Terms and Conditions
and
Tariff

Personal Accounts

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Incorporated in France as a Société Anonyme (SA). Paid up capital EUR 135,000,000.

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Terms and Conditions – Personal Accounts

'We', 'us', 'our' and Bank refer to the UK branch of Banque Banorient France 'you', 'your', 'account holder' and 'customer' refer to individual name(s) on the account.

Banque Banorient France is incorporated in France at 21 Avenue Georges V, 75008 France. The UK branch is licensed to operate in the UK and as such recognised by the Prudential Regulation Authority and the Financial Conduct Authority we may be verified on their websites under authorisation number 204726. We are also registered at Companies House with company number FC015255 and branch number BR000790. Our UK address is 193-195 Brompton Road, London SW3 1LZ.

Our Commitment under the Consumer Duty

Banque Banorient France and its UK branch are committed to acting in accordance with the Financial Conduct Authority's (FCA) Consumer Duty, which sets higher and clearer standards of consumer protection across financial services. This Duty requires us to act to deliver good outcomes for our customers. Our commitment means we will consistently focus on:

- Acting in good faith towards you.
- Avoiding causing foreseeable harm to you.
- Enabling and supporting you to pursue your financial objectives.

This commitment underpins our products, services, and all our interactions with you.

Opening an Account

The Account Opening Mandate and the Terms and Conditions together form the agreement to provide you with banking services. The account holder(s) and any other relevant party(ies) should complete and sign the Mandate. Please read these Terms and Conditions herein and ensure that you understand our services as well as your own responsibilities. If you do not understand any of the points in this document, we will provide further explanation.

We will ask you for information to verify your identity and your permanent residential address. If you are not the beneficial owner of the funds, we will need information about the beneficial owner(s). We will ask to see original documentation for verification, and will retain copies, to comply with UK Money Laundering Regulations.

We will also ask about your background including occupation and source of funds/income and your wealth and its source to enable our understanding of the purpose, transaction volumes and cross border activities.

We reserve the right to decline an application.

Personal Current Account Usage

Your account must not be used for business purposes. We reserve the right to close your account if we find that it is used for transactions of non-personal relevance (i.e. for business activities). Whilst we do understand that you may derive income from a business, your account should not be used to create, solicit or finance a business.

Types of Account

We offer current account services in Sterling, US Dollars, and Euros. Other currencies may be available (please inquire). We do not offer credit interest rates on current accounts.

We offer fixed term deposits in the main currencies, across a range of maturities.

We also provide foreign exchange transactions in the main currencies.

You may apply for a loan. Any loan would be subject to separate approval and governed by a facility letter setting out terms including interest and charges.

We would not normally allow your current account to be overdrawn without prior arrangement, subject to the charges set out in our Tariff.

Payments into Your Account

You may pay into your account by cheque (other than USD) and electronic transfer.

Cheques

For sterling account, when you pay in by cheque, your account will be credited after six working days, i.e. a cheque paid in on Monday 1st of a month will be credited and available for withdrawal on Tuesday 9th of the month. Please note that we are not a clearing bank and as such our cheque clearing cycle is different from the main clearing banks. Occasionally there may be reasons that may be beyond our control which stop us from receiving cheques or may cause delay to clearing.

Foreign currency cheques other than USD follow a different process and will take longer to clear.

We reiterate our Bank does not accept US Dollar Cheques into or out of your account.

Electronic Transfer

Funds received by electronic transfer will be credited on the same day or at the latest the next business day, depending on the currency, cut-off times and time zones. You must ensure that the remitter knows your full account details including the account number, residence address, IBAN and should include their name and permanent address and reason for payment. We reserve the right to return any payment which fails to provide the required information, as set down in the UK Funds Transfer Regulations.

You can use your account to make payments by Direct Debit to organisations in the UK. All such payments are protected by the Direct Debit Guarantee scheme

Please note that your account **cannot be used to receive incoming funds** through the Direct Debit system. You must provide alternative account details to any organisation that intends to pay you via Direct Debit.

Drawings from Your Account

You can make payments out of your account using your cheque book or by signed written instructions. If you have been approved for e-banking, you may also make payments online.

We may decline any payment if you do not have sufficient credit balance in your account.

Cash

You may withdraw cash in Sterling at our counters but we will ask for advance notice in the case of large amounts. We will request you to sign a form to declare the reason(s) of the withdrawal. Your current account will be debited for the sum withdrawn and charges (if any). We reserve the right to decline a withdrawal of over £5,000.

Our Debit Cards can also be used at cash machines to withdraw cash, up to a certain daily limit. Please speak to your account officer to discuss the limit. Cash withdrawals will attract a fee and you should refer to our Tariff sheet for further details. Please contact us if you wish to apply for a debit card.

Foreign currencies may also be available to withdraw; however, we recommend that you speak to your account officer to ensure that the currency sought is available.

Cheques and Bank Drafts

Holders of a Sterling current account may apply for a chequebook. Cheques drawn will be debited to the account according to the following cheque clearing time frame:

Day 1	Recipient pays your cheque into their account
Day 2	We receive an image of your cheque and debit your account that day, provided there are sufficient funds
Day 3	The recipient may draw the funds from their bank

If a cheque is drawn on our branch for payment to your account, then it is processed on the same day.

The validity of cheques are six months from date of issuance. We may seek further verification from you on the authenticity of any cheque you issue. You agree that you will write cheques clearly and in permanent ink. Please sign the cheque according to the specimen signature on your account mandate and, in the case of joint accounts, consistent with the signing powers. Please initial any amendments. We reserve the right to decline payment of a cheque if we are not satisfied with the authenticity of the signature(s) or it is not signed in accordance with the specimen on our records.

Cheques in the UK may not be endorsed to third parties. Please do not amend the printed wording on the cheque and note that we do not accept post-dated cheques.

You may also request the Bank to issue a banker's cheque or bank draft.

