

Reliance Bank

Personal Current Account – How to use your Account

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1. Account Features

Features	Available
Faster Payments	✓
BACS	✓
Direct Debits	✓
Standing Orders	✓
Bulk upload	✓
Confirmation of Payee (COP)	✓
Post Office Counter Cash Deposits	✓
Cheque Book	✓
Debit Card	✓
Global payments	✓
Online Banking	✓
Switch Service (CASS)	✓
Sweep Facility	✓

- No deposit limitations on our Personal Current Accounts unlike on our savings accounts.
- No monthly account fee (refer to “Personal Current Account Fees Information” document)
- No limitations on the number of electronic withdrawals that you can process.
- £1000 limit on card transactions per day.
- Ability to pay outside the UK and in a foreign currency.
- ATM daily withdrawal limit of up to £250 cash.
- View your account balance, at any ATM.

2. Opening a Current Account

To open an account with us you will need to agree to our Terms, complete an application form and provide us with identification, as outlined in our “What you need to open an account” factsheet. In addition to needing evidence of a source of funds, we will ask all signatories on the account to complete an account mandate which will show signatures outlining who is authorised to carry out specific payments and/or changes on your account.

A PIN for use with the debit card will be issued separately from the card and sent to the address detailed on the application. Your card will not become valid until the card holder signs the back of the card and acknowledges receipt of the card by contacting Reliance Bank Limited by telephone at 020 7398 5400.

We participate in the industry Current Account Switch Service (CASS) making switching current Accounts from one UK bank or building society to another simple and hassle-free. Please read the Current Account Switch Guide on our website for more information.

You cannot open a Personal Account as a business, should you attempt to do so we will decline your application or, if it is processed and we later find out, we will close the Account.

3. Bank Charges

There is no monthly fee, however there may be charges for certain services. For further information about our charges please see our Personal Current Account Fees Information Document or telephone our office during working hours at 020 7398 5400.

4. Transfers

You may make transfers between your accounts via digital banking or by telephoning us. We will deduct or add transfers from and to your Account on the same day as we receive your instructions provided, they are received on a Working Day and before that day's cut off time of 3pm. With fixed term deposits the transfers will be affected on the maturity day.

5. Keeping your Money Safe

You will be responsible for any instructions given by you, via a Third-party mandate, through power of attorney or via secured digital banking messages from the time that you successfully pass-through security, to the time that you leave the relevant service.

You must keep details of your cards and security information, including PINs, security numbers, access codes or passwords, safe and to make sure they cannot be used by anyone else or for fraudulent purposes.

In the event of any suspected misuse of your card, we would expect your co-operation in disclosing any information that we request to help with the investigation. If we think it will help to prevent or recover any losses from your account, we may share this information with the police or other third parties.

Do not share your security information with anyone who is not already authorised to access your account. We will not be responsible for fraudulent activity carried out because of you sharing your security information negligently.

6. Balance Information

We can provide you with the balance on your account, but it may not include transactions that are still being processed and therefore this may not represent funds that are available for you to withdraw.

If you have internet banking for your account, you will be able to check your balance via this service. Alternatively, if you have a debit card for your account, you will be able to check your balance via an ATM.

Your Account and the transactions passing through it may be affected by a court order. If so, the balance may change, and transactions may not be processed or may be reversed.

7. Sending Money

The speed of payments will depend on the currency and the countries involved:

- if the payment is in pounds or euros and within the EEA, the timescales should be the same as payments made within the UK.
- if the payment is in an EEA currency and within the EEA, the payment may take an additional Working

Day.

- payments in other currencies and to countries outside the EEA are not covered by the new regulations “UK Payment Services Regulations”. Please contact us if you require further information on how long these payments will take.

To make electronic payments in the UK, you must provide us with the sort code and account number of the beneficiary’s account.

To make electronic payments overseas you must provide us with:

- the name and address of the beneficiary bank.
- the bank sorting code or national bank code, bank identifier code (BIC), SWIFT code or Fedwire number.
- the IBAN (International Bank Account Number) if the payment is to another EEC country.
- the bank Account number of the beneficiary.
- the name and address of the beneficiary to whom the payment is being made.

8. Your Debit Card

8.1. Contactless

When using your card for contactless transactions, you will be able to continue spending until you hit the applicable contactless limit, at which point you will need to enter your PIN.

You will initially need to enter the PIN to activate the ability to perform contactless payments. Then from time to time after that to keep the feature active for that card. This is to help protect you from fraud

8.2. Maintenance

If you have forgotten your PIN, you should contact us and we will post a PIN reminder which may take between 7-10 working days to arrive.

If your card has been lost or stolen, you should contact us as soon as possible at 020 7398 5400 or via digital banking so that we can prevent any potential or further loss and any unauthorised transaction can be refunded so that we can send out a replacement card, allowing you to continue to use the account. Providing our Personal Current Account Terms and Conditions have not been breached, If you lose your card on the weekend, we will refund the value of unauthorised transactions from when you lost the card to when you notify us that it has been lost.

8.3. Keeping your card secure

The Account Holder shall ensure all reasonable precautions are taken to prevent unauthorised use of the card.

To keep your card and account as safe as possible, please keep these tips in mind:

- Ensure the card holder signs the card as soon as they receive it. Allowing only the card holder to use the card.
- Ensure the card holder telephones or writes to us acknowledging receipt of the card as soon as possible.
- Never write the PIN on the Card or any other item normally kept with the card or recording the PIN in any manner, which could reasonably connect or associate the PIN with the card.
- Never disclose the PIN to someone else or allow the PIN to become known to anyone other than the card holder.

- Notify us as soon as possible if someone else knows or is suspected of knowing the PIN.
- Notify us if an entry appears on the statement of the Account which is believed to be incorrect.
- Perform due diligence on any internet, telephone or other distance transactions.
- Retain proofs of purchase by way of receipts or otherwise in relation to any payments made.

Reliance Bank will never ask you for the password or debit card number. Never disclose the password to anyone.

9. Debit Card Usage

9.1. Using your card

The Cardholder may use the card to pay for goods or services at retailers or suppliers worldwide who accept the card by signing a sale voucher or inputting their PIN, by signing a mail order purchase form showing the number printed on the card, by placing an order by telephone and quoting the number printed on the card, through contactless payments, or by placing an order via the internet and quoting the number printed on the card. The Bank will debit to the Account the amount of any such payment authorised in this way.

To increase the security of online purchases and to protect against fraud, a Verified by Visa password will need to be set up to complete transactions with certain retailers.

The Cardholder may be prompted to enter some security information and register for the service when making a purchase at a participating online retailer.

9.2. Using your card abroad

If you plan on using your debit card abroad, make sure to check our Personal Current Account Fees Information Document for additional charges relating to payments and withdrawals made when using your card abroad.

10. Vulnerable Customers

We ensure that considerations are made for vulnerable customers. It is important that we provide new and existing customers that find themselves in vulnerable circumstances with the support and tailored services, where appropriate, to enable them to manage their day to day banking and financial needs with ease.

If you are experiencing challenges that affect your ability to manage your finances that you have told us about, we will record this and discuss what support we can provide. If you would like more information on how we can help, please visit our website and read through the section “accessibility and vulnerability”.

Please make us aware of your situation, even if you are not sure that it is a vulnerability.