commission, PO Box 940, Suite 3, Ground Floor, Atlantic Suites, Europort Avenue, Gibraltar	You may submit complaints to the Gibraltar Financial Services Commission (FSC) where your complaint relates to an alleged infringement of the provisions of the Financial Services (Payment Services) Regulations 2020 by us. You may write to the Gibraltar FSC at the following address: Financial Services Commission, PO Box 940, Suite 3, Ground Floor, Atlantic Suites, Europort Avenue, Gibraltar.

Financial Services Commissions

You can also review the regulator's website, for the jurisdiction where your account is held:

Jersey: jerseyfsc.org

Guernsey: gfsc.gg

Isle of Man: iomfsa.im

Gibraltar: fsc.gi

United Kingdom: fca.org.uk/ and bankofengland.co.uk/prudential-regulation

13. HOW WE USE YOUR INFORMATION

13.1 Who we are

Your account is with us (The Royal Bank of Scotland International Limited, trading as NatWest International). We are a member of NatWest Group plc (NatWest Group). For more information about our group of companies please visit **natwestgroup.com**, or contact your branch or Relationship Manager.

13.2 We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. This includes basic personal information such as your name and contact details, and information about your financial circumstances, your accounts and transactions. We have a duty to keep customer information confidential. This section sets out how we may share your information with other NatWest Group companies and third parties.

13.3 For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our full privacy notice (our "Privacy Notice") provided on our website **natwestinternational.com/privacynotice**

13.4 We may update our Privacy Notice from time to time, by communicating such changes to you and/or publishing the updated Privacy Notice on our website **natwestinternational.com/privacynotice**. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

13.5 In respect of any personal information relating to a third party that you provide to us, you must:

a) notify the third party that you are providing their personal information to us and obtain their permission;

b) provide the third party with a copy of our Privacy Notice and these Terms;

c) promptly notify the third party of any changes to our Privacy Notice that we notify you of; and

d) ensure that, to the best of your knowledge, the personal information is accurate and up to date, and promptly notify us if you become aware that it is incorrect.

13.6 We will use and share your information with other NatWest Group companies to lawfully carry out our business activities as a group of companies. This includes, without limitation, to enable us and other NatWest Group companies to:

a) provide or improve customer services including relationship co-ordination and access to appropriate product expertise;

b) identify and market products and opportunities that may be of benefit to you;

c) have a consolidated view of your relationship with NatWest Group;

d) access outsourced services from other members of NatWest Group; and

e) comply with laws and regulations.

13.7 We will not share your information with anyone outside NatWest Group except:

a) where we have your permission;

b) where required for your product or service;

c) where we are required by law and where lawful to law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;

d) with other banks and third parties where required by law to help recover funds that have entered your account as a result of a misdirected payment by such a third party;

e) with third parties providing services to us, such as market analysis and benchmarking, correspondent banking, and agents and sub-contractors acting on our behalf, such as the companies which print our account statements;

f) with social media companies (In secure format) or other third party advertisers so they can display relevant messages to you and others about our products and services on our behalf. Third party advertisers may also use information about your previous web activity to tailor adverts which are displayed to you;

g) with other banks to help trace funds where you are a victim of suspected financial crime and you have agreed for us to do so, or where we suspect funds have entered your account as a result of a financial crime;

h) with debt collection agencies and insolvency practitioners;

i) with credit reference and fraud prevention agencies;

j) with third party guarantors or other companies that provide you with benefits or services (such as insurance cover) associated with your product or service;

k) where required for a proposed sale, reorganisation, transfer, financial arrangement, asset disposal or other transaction relating to our business and/or assets held by our business;

l) in anonymised form as part of statistics or other aggregated data shared with third parties;

or

m) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.

13.8 If you ask us to, we will share information with any third party that provides you with account information or payment services. If you ask a third party provider to provide you with account information or payment services, you're allowing that third party to access information relating to your account. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.

13.9 In the event that any additional authorised users are added to your account, we may share information about the use of the account by any authorised user with all other authorised users.