If you are making regular payments to the same beneficiary, you should consider setting up a standing order for pre-agreed sums. The Bank will also honour payments under a direct debit arrangement, subject to protection of the Direct Debit Guarantee Scheme.

The Bank may also issue drafts and bankers' cheques.

Giving Us Instructions

You can operate your account in a number of ways; at counters in the branch, by letter, online, or by debit card.

Electronic Instructions and Signatures (via Adobe Sign)

From time to time, we may send you documents or instruction forms via a third-party electronic signature service, such as Adobe Sign, to your registered email address. This process is secured with a One-Time Password (OTP) for enhanced security.
By using this service, you agree:

- An instruction signed and submitted electronically using this service is considered to be an instruction "in writing", authorised by you.
- To ensure the instruction is from you, a unique OTP will be sent to your registered mobile number via SMS or WhatsApp. This code will be required to open and/or sign the document electronically.
- Your electronic signature, verified by the OTP, has the same legal validity and is as binding as a handwritten signature. You will not challenge the validity of any instruction on the basis that it was sent or signed electronically.
- **You are responsible for ensuring the safety of both your email account and the mobile phone to which we send OTPs.** You must notify us immediately if you believe your email account has been compromised or if your mobile phone is lost or stolen.
- We are entitled to rely on any instruction received through this service that appears to be from you and has been verified with the correct OTP. However, we reserve the right to delay acting on an instruction while we take reasonable steps to verify its authenticity, which may include contacting you by telephone.

Delaying or Refusing to Act on Your Instructions

We will follow your instructions, unless:

- We have reason to believe that you did not authorise the instruction;
- We have reason to suspect the instruction is fraudulent;
- It is deemed necessary to reject your instruction to protect you or the Bank from crime;
- Your instructions are unclear or incomplete;
- You hold insufficient funds to make the payment;
- Following your instruction would be a breach of the law or regulations that we must comply with;

- A restriction that becomes applicable on your account stops us from executing your instruction;
- We become aware of a dispute between joint account holders, which means the account cannot be used until the dispute is resolved; or
- You breached any terms of our agreement.

If we do not follow your instructions, we will typically let you know. If we can, we will explain why we did not follow your instruction, unless there is a legal or security reason(s) that prevents us from doing so.

Outgoing Payments

Instructions to make electronic payments should be in writing in accordance with the signing powers in the Account Mandate. We may accept instructions by fax subject to verbal confirmation by telephone.

We normally make payments electronically in Sterling using Faster Payments or CHAPS (Clearing House Automated Payment System) and in other currencies using SWIFT (Society for Worldwide Interbank Financial Telecommunications). For Faster Payments and CHAPS payments, we must know the recipient bank's UK sort code and the account name, number and beneficiary's address. For SWIFT payments, we must know the recipient's SWIFT identifier and the account name, IBAN and the beneficiary's address.

The Bank will use best endeavours to complete payments on the same day or the next business day, depending on currency and cut-off times. We reserve the right to delay a payment in order to undertake additional checks.

Should your account be a fixed deposit then we will execute your outgoing payment instructions on the first working day following maturity.

Direct Debits

Your account can be used to make payments by Direct Debit. To set up a Direct Debit, you must provide your account details (sort code and account number) directly to the company or organisation you wish to pay. We will process all valid Direct Debit instructions presented to us, subject to sufficient funds being available in your account.

All payments are protected by the Direct Debit Guarantee Scheme.

Fixed Term Deposits

You may request funds to be placed on fixed term deposit. Your instructions should be given to the Bank by 12.00 noon to ensure same day value.

The interest rate is variable, based on money market rates. The interest rate payable to you is fixed on placement of your deposit, and at renewal.

Interest is calculated daily on a 365-day year for Sterling deposits and 360-day year for USD and Euro deposits and is payable at maturity.

A fixed term deposit will be automatically renewed with interest capitalised at maturity unless instructed otherwise three working days prior to maturity date.

Withdrawals and closure of a fixed term deposit before maturity is not permitted except in exceptional circumstances, at the discretion of the Bank, and on receipt of your signed instructions. Should the Bank agree to withdrawal or closure of the fixed term deposit, any amount due will be subject to deduction of a breakage fee/administration fee.

Using Your Debit Card to Make Payments

The Bank offers debit card facilities which can be applied for separately.

You can use the card to make purchases in stores, over the phone or online. It can also be used to withdraw cash from cash machines. Some of these activities will attract charges (Please check our Tariff). Kindly note this does not include any fees charged by third parties (for example, cash machine fees, if any).

Some third-party applications will allow you to create a digital copy of your debit card (for example, to allow contactless mobile payments or to allow you to make payments more quickly). If you use your debit card in this way, any payments will be treated as if you used the physical card.

When our debit card is used in a foreign currency, the amount will be converted into Sterling using the MasterCard foreign exchange rates. For up-to-date exchange rates, you can visit https://www.mastercard.co.uk and check the currency converter section. Please note that we will not be able to issue debit cards for joint accounts when the mandate requires signature of all the account holders collectively.

Timescales for Debit Card Transactions

There may be a delay between using your debit card for a purchase and payment being taken from your account. Upon use of the card, a hold will be placed on the amount paid. We will debit your account only after the retailer claims the amount from your card.

If the hold amount is no longer needed, the retailer will remove the hold. On rare occasions, retailers will not release the hold, and the held amount will be kept on your account. Please contact us to assist in the release.

Refunds to the debit card usually take 2-3 days dependent on the retailers' speed in transaction processing.

Cancellation of Payments

Once a payment has been processed, we are unable to stop prior to its clearance other than cheques, standing orders, and direct debits. To stop a cheque, you must contact us and provide the cheque number, amount, date of issue, payee and the reason. Of course, this must be done before it has been presented for payment by the payee.

