

BANKING

International Payment Services and Travel Money

November 2009



**Making your money
fly around the world**

✳ BANK OF SCOTLAND

The hassle-free way to transfer your money worldwide

We can help you transfer money to and from overseas bank accounts

Whether you're buying an overseas property, sending money to friends and family abroad or simply depositing a cheque into your account, our International Payment Services can provide you with the most suitable method of sending or receiving foreign money.



Banking – The hassle-free way to transfer your money worldwide

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Sending money abroad

You can send money abroad by electronic transfer either in branch, online or over the telephone.

International Electronic Funds Transfer

This is the quickest and most secure way to transfer money from your account to another bank account anywhere in the world.

We offer a wide range of currencies and there's no limit to the amount you can send.

To make a payment you will need to provide us with the following information:

- **Beneficiary Bank[†] Details:** BIC* and bank name and address in full
- **Beneficiary Details:** IBAN** or bank account number, and full name.

Both the BIC and IBAN details must be provided for euro transfers to an EU/EEA country[▲].

Your International Electronic Funds Transfer will be processed on the bank working day that your instruction is received, or the next bank working day if your instruction is received on a non-bank working day. We may need to carry out certain security checks before we can process your transaction. We will not treat your instruction as complete until the security checks are finished.

The transfer will be in the beneficiary country within 2 bank working days via the correspondent bank^{††}, however credit to the beneficiary bank is subject to local banking practices and time zone differences.

The day the funds are available to our correspondent bank is known as the value date^{†††}. However, the date the beneficiary gets the money depends on when the beneficiary bank receives the funds, taking into account the day and time the payment is received for processing and the currency and country to which the funds are being sent.

Before we can carry out your instruction to send an International Electronic Funds Transfer, you will need to complete and sign an application form if in branch or electronically online or if you request this service using our telephone banking service, you will need to complete this form over the telephone, before we send your money. Completed forms in Euro need to be received by us by 2.45pm for payments on a Monday to Friday. Applications in Euro received after this time will be processed on the next bank working day. Other cut off times apply for other currencies and are available on request. Once your application has been processed, it cannot be changed or cancelled by yourself. If you request an International Electronic Funds Transfer, we will debit your account on the day that we send the payment.

* BIC – Bank Identifier Code – this is a code by which the beneficiary bank is identified throughout the world, in a standard format.

** IBAN – International Bank Account Number – this is a code by which the beneficiary sort code and account number is recognisable and is used for payments being sent to a member country of the European Union.

† The beneficiary bank is the bank that holds the account to where the money is being sent.

†† The correspondent bank is a receiving bank in the country to which your money has been sent. This is not necessarily the beneficiary bank.

††† The value date is the date your money arrives in the country to which it has been sent.

▲ EU: European Union, EEA; European Economic Area. EU/EEA countries: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, United Kingdom.

Additionally, the following countries have also adopted the use of IBAN and it is strongly recommended to quote IBAN and BIC when sending payment to these countries: Andorra, Bosnia, Bulgaria, Croatia, Faroe Islands, Gibraltar, Greenland, Macedonia, Monaco, Romania, San Marino, Serbia and Montenegro, Tunisia, Turkey.

International payments fees

Where requested	Fee
Branch or telephone service	£19.50
Online	£9.50

This is the fee regardless of the currency requested, or the amount of money involved.

If for any reason the money does not arrive at the overseas bank, please let us know as soon as possible. We will do all we can to trace the missing money for a one off fee of £12. We cannot be responsible for any loss caused by the use of incorrect account details by you. We will not make this charge where there has been no error in your instruction.

If you are sending payments in a currency other than Euros, a charge could be made by the overseas bank and any other bank involved in the transaction, including the beneficiary bank.

After the transfer has been sent if you requested your payment in branch, you'll be given a receipt or you can print this off if your request was online. We will post you your receipt if you used telephone banking.

Your receipt will detail the exchange rate used, and the amounts involved.