13.10 NatWest Group will not share your information with third parties for their own marketing purposes without your permission.

13.11 We may transfer your information to organisations in other countries (including to other NatWest Group companies) on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws. In the event that we transfer information to countries outside of the European Economic Area (which includes countries in the European Union as well as Iceland, Liechtenstein and Norway) or the jurisdictions we operate in, we will only do so where:

a) the European Commission has decided that the country or the organisation we are sharing your information with will protect your information adequately;

b) the transfer has been authorised by the relevant data protection authority;

c) we have entered into a contract with the organisation with which we are sharing your information (on terms approved by the European Commission or the Data Protection Authorities in the jurisdictions we operate in) to ensure your information is adequately protected; or.

d) you instruct us to make a payment to such a country. In order to make this payment through the banking payments system the Bank may transfer relevant personal information, including your address, to third parties. Information transferred to these third parties may subsequently be accessed and used by law enforcement agencies and other authorities in those countries to prevent and detect crime and comply with legal obligations.

14. ADDITIONAL TERMS

14.1 If we consider that any of the money in your account is or may be the subject of a claim by someone else we can take any steps we consider necessary to protect ourselves, which may, for example, include taking legal advice for our benefit, or asking a court to decide who the money belongs to. If we take that action we will be entitled to act on any judgement or order of the court and any money we pay from your account as a result will be as if we had received your valid instructions to make the payment. Until the court makes any judgement or order we do not have to act on your instructions to pay money from your account and we will have no liability to you if we refuse to do so. We have the right to take from your account all costs, charges and legal expenses we incur under this Term.

14.2 We may allow you extra time to comply with your obligations or decide temporarily not to insist on any of our rights but if we do we are still entitled to ask you to comply with these Terms in full at any time afterwards and we are not obliged to act in the same manner subsequently.

ACCOUNT SPECIFIC TERMS

CURRENT ACCOUNTS

1 BUSINESS CURRENT ACCOUNT

1.1 You can apply for an arranged overdraft on this account.

1.2 No credit interest is payable unless we agree otherwise.

1.3 If interest is payable, it will be applied on the last business day in March, June, September and December.

2 BUSINESS TREASURY CASH MANAGEMENT ACCOUNT

2.1. Interest is calculated and applied in March, June, September and December.

2.2. Overdrafts are available on request, subject to our assessment of your financial standing and at our sole discretion. We can change your overdraft limit by notifying you personally of what the new limit will be.

2.3. Each Cash Management account may be denominated in more than one currency.

2.4. Each currency will be accounted for separately on a sub account and statements will be provided for each sub account held.

2.5. Each sub account will have its own unique identifier which will be advised to you when the sub account is opened. You must use the unique identifier when giving us instructions to ensure transactions are applied to the correct currency sub account.

2.6. Credits received for a Business Treasury Cash Management account in a currency for which a sub account does not exist will automatically be applied to a new sub account denominated in the currency in which the payment is received, unless we are unable to offer accounts or sub accounts in the currency of the payment. In such cases we may contact you for disposal instructions for the payment received and will not be liable to you for any loss however caused for any delay in applying the funds received to your account.

2.7. Where cleared credit balances are held on a Business Treasury Cash Management sub account interest will be calculated and applied to each sub account separately at the rate set for that sub account.

SAVINGS ACCOUNTS

3 FIXED TERM DEPOSITS

3.1 All Fixed Term deposits are automatically linked to a Business Treasury Cash Management account through which all account transactions will be routed.

3.2 If a Business Treasury Cash Management account is not open then a new one is required.

3.3 The interest rate will be the rate offered (which may be negative) at the time the deposit is made, for deposits of that amount and term. This information may also be detailed within individual Term Sheets where applicable.

3.4 The rate may not be available if cleared funds are not available before the rate is withdrawn.

3.5 Minimum and maximum balance criteria may apply. This information can be obtained from your usual point of contact with us. This information may also be detailed within individual Term Sheets where applicable.