To cancel a standing order, or Direct Debit, you should contact the Bank immediately. Such payments cannot be stopped after they have been processed.

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

Joint Accounts

You can have a maximum of four account holders in a joint account.

The joint account mandate can either allow holders to operate the account solely (and/or) which includes the withdrawal of all the money and account closure by any one of the account holders, or the holders must sign jointly, which means any transaction must be signed for by all the account holders.

If a joint account holder wishes to change the signing powers for example from any <u>one</u> party signing to <u>all</u> parties signing collectively, the change to the mandate must be agreed and signed by all parties to the account.

All joint account holders shall be held responsible to repay any overdraft on the account, irrespective of the party that created it. The Bank can ask any of the joint account holders to reimburse the full amount owed and not just a share. This applies even if the account holder was unaware of the overdraft.

If you live at separate addresses, then we will only send correspondence to the address of the main applicant as declared in the mandate (mailing address).

If one of the joint account holders dies and the declaration in the joint mandate is any one party to sign, then all credit balances will pass on to the survivor(s). We will require the opening of a new account in the name of the survivor(s) to which credit balances may be transferred.

In the case of death of a joint account holder where the declaration in the joint mandate is all parties to sign collectively, then credit balances representing a proportion of the balances will pass on to the survivor(s) who shall be required to open a new account that will be credited with the balances. The sum(s) representing the deceased share of the account will be subject to probate.

Keeping Your Account Safe

You must:

- Take all reasonable steps to keep your security details safe (including your debit card PIN, any passwords or log-in details for telephone, mobile or online banking);
- Take reasonable steps to maintain the hardware and software on any device you use for online or mobile banking (for example, a mobile phone or computer), which may include carrying out regular virus checks and security updates;
- Sign your debit card as soon as you receive it;
- Keep your debit card and mobile device (for example, mobile phone or tablet) secured at all times and not let anyone else use them to make payments;
- When you are logged on to online or mobile banking, do not leave the device you are 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 shall not be held responsible for any misuse.

We will never:

- Ask you to give us your full security details (including your debit card PIN, your online banking password or security codes);
- Send someone to collect cash, PIN, debit card or cheque book if you are a victim of fraud; or
- Ask you to transfer money to a new account for fraud reasons.

Third parties may ask you for your online banking log in details and password to provide their service to you, whilst this is highly not recommended, if you decide to give them this information, you must bear in mind that they will be able to see and do anything you can on your accounts.

If in doubt or if you believe your account has been compromised, please contact us directly on +44 207 590 7777.

If you need to report your debit card lost or stolen, please call us directly on +44 207 590 7777 or +44 207 590 7770 (our card centre is open 24 hours a day).

We may suspend, restrict or stop access to your account or to certain services (such as your debit card or online banking) if:

- We reasonably believe that your security details or debit card details have not been kept safe;
- We reasonably suspect that your security details or your debit card has been used fraudulently or without your permission;

If as a result of a change in the way you use your account or in your financial circumstances, we reasonably believe that you may have difficulty in meeting your commitments;

- Should a restriction applies to your account (for example, we are told about a dispute between joint account holders, which means the account cannot be used until the dispute is resolved);
- We believe it is appropriate in order to protect your account; or
- you have breached any term of this agreement.

We will typically tell you before or immediately after we take any of the above steps. We will also explain why we have done so, unless we are unable to contact you or there is a legal or security reason(s) which means we cannot provide further explanation.

Communications and Statements

All our communications to you will be in English. We will contact and communicate by:

- Post;
- Phone;
- WhatsApp
- email to the email address on our record;
- Text message to the mobile phone number we have on record; and/or notification through the mobile banking app.

Any documentation we send to you by email will be sent as an electronic attachment (for example, as a PDF), which will be password protected. Passwords will be communicated to you separately over a different medium (for example, the password will be sent by text message if the password protected document was sent by email). You must make sure that your electronic device(s) is set up to receive our communications (for example, they have the correct hardware, software, operating system and browser).

We will provide your statements for free by post at every quarter end (end of March, June, September and December) unless requested differently. You agree to review your statements, and to notify us immediately of any error(s).

If your contact details change, you should notify us immediately to ensure that you continue to receive our communications and that your information does not fall into the wrong hands.

Please notify us in writing if you relocate or change address. We cannot be held responsible for any errors or fraud if you fail to do so, other than to the extent of the protection offered under the Payments Services Regulations 2017.

We reserve the right to record any telephone conversations to support your instructions and for monitoring the quality of our service.

Account Information Updates

From time to time, the Bank will contact you to check and update your account information. These checks may result in a request to update your financials as well as signature of any regulatory forms e.g. CRS and FATCA reporting standards.

SMS Alert and Notification Services

The SMS Alert and Notification Service involves us sending you text notifications and alerts relating to debits on your current account(s) to the mobile phone number that you have registered with us. We may also send a text notification to provide you with One Time Passwords "OTP" for Internet Banking and Debit Card transactions and also security passwords relating to attachments sent by email to you.

To be eligible for text notifications and alerts, you must hold a Banque Banorient France, London branch current account. Only account holders may apply for this Service; third party signatories may not subscribe to this service. Text message notifications are not available if the Account requires authorisation by all or by more than one of the authorised signatories on the Account for it to be operated.

We will send information about your Account, including those in joint names, to your nominated mobile phone registered with any international network operator. We are unable to send a text message to multiple parties to the account. We will only send to the nominated number on our record. We are unable to send a text message to a land line telephone, a computer capable of receiving text messages or a 'virtual' mobile phone number.

We will only send one text at a time. If you delete a text, we will not be able to send it again.

We will start sending text notifications and alerts within 48 hours of your registration for the Service.

You can ask us to temporarily suspend your alerts and notifications at any time. You can do this by contacting us. Suspension will apply to the Service applicable to all your accounts. Text notifications and alerts will cease within 24 hours of you informing us.