Sending money abroad by post

Foreign drafts provide customers with a convenient way of sending money abroad by post.

The drafts are available in all major currencies and are drawn on a bank in the destination country where they can be paid into bank accounts in just the same way as any other local cheque.

If you are sending a draft to the eurozone you should advise us of the country it is being sent to. The cost of the draft depends on the amount involved. Our current draft fees are:

Draft Fees

Amount of Draft	Fee
Up to £50	£6
£50.01 and over	£15

Your account will be debited with the sterling equivalent of the draft plus our fee on the first bank working day following the draft request. We will send the draft to your home address by first class post, with a letter confirming details of the transaction including the exchange rate used.

To arrange to send money abroad

You can either:

- Call into your nearest branch
- If you have a Bank of Scotland Current Account call **08457 21 31 41**
- If you have a Halifax Premium Savings Direct account call **08457 26 36 46**
- If you have a bank account, register for online banking. Visit www.bankofscotland-online.co.uk for more information.

Receiving money from abroad

As well as making payments from your account, you can also receive credits into your account

Electronic Funds Transfers to your account

Whether you're living or working abroad, or simply want to transfer funds from overseas, your account can be used to receive international payments.

To make sure the funds are received and processed as quickly as possible ask the remitter to arrange with the overseas bank to send the transfer to **Bank of Scotland, Glasgow** using **S.W.I.F.T.** (Society for Worldwide Interbank Financial Telecommunication) code **BOFSGB2S**.

The transfer should quote:

Beneficiary bank – BIC*

Beneficiary account – IBAN**.

You can find your BIC and IBAN numbers on the top right hand corner of your current account statements or alternatively, contact us on **0800 731 1499**.

* BIC – Bank Identifier Code – this is a code by which the beneficiary bank is identified throughout the world, in a standard format.

** IBAN – International Bank Account Number – this is a code by which the beneficiary sort code and account number is recognisable and is used for payments being sent to a member country of the European Union.

If you are receiving payments into your account in a currency other than Euros the payment will be converted into sterling and credited to your account. Other banks involved in the transaction may deduct their fee from the amount being sent.

International payments into your account

Amount paid into your account	Amount of fee when Euros are paid into your account	Amount of fee when other currencies are paid into your account
Up to £100	Free	Free
£100.01 to £8,000	Free	£3
£8,000.01 and above	£3	£3

The amount of the fee you pay will be calculated after we've converted the money you've received into pounds sterling. We'll do this on the day we pay it into your account. You may also have to pay an extra £3 fee if the information we are given by the paying bank is incorrect or missing, or if we have to complete our own additional checks. The most you will pay for any transaction is £6.



Depositing foreign currency cheques

You can also deposit foreign currency cheques, that are drawn on a foreign bank, into your account.

The way your cheque is processed depends on each individual cheque. Your branch will advise you of the most suitable method.

Foreign Cheque Negotiation

Depositing foreign currency cheques, drawn on a foreign bank is known as foreign cheque negotiation.

The cheque is converted into sterling, using the exchange rate prevailing on the date of process and our fee deducted. You will be advised when funds will be available for withdrawal.

Foreign Cheque Collection

Sometimes your cheque may need to be presented to the paying bank for clearance. This is known as Foreign Cheque Collection. Cheques sent on collection can take between three and six weeks to clear and in some instances, even longer.

Your account will not be credited until cleared funds have been received. Once received, the amount credited will be less any fees and the exchange rate applied will be the prevailing rate on the day cleared funds are returned by the paying bank. On receipt of the funds you will be notified in writing of all relevant details.

The fee applied to foreign cheques depends on the sterling value of the cheque. Please ask for our current foreign cheque charges.

Any other bank involved in clearing the cheque may make additional charges and these can be substantial.

All foreign cheques need to be endorsed on the reverse.

Posting cheques to your account from abroad

You can post cheques to us from overseas to be credited to your chosen account.