3.6 Interest payment frequency will be at maturity unless alternative interest frequency options are available and have been elected. This information may also be detailed within individual Term Sheets where applicable.

3.7 Renewal instructions on sterling Fixed Term deposits must be given by you by 12 noon UK time on the day of maturity and for non-sterling deposits two business days before the maturity date. We may (but are not obliged to) disregard any contrary instructions received after the above designated times.

3.8 These products are unbreakable and therefore early withdrawal or closure instructions on Fixed Term deposits are not permitted.

4 NOTICE DEPOSITS (35, 60 & 90 Day Notice)

4.1 All Notice deposits are automatically linked to a Business Treasury Cash Management account through which account transactions are routed.

4.2 If a Business Treasury Cash Management account is not open then a new one is required.

4.3 **Notice**

Where you are required to give notice the following will apply (Relevant Notice)

- 35 Day Notice Deposit: 35 days' notice;
- 60 Day Notice Deposit: 60 days' notice; or
- 90 Day Notice Deposit: 90 days' notice.

We may give you Relevant Notice in accordance with these account specific terms or notice in accordance with General Term 10.3.

4.4 **Minimum and Maximum Balances and Eligibility**

Minimum and/or maximum balance or eligibility criteria may apply to a Notice Deposit and/or to your cumulative Notice Deposits.

We may change or introduce these without notice. Further details can be found at **natwestinternational.com/notice-deposit** or can be obtained from us or your Relationship Manager.

Minimum Balance

If your balance falls below the minimum we will give you Relevant Notice to increase the balance; if you do not do so, we reserve the right to close the Notice Deposit.

Maximum Balance

If you seek to make a deposit that would cause you to exceed a maximum balance limit, we reserve the right to refuse some or all of the deposit.

If we introduce a new maximum balance limit, and your balance (or cumulative balance) exceeds that maximum, we may give you Relevant Notice to reduce the balance. If you do not do so we reserve the right to close your Notice Deposit(s).

4.5 **Interest**

The Interest Rate which applies will be:

- Until Relevant Notice to withdraw, the Notice Deposit Interest Rate we set based on the duration of the Notice Deposit. This rate is subject to change in accordance with General Term 10.3.
- If you give notice to withdraw funds or close your Notice Deposit, the funds being withdrawn will be placed on a Fixed Term deposit and the Step Down Rate will apply for the Relevant Notice period.
- If we give you notice to close your Notice Deposit pursuant to clause 4.6.2, the Notice Deposit Interest Rate will continue to apply during the Relevant Notice period and the Step Down Rate will not be applied.

Further details can be found at **natwestinternational.com/notice-deposit**

Interest will be accrued and applied quarterly on the last business day of March, June, September and December and calculated on the business day before it's applied. Positive accrued interest can be paid to your Notice Deposit or, if you request, a Business Treasury Cash Management account. Negative accrued interest can only be deducted from your Notice Deposit. At closure, when notice is given to withdraw all funds from the Notice Deposit, any interest will be added to, or subtracted from, the Notice Deposit and any balance placed in a Fixed Term deposit for the Relevant Notice period.

4.6 **Withdrawal and Closure**

4.6.1 To make a withdrawal or close your Notice Deposit you must give us Relevant Notice by 12 noon UK time by phone, email, through eQ or by contacting your Relationship Director. Deposits must be held for a minimum of one business day before an instruction to withdraw or close is permitted. If your instruction is received after 12 noon or on a non business day, the Relevant Notice will start on the next business day. The funds being withdrawn will be placed on a Fixed Term deposit for the Relevant Notice Period.

4.6.2 We can close your Notice Deposit and repay your deposit at any time either immediately (in accordance with General Term 11.2) or by providing you with Relevant Notice.

4.6.3 Upon expiry of the required notice period the withdrawal amount will automatically be repaid to your Business Treasury Cash Management account.

4.6.4 We reserve the right to close or suspend any Notice Deposit product to new or additional deposits without notice.

4.7 **Changes**

Where we give notice of a change to your Notice Deposit, we'll assume you have accepted the change unless you tell us during the notice period before that change comes into effect that you do not accept it.