Text messages sent using the Service will not include your account details or other personal information.

We may charge a monthly fee for this service which is currently published in our tariff. Your mobile phone network provider may charge you to receive texts and there may be additional carrier charges when receiving text messages overseas. Please contact your mobile phone service provider for more information.

If your mobile phone is lost or stolen, you must tell us as soon as possible, and in any case within 24 hours of the loss or theft.

You must confirm in writing as soon as you change your mobile phone number.

We will never send you a text message asking you to provide any personal information. If you receive any such message, please do not take any action and contact us as soon as possible.

You must take all reasonable steps to keep safe the security information thus preventing any unauthorised access to it.

We will not be liable:

- For any loss you may suffer, as a result of fraudulent use by you or a third party, due to your failure to comply with your obligations under these Terms and Conditions with us;
- If you do not receive our text notifications or alerts, or there is a delay to their receipt, for whatever reason; including network congestion, no network coverage, your mobile phone being switched off, insufficient memory in your
- inbox, or you have changed your registered mobile phone number without prior notification to us.
- Where repairs, updates and routine maintenance to our systems and those of our suppliers mean that we are unable to send text messages;
- If you do not take adequate steps to protect access to confidential information shown on (or stored in) your mobile phone and your Account information becomes known to an unauthorised third party;
- If your Account information becomes known to an unauthorised third party because text notification and alerts from us are sent to an incorrect mobile phone number you registered with us; and
- For any financial loss or data breach, if we continue to send text notifications and alerts to the mobile phone number you have registered for the Service due to your failure to notify us promptly of the loss or theft of your mobile phone, or your change of mobile phone number, or network operator.

It is your responsibility to request suspension of the SMS Alert and Notification Service as soon as possible when your phone is lost or stolen, or if you change your mobile phone number, or network operator. We will not be liable for any data breach or any loss due to your omission.

If we subsequently fail to provide text alerts or we provide text alerts that are inaccurate, we will only be liable for any charges on your Account that you could otherwise have avoided paying.

If you wish to terminate the SMS Alert and Notification Service you will need to cancel your registration for text notifications and alerts. This can be done by contacting us directly. Text notifications and alerts will cease within 24 hours of you informing us.
We can withdraw the Service by giving you at least two months' written notice. We can withdraw or suspend the Service with immediate effect without prior notice for regulatory or legal reasons, for security or prevention of fraud, or on any other ground set out in the Customer Agreement.

Other Operational Notifications

If you are registered to receive text notifications and alerts, we may from time to time send other operational messages about your Account to your registered mobile phone.

Your Protection Under the Payment Services Regulations 2017

We shall consider any payment instruction from you as irrevocable and it may not be possible to cancel instructions after submission. Instructions received after business hours or on a non-business day will be considered as received on the first working day thereafter.

Most currency payments will generally be made on the day of instruction.

We will transfer the amount ordered, and our charges will be debited additionally to your account, unless you request otherwise. For EEA payments, the payee bank will debit their charges to their customer, while our charges will be debited to your account with us.

We accept responsibility for the accuracy of transmission and for failure in execution, unless we can demonstrate the payee bank has received the instructed funds as intended. If any error is due to us, we shall refund you with any charges you have incurred. We will assist in tracing funds to the best of our ability.

If your instructions contain errors, we are not liable for any loss but we will make reasonable efforts to recover funds. We ask that you ensure your instructions are complete and accurate. We reserve the right to charge for losses incurred by us due to unauthorised payments in circumstances where you have acted negligently. If there is evidence of fraud on your part, you are wholly responsible for all losses.

Should you become aware of any error or fraud, please contact us immediately. After a period of 13 months, banks would no longer be liable to refund losses. We therefore stress the importance of checking your account statements.

We reserve the right to decline a transaction if there are reasons to suspect fraud or money laundering offences.

Our Right to Debit Your Account

We publish a list of our charges which you may view on our website. We also provide our tariffs in paper form before you open your account, on our website and upon request.

We will debit your account in accordance with the published tariffs, on dates which we shall advise you. Any interest due on a loan facility will be debited to a current account, in accordance with the terms of your facility letter.

Overdrafts

Your current account should be in credit unless we agree an overdraft facility. We may allow you to be overdrawn or to exceed an agreed facility at our discretion, subject to an interest charge per our published charges. Interest on any overdrawn balance accrues daily and will be debited to your account on the last day of each month.

Right Of Set-Off

We reserve the right to debit any credit balances in your accounts in cover of debit balance(s), be it in same currency or different currency(ies), nevertheless;

This will not constitute our obligation to exercise this right.

This clause is without prejudice to any other lien or security that we may possess.

Third-Party Mandates

You can appoint another person (a 'third party' or 'agent') to manage your account on your behalf by providing us with a third-party mandate.

- **Setting up a Mandate**: To set up a mandate, you must complete and sign our third party mandate form. The person you appoint will also need to sign the form and provide satisfactory proof of their identity and address. For joint accounts, all account holders must sign the form.
- **Authority of the Third Party**: The mandate form will specify the level of access and the types of transactions the third party is permitted to make. It is your responsibility to ensure you understand the powers you are granting.
- **Your Responsibility**: You, the account holder(s), remain legally responsible for all transactions and instructions given by the appointed third party. This includes being liable for any overdraft created by the third party, even if you were unaware of it. We will act on the third party's instructions as if they were your own.
- **Cancelling a Mandate**: The mandate will remain in place until you cancel it in writing, or we are notified of your death or bankruptcy. We may also cancel the mandate if we have reasonable grounds to suspect fraud or financial abuse.
- **Our Rights:** We reserve the right to decline an application for a third-party mandate or to refuse to act on a third party's instruction if it is unclear or we suspect it is fraudulent.

Closing Your Account

The right to close your account applies only to current accounts and not to fixed term deposits or to any other account with special arrangements. We do not charge any fees for account closure but if there are outstanding interest and charges, these would be debited to your account before closure.

