



United National Bank

CORPORATE ACCOUNTS

United National Bank

it's your bank

Corporate Accounts

- to suit your business needs

- Make and receive payments – via cash, cheques or electronically.
- Option to open accounts in a number of foreign currencies.

Key features

Instant Access

No minimum balance required

How the product works

A business current account which helps you manage your business transactions efficiently.

You can set up direct debits and standing orders from your account.

Tariff features of our business bank account

- Standard business charges apply as set out in our business charges leaflet
- We can negotiate a money transmission pricing tariff with you.
- Debit interest rates are variable and are as shown in our corporate account interest rates leaflet

We can transfer funds abroad and credit funds into your account from abroad.

Overseas Account

If you are an overseas company setting up in the UK and want an account here, we can help.

Finance

Structured Finance

We offer a range of products through our branches to support the trading activities of corporate customers globally.

Services include:

- Bank guarantees
- Documentary credits
- Discounting bills of exchange

For more details on any of the above services and for our charges please contact your local branch and ask to speak to one of our relationship managers.

Mortgages

Islamic Mortgages

Our sharia compliant mortgage is designed to help you purchase a home in a way that is convenient to you and meets the requirements of your faith.

For further details please refer to our 'UNB Islamic Mortgage' brochure, or contact one of our mortgage advisors via your local branch.

Mortgage Plus

Our mortgage plus product offers a flexible way to finance your property. For further details please refer to the 'UNBMortgagePlus' brochure, or contact one of our mortgage advisors via your local branch.

If you take out a loan or mortgage with us you will need to open up a current account.

How To Apply

In Person

Call into your local branch and we will do our best to see you immediately.

By Phone /By Post*

Call your local branch on the numbers below and we will send out an application form to you.

- London: 020 7290 8000
- Birmingham: 0121 772 2648
- Bradford: 01274 548 174
- Glasgow: 0141 341 0555
- Ilford: 020 8911 0123
- Manchester: 0161 834 4074

**For branch addresses please refer to the back of this brochure*

Identification will be required to open your account.

Identification and address verification will be required for all individuals involved in the business and for the business itself. For further details of acceptable forms of identification and address verification for your business, please contact one of our branches or ask a member of staff.

Copies of documents must be certified "original seen", dated and signed by a Solicitor/Lawyer, Accountant or Banker. Alternative words such as 'attested' will not be acceptable.

Our Commitment

Our commitment to you

We will tell you if your application has been successful and will open your account. This may be subject to appropriate identification, address verification or other specified documentation being produced to us.

We will provide you with everything you need to operate your account within 10 working days of approving your account.

How we will inform you about changes in our interest rates and charges

Interest Rates

We will keep you informed about any changes to the interest rates on your accounts and we will do this in the following ways:

- **Notice accounts** – if we make a change to the interest rate, which is favourable to you, we will apply the change immediately without giving prior notice. We will contact you personally to inform you of the change within 30 days of the change taking effect. We will display the rate change on our website and in our branches within 3 working days of the change.
- If the change is not favourable to you, we will write to you and inform you of the change at least 30 days prior to the change taking effect.
- **Standard savings account** – if we make a change to the interest rate which is favourable to you, we will apply the change immediately without giving prior notice. We will contact you personally to inform you of the change within 30 days of the change taking effect. We will display the rate change on our website and in our branches within 3 working days of the change.

If the change is not favourable to you, we will write to you to inform you of the change at least 2 months prior to the change taking effect.

- Details of all of our interest rates and historic interest rates can be found in our rates leaflet which forms part of our general terms and conditions. They are also available on our website.

Charges

When you become a customer, we will give you details of any charges for the day-to-day running of your account. These are contained in our personal bank account charges leaflet, which forms part of our general terms and conditions.

You can also find out about our charges by:

- Phoning our helpline
- Looking at our website
- Asking our staff

We will tell you about the charge for any other service or product before we provide it and at any time you ask.

If we change any of our charges or add any new charges, we will write to you to inform you of this at least 2 months before the change takes effect.

Before we debit interest or charges for standard account services, from your current or savings account, we will give you at least 14 days notice of how much we will be debiting from your account.

Changes to Terms and Conditions

We will give you our general terms and conditions and any other relevant terms and conditions before you become a customer of the bank.

All terms and conditions will be clear, fair and understandable and will set out your and our rights and responsibilities in the course of our

business relationship.

We will give you at least 2 months prior notice of any changes to the terms and conditions of your account.