If you tell us that you do not accept a change that will be treated as an instruction from you to close your Notice Deposit in accordance with account specific term 4.6.

5 BUSINESS RESERVE ACCOUNT

5.1 Credit interest will be applied on the last business day of each month and calculated on the business day before it's applied.

6 CLIENT DEPOSIT MANAGER ACCOUNT

6.1 This account must only be used for client money. If we reasonably believe that you are using this account for another purpose, we may convert your account to a Business Reserve Account. We'll give you 60 days' notice before we convert your account.

6.2 Credit interest will be applied on the last business day in March, June, September and December and calculated on the Business Day before application.

6.3 We won't set off money you owe us against any money in your account which belongs to someone else.

The Royal Bank of Scotland International Limited trading as NatWest International is registered in Jersey (no. 2304) as a private company with limited liability. Regulated by the Jersey Financial Services Commission. Registered and Head Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850.

Guernsey business address: Royal Bank Place, 1 Glategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Tel. 01481 703860. Regulated by the Guernsey Financial Services Commission (reference no. 70) and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 2020, as amended, and the Protection of Investors (Bailiwick of Guernsey) Law, 2020, as amended, and The Lending, Credit and Finance (Bailiwick of Guernsey) Law, 2022.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637190. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business (reference no. 1189) and registered as a General Insurance Intermediary (licence no. IB0053).

NatWest International is the registered business name of The Royal Bank of Scotland International Limited under the Business Names Registration Act. Gibraltar business address: NatWest International House, 57 Line Wall Road, Gibraltar. Tel. +350 200 77737 or +350 200 73200. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 55 and 57 Line Wall Road, Gibraltar.

NatWest International is a participant in the Jersey Bank Depositors Compensation Scheme (the Scheme). The Scheme aims to provide protection for eligible depositors of up to £50,000. For further information about the Scheme and to understand your eligibility, please refer to www.jrdca.org.je/jdcs.

NatWest International is a participant in the Guernsey Banking Deposit Compensation Scheme. The scheme offers protection for 'qualifying deposits' up to £50,000, subject to certain limitations. The maximum total amount of compensation is capped at £100,000,000 in any 5 year period. Details are available from: Website: www.dcs.gg. Telephone: +44 (0)1481 722756 Post: P.O. Box 380, St Peter Port, GY1 3FY. Deposits made in a Guernsey Branch will not be covered by any equivalent scheme in any jurisdiction outside of the Bailiwick of Guernsey.

NatWest International is a member of the Isle of Man Depositors' Compensation Scheme (DCS) as set out in the Depositors Compensation Scheme Regulations 2010. To understand your eligibility under the scheme you may wish to visit https://www.iomfsa.im/consumer-material/isle-of-man-depositors-compensation-scheme-dcs/.

The Royal Bank of Scotland International Limited trading as NatWest International is covered by the Gibraltar Deposit Guarantee Scheme ('GDGS'). The GDGS can pay compensation to depositors if a credit institution is unable to meet its financial obligations. Ordinarily, most depositors – including individuals, corporations and small businesses – can claim back up to £120,000 of their deposits (or £120,000 for each eligible account holder if it's a joint account). However, there are important exclusions which apply to certain depositors, which are set out on the website of the GDGS. For further information about the compensation provided by the GDGS refer to: http://gdgb.gi/gdgbprocess.html.

Under the scheme(s) customers are entitled to make only one claim per licensed entity regardless of the number of brands or trading names contained within that licensed entity and customers are entitled to make one claim only per licensed entity in the jurisdiction where the deposits are held. Therefore as NatWest International brand is operated by RBS International it is not licensed in its own right. A person with a deposit in NatWest International and a deposit in RBS International would thus only be entitled to make one claim. Not all accounts will be covered by these schemes, and further details of these schemes are available on request.

NatWest International is authorised and regulated by the Jersey Financial Services Commission. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority to carry on consumer credit business in the United Kingdom. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Because we are an overseas firm, in some or all respects the regulatory system applying will be different from that of the United Kingdom. We are entered on the Financial Services Register and our registration number is 760675.