When your account is closed, we will ask that you return any unused cheque books and debit cards to us.

We may close your account if:

- The account is used or you attempted to use it for illicit purposes;
- If incorrect or false information was provided to open the account;
- If we reasonably suspect that your account or any other party connected account is being used or is planned to be used for illicit purposes;

- If we are required to do so by law or regulation;
- If you are declared bankrupt;
- If you enter into a voluntary arrangement with your creditors to repay debts;
- If you use the account for business purposes.

We will not normally permit you to break a fixed term deposit. If exceptionally we consent to a request, we would charge a reasonable breakage fee based on changes in market conditions over the initial life of the deposit.

We will block any account if notified of the death of an account holder, or the insolvency of a corporate customer, pending legal appointment of a representative.

If one party to a joint account die, the surviving party will become owner of all balances and we will accept instructions from them pending the opening of a new account with deceased name removed. We may convert a sole account to joint with signed mandate of both parties but we will not convert a joint account to sole, without opening a new account to which balances may be transferred from the joint account.

We reserve the right to close your account with two months' written notice unless there are circumstances justifying earlier closure.

We regard any account without any transaction for 24 months as dormant and will block payments for the protection of all parties. The account will be unblocked on request under the mandated authority. We do not participate in the UK scheme for tracing lost bank accounts. Balances will remain with us.

We reserve the right to block your account should we request you to supply information or sign official regulatory forms and you fail to do so.

Bereavement – Death of a Sole Account Holder

We understand that dealing with the finances of someone who has passed away can be difficult. The following process applies when a sole account holder dies. For joint account holders, please see the 'Joint Accounts' section.

- **Notification:** Please notify us of the account holder's death as soon as possible. You can do this by visiting our branch or writing to us. You will need to provide the account holder's full name and account details.
- **Securing the Account:** Once we are notified, we will immediately freeze the account to protect the funds. This means no further payments can be made

- into or out of the account. Any Debit Cards, Direct Debits, Standing Orders, and third-party mandates associated with the account will be cancelled.
- **Required Documents: To close the account and release the funds to the legal** representative(s) of the estate, we will need to see certain legal documents. These will typically include:
    - The original Death Certificate (or a copy certified by a solicitor).
    - A Grant of Probate or Letters of Administration.
    - Proof of identity and address for the executor(s) or administrator(s).
- **Release of Funds:** Once we have received and verified the necessary documents, we will close the account and transfer the balance to the executor(s) or administrator(s). We may be able to release funds before receiving the Grant of Probate to help pay for funeral expenses, subject to seeing an invoice from the funeral director. Please speak to us directly to discuss this.

Mental Incapacity

We are committed to supporting our customers and protecting their interests, especially in difficult circumstances. This section explains the steps we must take if we are made aware that an account holder becomes mentally incapable.

- **Our Duty of Care:** If we learn, or have reasonable grounds to believe, that an account holder (on either a sole or joint account) has become mentally incapable, we have a legal and regulatory duty to take protective measures. This will require us to place temporary freeze on the account because the legal authority (mandate) to operate the account becomes invalid.
- **Sole Accounts:** Upon notification or awareness by our Bank of mental incapacity, we will freeze the account. No further transactions will be permitted until the Court appoints a Trustee to handle the day to day management of the account for the benefit and wellbeing of the account holders.
- **Joint Accounts:** The authority for any party to operate a joint account relies on the continued consent of all account holders. If one party becomes mentally incapacitated, their mandate becomes invalid, and the joint mandate will be automatically suspended. We will therefore be required to place a temporary freeze on the account, and the other account holder(s) will not be able to make withdrawals.

- **Accessing the Account:** To lift the freeze and allow the account to be managed on behalf of the incapacitated person, we must be provided with the following legal document; a **Deputyship Order** issued by the Court of Protection, appointing a 'deputy'.

Once we have received the original document and verified the identity of the Trustee, we will accept their instructions on the account.

During a temporary freeze, and at our discretion, we may consider authorising essential payments (for example, medical insurance and care or essential household bills), upon sighting of appropriate evidence, such as an original invoice; such discretion does not constitute an obligation on us and as such can be withheld.

e-banking

The Bank provides e-banking service. This service is not automatically available. If you wish to use this service, please apply for it separately. Access to our e-banking is through the Bank's website.

Approved applicants will be given a user name and password. For security reasons, the initial password must be changed on the first log-in to our e-banking website. You must protect these details, specifically we ask that you do not save these on your PC or mobile phone; that you ensure you are not overlooked when you access the site; and that you do not leave the screen unattended when logged in.

You should not disclose your password to anyone. We will never send you any e-mails or other requests to disclose your passwords. If you receive any such requests, please advise us immediately.

We strongly recommend that you do not select passwords based on traceable information, such as your date of birth, or that of a relative, or which follow a simple sequence.

For further security, to log in to our e-banking website, you will be sent an OTP (One Time Password) to your nominated mobile telephone number which is required each time you need to log in, input a new beneficiary or make a payment. The OTP will be sent to you when the website prompts you to input the OTP.

We cannot accept responsibility for any disclosure of information if the security of your passwords has been compromised. If you think your password has been compromised or fraudulently obtained by a third party, you should promptly inform us and request us to send a new one.

The Bank commits to using best standard IT security by Verisign and Vasco. Our services may be accessed via Chrome, Microsoft Edge, Firefox and Opera. You are responsible for anti-virus software on your PC or any other system you may use. You must be careful when using someone else's computer.

If required, the Bank can replace the security OTP with a Vasco Key. This Vasco key is a random number generator which can be used instead of the OTP. These tokens are chargeable, please see our tariff. You must contact the Bank if you lose your token. We reserve the right to charge for a replacement.