- Post your cheque to your account holding branch and make the cheque payable to 'the account holder', sign the reverse and write the sort code and account number to be credited on the back of the cheque.
- To enable us to process the cheque quickly, and at minimum cost, please write the cheque in the currency of the country in which it is payable – for example, a US cheque should be written in US dollars.

For further details, please contact your nearest branch.



Travel money

Ordering your foreign currency and travellers cheques from us is the easy way to take care of all your travel money needs

Your travel money goes further with Bank of Scotland.

- Competitive exchange rates
- Commission-free† foreign currency and foreign currency travellers cheques
- FREE buybacks
- Home delivery service for a one off £5 fee
- American Express Travellers Cheques available in 6 different currencies
- American Express 24 hour Worldwide Refund Service – replacement travellers cheques to you anywhere in the world, usually within 24 hours
- American Express ‘Call Before You Go’ service – ring **0800 52 13 13** for information on where best to cash your travellers cheques, and help and advice.

† The commission-free offer does not apply to sterling travellers cheques.

†† Minimum order £50. Cash advance fees may apply to credit cards – please refer to the Terms and Conditions of your credit card provider.

* Restrictions apply. Please see Important Information for more details.

** Minimum order £300. cash advance fees may apply to credit cards.

Getting your Travel money is simple

If you wish to pay using a debit or credit card†† phone **0845 246 0006**. Our travel money orderline is provided by Travelex. Lines open Monday–Friday 8am–10pm, Saturday and Sunday 10am–8pm.

If you wish to pay directly from your Bank of Scotland bank account or a suitable savings* account held with us you can either:

- call into your local branch; or
- order online at www.bankofscotland.co.uk/travel or order via our online travel money ordering service** and pay by either debit or credit card and receive FREE home delivery. Visit www.bankofscotland.co.uk/travel for more details.

For details of delivery timescales, please see the Important Information on page 10.

If you order through our online travel money ordering service and pay by either debit or credit card, the cut off time for next day delivery is 12 noon. Please visit www.bankofscotland.co.uk/travel for more information.

Full details of our travel money service are available online at:

www.bankofscotland.co.uk/travel

Important Information

Our Responsibility

We will take all reasonable care in providing these services to you. If we do not we will be responsible for any costs or losses which would reasonably be expected to occur

We shall not be liable for losses resulting from causes beyond the control of ourselves and our agents. This includes power failure and industrial action.

We shall not be liable for any kind of loss where you have supplied us with incorrect details or insufficient information.

We are a member of the British Bankers Association.

Receiving money from abroad

If we are unable to process the payment due to incorrect or incomplete details we will return the payment to the sending bank, less our fee of £20.

Depositing foreign currency cheques

If a cheque (negotiated) is subsequently returned unpaid, an exchange rate loss may occur which must be borne by the customer. This will be debited from your account along with the original sterling equivalent of the cheque and any overseas bank charges. In addition, we will charge an administration fee of £10 for each returned item.

Allowing cash withdrawals against a cheque paid in does **not** mean that payment of the cheque is guaranteed.

Cheques sent for collection and returned unpaid are charged the Collection Cheque Fee applicable to the value of your cheque plus any overseas bank charges. These will be debited from your account.

If a cheque is subsequently returned unpaid we reserve the right to debit your account at any time.

Bank working day excludes Saturday, Sunday, Christmas Day, Good Friday, bank or public holidays.

Exchange Rates

All exchange rates provided by Bank of Scotland will be applicable to the type of transaction.

Payments made and received on your behalf will be converted using the prevailing rate at the time of the transaction.

All information in this and our other booklets are in English which is the language in which we will communicate with you.

Scottish law applies to our relationship with you.

If you send money abroad out of your account we will change the amount of the payment into that foreign currency on the date that we process your request. The exchange rate that will apply is our Retail Reference Exchange Rate for outgoing payments. We may also make a charge for this service as set out in page 5 of this leaflet.