NatWest International is a member of NatWest Group. NatWest Group plc - Registered in Scotland No 45551. Registered office: 36 St Andrew Square, Edinburgh EH2 2YB. The latest report and accounts are available at Investors.natwestgroup.com. NatWest International places funds with other parts of NatWest Group and thus its financial standing is linked to the Group. Depositors may wish to form their own view on the financial standing of NatWest International and the Group based on publicly available information. The latest report and accounts are available at www.rbsinternational.com/financial-results.

If you are not satisfied with any of our products or services, we have a complaints procedure that you can use. A leaflet giving details of the procedure is available from you branch upon request.

Calls may be recorded.

NWI 9565 May 2026

NatWest
International

Important changes to the terms of your account

Non Personal Terms



Your Terms are being updated to reflect the changes detailed in this leaflet. They'll be effective from 18th December 2026 - you can visit **natwestinternational.com/terms** to view them.

Section reference	What's changing?
General Terms	
General updates	We've updated your Terms to improve clarity and consistency. These changes do not materially change how your account operates unless described below.
Glossary	We've added information about the reference rate used where credit interest on your account is linked to a reference rate, including where details of that rate can be obtained.
2.4 Delaying or refusing to act on your instructions	We've expanded the circumstances in which we may delay or refuse to act on an instruction, including where we reasonably believe it is appropriate to protect your account, or where an instruction is inaccurate or does not include the information required or recommended to process a payment.
3.1 Electronic payments	The cut-off time for incoming SEPA euro payments is 2.00pm UK time. We've added an additional reason why we may not accept or credit a payment where we reasonably consider there to be a high risk of fraud or other criminal activity.
5.3 Limiting the use of your account or our services	We've updated when we may suspend or restrict the use of your account or certain services. This includes where your country of residence changes and affects our ability to operate your account, where we reasonably suspect serious criminal activity, or continuing to provide the account or service could result in us breaching legal or regulatory requirements or expose us to action by a government, regulator or law enforcement agency.
7.2 About debit cards on your account	We may limit the number of debit cards you can order or replace on your account. You must not request a replacement debit card if the existing card is in working order and has not been damaged, lost or stolen.
7.6 Timescales for making other payments	We've updated the type of payment and timescales table to make this easier to understand. We've updated the default currency used when sending payments. Unless you tell us otherwise, payments will usually be sent in the currency of the account (or currency line) you are paying from, rather than automatically being sent in the payee's local currency.

7.11 Using money in your account to repay money you owe us	We've added provisions allowing us to reverse payments credited to your account where a refund has been paid to you but our investigation later establishes that you were not entitled to it, or where we've credited your account before receiving the funds and those funds are not subsequently received by us.
10.2 and 10.3 Converting your account	We may convert your account to another account in our range if it's not being used for its intended purpose or in line with the Terms. We'll give you at least 60 days' notice before converting an account.
11.1 How to close your account	You can close your account at any time and there are no closure fees.
11.2 When we close your accounts	We'll normally give at least 90 days' notice of account closure and tell you why. We've also expanded and clarified when we may close an account on shorter notice (including immediately) or without providing a reason, including where we cannot complete customer due diligence checks, reasonably suspect serious criminal activity, reasonably believe an account has been used in connection with criminal conduct (including criminal conduct involving the provision of goods or services to a third party), or where legal or regulatory requirements require us to do so.
13.8 How we use your information	We've updated and added clauses so it is clear how we may use and share your information with other parts of NatWest Group. Third party providers We've updated this clause to clarify that, where you authorise a third-party provider to access your account information or initiate payments on your behalf, we may share information with them to provide those services. We've also clarified that third-party providers may be charged as part of a commercial arrangement for these services. Euro payments in Europe We've updated this clause to explain that, when you make a euro payment in Europe, we may share your information with other banks involved in processing the payment. We've also clarified that we and those banks act as joint controllers of your information for this purpose. SWIFT We've updated this clause to explain that we share your information with SWIFT to enable, validate, track and manage payment transactions. We've also clarified that we and SWIFT act as joint controllers of your information for this purpose.