The e-banking service may be used to show statements up to three months old. You may print statements or download into Excel. Note that Excel records do not constitute a definitive statement of transactions. If you need a full statement, please speak to your account officer at the Bank.

The Bank will endeavour to offer a continuous service but cannot accept responsibility for any suspension due to maintenance or unforeseen circumstances. We reserve the right to cancel access to the service, while you can cancel at any time giving 30 days' notice.

Confirmation of Payee

To help protect you from fraud and misdirected payments, we are part of the Confirmation of Payee (CoP) service.

- When you make a payment: When you set up a new payment to a UK account via Faster Payments or CHAPS, we will use CoP to check that the name you have entered for the payee matches the name on the recipient's account. You will be shown one of several results, such as 'match', 'partial match' or 'no match'. It is your responsibility to carefully check this result before proceeding. If you are warned that the details do not match but you choose to make the payment anyway, we may not be able to recover the funds if they go to the wrong account. You cannot opt out of seeing the CoP check result when you are sending a payment.

- When you receive a payment: When another person or business makes a payment to your account, their bank will use CoP to check if the name they provide matches the name held on your account with us. This helps ensure the payment reaches you correctly.
- Opting out of being checked: We strongly recommend all customers remain opted in to this service as it provides an important layer of security. However, you may request to opt out of having your account details checked when others try to pay you. If you opt out, anyone trying to pay you will see a message that your details cannot be confirmed, which may cause them to delay or cancel the payment. We will only agree to an opt-out request in
- exceptional circumstances. If you wish to request to opt out, please contact us directly. You can request to opt back in at any time.

Protecting you from Authorised Push Payment (APP) Scams

We are committed to helping you protect your money from fraud and scams. An Authorised Push Payment (APP) scam is when a criminal tricks you into sending money from your account to an account they control. Because you authorise the payment yourself, it can be very difficult to get the money back.

Your Role in Preventing Scams

Your vigilance is the first line of defence. To protect yourself, you must:

- **Be suspicious:** Always be wary of unexpected requests for money, even if they seem to be from a trusted source. Criminals are very sophisticated and can impersonate anyone, including the police, your bank, a utility company, or even a family member.
- **Take your time:** Scammers will often create a sense of urgency. Stop and think before making any payment. A genuine organisation will not pressure you into acting immediately.
- **Verify requests:** If you receive an unexpected request for a payment, contact the person or company using a phone number or email address you know to be genuine (not one from the message itself) to verify the request is real.
- **Pay attention to warnings:** We provide warnings to help you stay safe. This includes the **Confirmation of Payee (CoP)** check, which helps you verify that the name on the account matches the details you have entered. If you receive a "no match" or "partial match" warning, you should stop and double-check the details with the person you are paying before proceeding.

We will never ask you to transfer money to a "safe account" for fraud reasons or ask for your full security details.

Our Commitment to You

Banque Banorient France is committed to the principles of the UK's Contingent Reimbursement Model (CRM) Code for APP scams. This means that if you fall victim to an APP scam, we will:

- **Investigate promptly:** We will act quickly to investigate the payment and will do everything we can to try and recover the funds.
- **Assess for reimbursement:** We will assess your case in line with the Code's standards. This includes looking at the sophistication of the scam, whether you took reasonable care to protect yourself, and whether you heeded any specific warnings we provided. We will also assess whether we, the Bank, met our own regulatory obligations.
- **Provide a fair outcome:** Where we find that you took reasonable care and were the victim of a sophisticated scam, we will reimburse you. However, reimbursement is not guaranteed and may be denied if, for example, a customer is found to have been grossly negligent or has ignored clear and specific warnings.

What to do if you think you have been scammed

If you believe you have made a payment to a scammer, or are concerned about your account's security, you must contact us **immediately**. Acting fast gives us the best chance of recovering your money. Call us on +44 (0) 207 590 7777.

Changes in Terms and Conditions

These Terms and Conditions are governed by the laws of England and Wales. Our Terms and Conditions and the associated charges apply at all times.

We reserve the right to make changes to our Terms and Conditions to ensure compliance with both regulations and best banking practice. If we make any changes to your detriment, we will notify you in writing and give you at least 60 days' notice to make alternative banking arrangements.

Contacting us

Whether you have a question concerning our Terms and Conditions, or would like to make a general enquiry, please contact us on +44 (0) 207 590 7777. Lines are open from 9am to 5pm on each working day. Cost of calls may vary – please check with your telephone provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.

FSCS – Deposit Protection Scheme

Your eligible deposits are protected up to a total of £120,000 by the UK Financial Services Compensation Scheme (FSCS). Reference to deposits also includes balances you hold in your current accounts. Any deposits you hold above the £120,000 limit may not be protected.

Please visit the FSCS website at www.fscs.org.uk for further information.

You can also refer to our FSCS Information Sheet for more details.

Data Protection

We are registered under the UK Data Protection Act, registration Z633541X with the Information Commissioner's Office.

We collect and process your personal data and financial information throughout your relationship with us, to provide you with our products and services and to run our business. Personal data includes basic personal information such as your name and contact details, and information about your financial circumstances, your accounts and transactions.

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 www.banorientfrance.com.

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. Please 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.

Any third parties to the account are subject to the same requirements and are also bound by the Privacy Notice.

Your information may be shared with and used by other companies within the Banque Banorient France Group and third-party service providers we use. We will only share your information where it is necessary for us to carry out our lawful business activities, or where it is necessary to comply with laws and regulations that apply to us.

We will not share your information outside Banque Banorient France and its Group except:

- Where we have your consent;
- Where required for your product or service;
- Where we are required by law, and with law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
- With HMRC to meet our legal and reporting obligations under Foreign Account Tax Compliance (FATCA) and Common Reporting Standard (CRS);
- With other banks and third parties where required by law to help recover funds credited to your account as a result of a misdirected payment by such a third party;
- With third parties providing services to us such as correspondent banking;
- 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;
- With debt collection agencies;
- With credit reference and fraud prevention agencies;
- With third party guarantors or other companies acting on our behalf to provide you with benefits or services associated with your product or service;
- 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;
- In anonymised form as part of statistics or other aggregated data shared with third parties; or
- 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.