Important Information

Further details of the indicative exchange rate used can be obtained by telephoning 08457 21 31 41 (+44 (0) 113 380 95 74 from overseas).

If you receive money into your account in a foreign currency we will change the amount of the payment into pounds sterling on the date that we process your request. The exchange rate that will apply is our Retail Reference Exchange Rate for incoming payments. We may also make a charge for this service as set out in page 6 of this leaflet. Further details of the indicative exchange rate used can be obtained by telephoning 08457 21 31 41 (+44 (0) 113 380 95 74 from overseas).

Travel money

For conditions applying to the travel money Service, please see the travel money application form.

When paying for your travellers cheques or foreign currency, payment transfers are not available from Halifax fixed rate or fixed term accounts. Withdrawals from certain Halifax savings accounts may be subject to restrictions and loss of interest.

If you wish to pay by cash, payment must be made at the time of ordering.

Ordering your travel money

Order in branch, online or over the phone up to 3pm Monday – Thursday for next working day collection after 2pm

Order after 3pm Monday – Thursday for 2nd working day delivery, with collection after 2pm

Order up to 3pm Friday for collection the following Monday after 2pm

Order after 3pm Friday and on Saturday and Sunday for collection the following Tuesday after 2pm

Different timescales will apply for orders placed on Fridays, Saturdays and Sundays immediately before a Bank Holiday.

Different timescales may apply in Scotland and Northern Ireland.

Our travel money orderline is provided by Travelex.

Lines open Monday – Friday 8am-10pm
Saturday – Sunday 10am-8pm.

Home delivery

For home delivery, orders placed in any branch or over the phone before 3pm Monday – Friday will usually be delivered to your home address by 1pm the next bank working day (excluding Saturdays). Orders placed on Saturday or Sunday will usually be delivered by 1pm the following Tuesday. Certain exceptions apply to remote parts of the Scottish Highlands and Islands. Please ask for delivery timescales at the time of placing your order. All home deliveries are by Royal Mail Special Delivery. The home delivery service carries a £5 charge.

The home delivery service is not available for orders placed via www.bankofscotland-online.co.uk

All information correct at date of print (November 2009).

Additional needs

We are committed to meeting the needs of all our customers. If you have a hearing or speech impairment, you can use Typetalk whenever you contact us, or contact us using Textphone on 08457 323 436 (lines open 9am-5.30pm, 7 days a week). For visually impaired customers we can provide documents in large print, Braille or on audio CD. Please speak to a member of staff.

Customer complaints

We aim to please – but we know that sometimes things go wrong. If you have a problem or complaint, we want to know. In most cases this can be dealt with at your branch or by calling Payment and International Services helpline on **0870 850 0856 (+44 141 228 4130)** from outside the UK). If your complaint is not resolved to your satisfaction, then please call our customer complaints helpline on **08457 25 35 19**.

A copy of our complaints procedure is available on request. Complaints we cannot settle may be referred to the Financial Ombudsman Service.

Bank of Scotland plc. Registered in Scotland No. SC327000.
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General information

We hope this leaflet has been helpful. Our staff can provide more detailed information and answer your questions about our products and services. Just call into your local branch.

General consumer information

Bank of Scotland plc is authorised for accepting deposits by the Financial Services Authority. It is registered in the FSA's register with register number 169628.

Bank of Scotland plc is licensed under the Consumer Credit Act by the Office of Fair Trading, licence number 0593292.

If you'd like more general information, the Financial Services Authority (FSA), the financial services watchdog, provides a range of free consumer booklets and factsheets and a Consumer Helpline. Visit their website at www.moneymadeclear.fsa.gov.uk or call **0845 606 1234**.

The FSA has a wealth of helpful information on a wide range of financial areas. However, they can only provide general information and cannot give specific advice or recommend any company's products, investigate individual complaints or contact firms on behalf of individuals.