Account Specific Terms	
2.7 Business Treasury Cash Management Account	You must activate your account by making a payment within 90 days of your account opening date.

eQ Terms

Section Reference	What's changing?
Page 1 and Part 3	Any additional application form for eQ services forms part of your eQ Agreement. The Luxembourg section has been removed. The terms are now split into two parts. If there is any conflict, the service specific terms in Part 2 apply.
Term 1.3	This has been updated to clarify that eQ Administrators can grant Users permissions to perform a wide range of activities through eQ, including viewing accounts, creating instructions, making product requests and opening, managing or closing accounts, where available now or at a later date. eQ Administrators are responsible for managing User permissions.
Term 1.4	Instructions submitted through eQ by eQ Administrators, Users or Payment Authorisers acting within their eQ permissions will be treated as instructions from the Customer.
Term 4.4	We'll act on all valid and complete instructions we receive during our business hours, subject to the cut-off times set out in eQ.
Term 5.1 Fees and Charges	We'll tell you about fees in advance and give you at least 60 days' notice of any changes.
Term 6 Security	You must tell us immediately if you suspect or become aware of any security issue with eQ. You must fully cooperate with us in investigating or resolving any actual or suspected issue. Both you and we must not do anything, or omit to do anything required, that could compromise the security of eQ, and must ensure the same for employees, agents, and representatives.
Term 7 Intellectual Property	eQ and related materials belong to us and our licensors. All rights are reserved and no ownership is transferred to you. You are given a non-exclusive, royalty-free licence to use our intellectual property only to access and use eQ during the agreement. Any goodwill from your use of our trade marks belongs to us.
Term 8 Your Information	This has been updated to match the "How We Use Your Information" section in your Non-Personal Terms.

Term 10 Termination	We've simplified when we can end your agreement immediately. This may happen: 1. As permitted under your Non-Personal Terms and Conditions 2. If our licence for any eQ software ends or is suspended 3. If you breach this agreement
Entire Agreement clause	This clause has been removed.
Term 15 Communications	We'll communicate with you in line with your Non-Personal Terms and Conditions.
Term 15.3	We may provide notices and communications through eQ. Any notice or communication made available through eQ will be treated as received when it is first made available.
Updated law references	References to EU rules on payer information for transfers have been updated to Regulation (EU) 2023/1113 or the equivalent local law where your account is held.
New Service – Direct APIs	We've added a new section for Direct API services. Customers can apply to use two APIs: (i) to initiate and manage payments, and (ii) to access balance and transaction data. These services are optional. If you choose to use them, you will need to agree to these additional terms when signing up.

The Royal Bank of Scotland International Limited trading as NatWest International is registered in Jersey (no. 2304) as a private company with limited liability. Regulated by the Jersey Financial Services Commission. Registered and Head Office: Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Tel. 01534 282850.

Guernsey business address: Royal Bank Place, 1 Glategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Tel. 01481 703860. Regulated by the Guernsey Financial Services Commission (reference no. 70) and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 2020, as amended, and the Protection of Investors (Bailiwick of Guernsey) Law, 2020, as amended, and The Lending, Credit and Finance (Bailiwick of Guernsey) Law, 2022.

Isle of Man business address: 2 Athol Street, Douglas, Isle of Man, IM99 1AN. Tel. 01624 637190. Licensed by the Isle of Man Financial Services Authority in respect of Deposit Taking, Investment Business (reference no. 1189) and registered as a General Insurance Intermediary (licence no. IB0053).

NatWest International is the registered business name of The Royal Bank of Scotland International Limited under the Business Names Registration Act. Gibraltar business address: NatWest International House, 57 Line Wall Road, Gibraltar. Tel. +350 200 77737 or +350 200 73200. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 55 and 57 Line Wall Road, Gibraltar.

NWI October 2026