At your request, 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 are allowing that third party to access information relating to your account. We will not be 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.

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.

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

We may transfer your information to organisations in other countries (including to other Banorient 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. We will only transfer your information if we are legally obligated to do so, or where the other country has laws that adequately protect your information, or where we have imposed contractual obligations on the recipients that require them to protect your information to the same standard as we are legally required to.

You are entitled upon request to see copies of any personal information that we hold about you within statutory time limitations. We may charge for this service.

We will only respond to a status enquiry if we have received your written consent. We will however share information with other financial institutions where there is a suspicion of fraud or payment errors.

Your Statutory Rights

Nothing in these Terms and Conditions will reduce your statutory rights including your rights relating to described Accounts or services, the fairness of Terms on which they are provided to you, any rights you may have to close your Account and/or claim compensation. For further information about your statutory rights, contact your local authority Trading Standards Department, the Competition and Markets Authority (CMA) or the Citizens Advice Bureau.

Our Commitment to Supporting Vulnerable Customers

We are committed to providing appropriate support to customers who may find themselves in vulnerable circumstances. We understand that vulnerability can arise from many sources, including health issues, life events, or financial distress/difficulties, and can be temporary or long-term.

Our staff are trained to handle such situations with care and empathy. We encourage you to inform us of any personal circumstances that may create difficulties in managing your finances. We will handle the information you share with us confidentially and work with you to find suitable and practical ways to support you in management of the account(s).

Making a Complaint

If you are not happy with our service or product, please let us know so that we can resolve your complaint quickly.

You can complain to us by:

- Visiting our branch;
- Calling us on +44 (0) 207 590 7777 during business hours;
- Writing to us at 193-195 Brompton Road, London SW3 1LZ.

We will investigate and respond to your complaint as soon as possible. If you are not satisfied with our response, you may refer your complaint to the Financial Ombudsman Service (FOS). The FOS is an independent organisation which tries to resolve complaints between customers and financial firms when we have not been able to settle the complaint ourselves. We will detail the timeframe for referral of your complaint to the FOS in our response to you. You can write to the FOS at Exchange Tower, London E14 9SR.

You can also contact them during business hours on 0800 023 4567 (from a landline) or 0300 123 9123 (from a mobile).

You can also complain online at complaint.info@financial-ombudsman.org.uk
Please visit www.financial-ombudsmand.org.uk for more information on their service.

Privacy Notice

This Privacy Policy provides you with information relating to the use and the protection of your personal data by Banque Banorient France London (the Data Controller), including the reasons why we share such data. It applies to all our products and services.

1. What personal data do we collect?

We collect and use your personal data to the extent necessary in the framework of our activities and to deliver to you personalised products and services. We may collect various types of personal data about you; at account opening, or during our banking relationship, including:

- Identification and contact information: name, place and date of birth, information on your identity documents (ID card and passport), postal address and e-mail address and phone number;
- Tax status: tax identification number/reference and tax residence;
- Family situation: marital status, number of dependents;
- Employment information: employment, employer's name, remuneration;
- Financial, banking and transactional data: bank account details, credit card number, money transfers, assets, credit history, debts and expenses;
- Data which relates to your use of our products and services including banking, financial and transactional data; and
- Data from your interactions with us: in our branch (CCTV), our internet website, emails, interviews, phone conversations.

Banque Banorient France, London may collect information about you where you do not have a direct relationship with us. This may apply in the following cases:

- Guarantors;
- Legal representatives (power of attorney); authorized persons, ultimate beneficial owner; Company shareholders;
- Beneficiaries of payment transactions made by our clients; and
- Staff of our service providers.

2. Why we collect your personal data

a. Performing a contract with you

- This includes the relevant pre-contract checks, bank approval prior to execution of the contract to provide you with the products and services; and
- Management of your requests and queries.

b. Meeting our legal and regulatory obligations

They include the following:

- Prevention of money-laundering and financing of terrorism;
- Compliance with sanctions and embargoes;
- Combating tax evasion and financial fraud;
- Tax reporting obligations;
- Compliance with banking and financial regulations in relation to risk management; and
- dealing with requests from regulators and law enforcement agencies.

c. Protecting our legal rights

We may use your personal data in order to defend our legal rights, including:

- Collection of monies owed and enforcing or protecting our security;
- Fraud prevention and proof of transactions;
- Management of complaints, disputes and claims against the Bank; and
- IT management, IT security and business continuity.

3. Sharing your personal data

In order to fulfil the aforementioned purposes, we may disclose your personal data to:

- Banque Banorient France entities;
- Service providers that perform services on our behalf;
- Banking partners with whom we have a regular relationship;
- Financial, taxation, regulatory or judicial authorities, state agencies or public bodies, upon request and to the extent permitted by law;
- Credit reference agencies as part of our risk assessment process;
- Fraud prevention agencies; and
- Certain regulated professionals such as lawyers, insurers, notaries or auditors.

4. Transferring your personal data outside the UK

We may transfer your data to countries outside the United Kingdom (UK). We do so on the following basis:

- that the other countries have applicable laws to protect your data in the same way;
- the United Kingdom has decided that the country or the organisation we are sharing data with will protect your data adequately;
- the transfer has been authorised by the relevant data protection authority; and
- the transfer is necessary to perform a contract (on terms approved by the United Kingdom), as instructed by you, for example, when making international payments on your behalf.

5. Retention periods for personal data

We will keep your data in line with our data retention policy, normally, for a period of 7 years after the banking relationship ceases. Some data may have a shorter retention period, but there may also be occasions when we need to retain your data for a longer period under certain circumstances; to resolve a dispute or complaint, or if we are required to respond to regulatory or law enforcement enquiries.

6. Personal data and your rights

You have the following rights in respect of your personal data:

- the right to access the information we hold about you and to find out how we process your personal data;
- the right to request rectification of your personal data that has changed, or is inaccurate or incomplete;
- the right to object, or to restrict processing of your personal data, or to delete your personal data. Please note that regulatory requirements, contractual obligations or legitimate interest may limit or cancel these rights.

If you have any queries or requests, you may write to:
Banque Banorient France London (Data Controller), 193-195 Brompton Road, London SW3 1LZ.

You may find additional information regarding your rights on the Information Commissioner's Office website at https://ico.org.uk/for-the-public/

The website also provides you with the process if you are unhappy with the way we deal with your data and you wish to make a complaint to the Information Commissioner's Office.

Tariff: Personal Accounts

Current Account Management Services

Monthly Banking Charges	£25 per month
Dormant Account Charges	£5 per month
Internet Banking with SMS OTP (one time password)	Free
Internet Banking with Security Token	£150 initial fee

Payment/Cheque Services

Internal transfers (i.e. a transfer between two accounts in Banque Banorient France, London branch).	Free
Outward CHAPS payment	£30
Outward SWIFT Payment	£30
Payment Details Incomplete/Incorrect (i.e. if we are required to amend a payment on your behalf before being sent)	£10
Payment delivery charges (i.e. charges OUR) *	Additional £15
Query Message to other Banks	£20 per message
Incoming transfers from UK Bank	Free
Incoming transfer from non-UK Bank and non-group Banks	£6
Standing Order Payment	£10
Direct Debit Payment	£10
Cheques drawn on your account by a UK bank	Free
Cheques drawn on your account by any other bank	£30 plus Outward SWIFT Payment Fee
Issuance of a Bank Draft / Bankers Cheque	£30
Stopping of a Cheque charge	£20
Unpaid Item *(This charge is levied when the Bank returns a cheque, Direct Debit or Standing Order)*	£20
** This charge will be levied if when sending monies abroad, you opt to add such fees to the payment to ensure the beneficiary receives the full amount requested. Exceptionally, where substantial agents' charges are levied by the receiving bank, we retain the right to debit a higher payment delivery charge from your account.*	

Cash and Currency Services

GBP withdrawals in branch	Free
Currency withdrawals in branch	1.5%

Overdraft charges

Unarranged Overdrafts in GBP	Banque Banorient France Base Rate + 4%
Unarranged Overdraft in other currencies	8.5% p.a.
Arranged Overdrafts	Upon application.

Card Services

MasterCard Platinum Debit Card Issuance	£250 per annum
Cash withdrawal fee	£2.50 per transaction
Cash withdrawal fee (different currency to billing)	£5 per transaction and foreign exchange at daily rates given by MasterCard Services

Ancillary Services

Duplicate Statement per Request	£10
Information requests from Auditors	£35 + VAT
Status Enquiry	£20
Reference Letter	£20
Courier Fee	£50
Mail held at the Bank	£35 + VAT per Quarter

Lending Services

Personal	Upon application
Property	Upon application

These fees are applicable from 1 December 2025, but they are reviewed from time to time and any changes will be notified to you in advance. Fees for individual services outside this standard tariff can be provided at any time upon request and will be advised to you when you first use the service. Fees for borrowing are assessed separately for each facility.

For further details of any items described here, please contact the branch.

Financial Services Compensation Scheme Information

Basic information about the protection of deposits	
Eligible deposits in Banque Banorient France are protected by:	The Financial Services Compensation Scheme ("FSCS") [1].
Limit of protection:	£120,000 per depositor per bank/ building society / credit union[2].
If you have more eligible deposits at the same bank	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £120,000 [3].
If you have a joint account with other person(s):	The limit of £120,000 applies to each depositor separately Joint Accounts are apportioned between each holder.
Reimbursement period in case of bank, building society or credit union's failure:	7 working days [4].
Currency of reimbursement:	Pound sterling (GBP, £).
To contact Banque Banorient France for enquiries relating to your account:	Banque Banorient France, 193-195 Brompton Road, London, SW3 1LZ Tel: +44 207 590 7777
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU Tel: 0800 678 1100 or +44 20 7741 4100 Email: ICT@fscs.org.uk More information: www.FSCS.org.uk

[1] Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £120,000 by the Deposit Guarantee Scheme.

[2] General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £120,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £110,000 and a current account with £20,000, he or she will only be repaid £120,000.

In some cases, eligible deposits which are categorised as "temporary high balances" are protected above £120,000 for 6 months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are deposits connected with certain events including:

(a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;

(b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;

(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under www.fscs.org.uk.

[3] Limit of protection for joint accounts

In the case of joint accounts, the limit of £120,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £120,000.

[4]Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or +44 20 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £120,000) within 7 working days, save where specific exceptions apply. Where the FSCS cannot make the repayable amount available within 7 working days, it will, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request. Again, there are specific exceptions to this obligation. If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under **www.fscs.org.uk.**

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

Financial Services Compensation Scheme Exclusions List

A deposit is excluded from protection if:

a. The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.

b. The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

c. It is a deposit made by a depositor which is one of the following: credit institution; financial institution; investment firm; insurance undertaking; reinsurance undertaking; collective investment undertaking; pension or retirement fund[5]; public authority, other than a small local authority.

d. It is a deposit of a credit union to which the credit union itself is entitled.

e. It is a deposit which can only be proven by a financial instrument[6] unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014.

f. It is a deposit of a collective investment scheme which qualifies as a small company[7].

g. It is a deposit of an overseas financial services institution which qualifies as a small company[7].

h. It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company[5] refer to the FSCS for further information on this category.

i. It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

[5]Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

[6]As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule.

[7]Under the Companies Act 1985 or Companies Act 2006

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

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