For information on our interest rates, charges or terms and conditions, you can:

Call your local UNB branch

Logon to www.unbankltd.com

Visit any UNB branch

Managing your business account

Standing order

Standing orders offer the option of paying in regular amounts by standing order.

You can pick up a standing order form from your local branch or phone your local branch, who will be happy to send one out in the post to you.

If you want to change or cancel the amount of a standing order paid from your UNB account, you can normally call us to change it or visit any branch or inform us in writing.

Clearing cycle for payments into your account

Standing orders

For standing orders from accounts at other banks money will go through the central clearing system and be credited into your account on the third working day. As soon as the funds have been added to your account, your money will be available immediately for you to withdraw.

Direct Debits

These are similar to standing orders in that they are regular payments from accounts. However it is the beneficiary who originates them and the money is taken from the payer's bank account. Most input instructions come from companies sponsored by BACS members.

The debit of your account will take place on the same day as the beneficiary account is credited.

You can cancel a direct debit anytime up to the end of the business day preceding the day agreed for debiting the funds. Cancellation must be in writing.

If there are insufficient funds in your account the direct debit will be returned unpaid. There is a charge for returning a direct debit unpaid.

We are a member of the Direct Debit Guarantee Scheme and so if a direct debit is wrongly drawn, we will re-credit your account as soon as we are informed.

Clearing Cycle of Cheques

When you pay a cheque into one of your accounts, it has to be cleared – or paid by the other person's bank.

Here is what happens:

We will show the cheque amount as a credit the same working day you pay it in, if your cheque was paid into an interest bearing account, you will start earning credit interest on the amount of the cheque by the 2nd working day. If the account you paid the cheque into has an overdrawn balance the cheque will reduce your

overdrawn balance by the amount of the cheque meaning you will no longer pay debit interest on that amount. You will be able to withdraw your money on the 4th working day after the cheque has been paid in. If the cheque has not been returned by close of business on the 6th working day you can be assured that the money is yours. It should never take more than six working days to clear a cheque however we will still be entitled to return the cheque and debit the amount from your account even if you have withdrawn it should you be found to be a party to fraud.

So for example if you were to deposit a non UNB cheque into your account on a Monday it would follow the process below;

MONDAY DAY 0 - The process begins when we receive the cheque.

WEDNESDAY DAY 2 - You will start to receive interest on the amount of the cheque if your account offers credit interest. If your account is in debit your debit interest will be reduced by the amount of the cheque.

FRIDAY DAY 4 - We will allow you to withdraw the money from your account.

TUESDAY DAY 6 - You can be assured that the money is yours and the cheque will not be returned unless you are a knowing party to fraud

The six clearing days 'clearing cycle' for non UNB Cheques is the time it takes for the Drawer Bank to physically receive the paper cheque you have paid in and decide whether they can pay it. A working day ends at 3pm and is any day except Saturdays, Sundays and Bank Holidays. The

central clearing cycle is 3 days.

If you need to be completely certain that a cheque will clear, we can send the cheque for special clearing. *(There is an additional charge for this)*

Cheques deposited into savings accounts will start earning interest once they are cleared.

All original cheques, or copies, paid from your account will be kept for at least 6 years unless they have already been returned to you.

If there is a dispute with us about a cheque paid from your account within a reasonable period after the entry on your statement, we will show you the original cheque or a copy of it as evidence. If there is a delay in you contacting us about an entry, we will add the amount of the cheque to your account until the matter has been rectified.

Foreign Cheques –these normally take longer, please ask us for details.

Returned cheques

If the other bank returns the cheque unpaid, we have to take that amount back out of your account. If this happens, we will write to let you know. This will nearly always happen within four or five working days. But just occasionally it can take longer than this before we know that a cheque has been returned unpaid. In these circumstances, we are normally still entitled to take back the money from your account, even if you have already withdrawn it.

General Information

What you can do to help prevent your account being misused

Keeping us up to date

Please make sure you let us know as soon as possible when you change your:

- Name
- Address
- Phone Number

If we do not hold correct information, we may make your account dormant to protect both the bank and yourself. However, if you have any money in your account, it will always be your property (or if you die, it will become part of your estate.) This is the case no matter how many years pass.

Checking your statements

Please make sure that you check your statements regularly. If you believe there is an incorrect entry on your account, please inform us as soon as possible and without any undue delay so we can investigate and take any necessary steps to rectify it. Please also regularly check your direct debits and standing orders to ensure that they are correct.

If at any stage we need to make further investigations into a particular transaction on your account, you should be co-operative at all stages with the bank and the police if their involvement becomes necessary.

Security for cheque book, ATM card and PIN

There are several precautions you should take to reduce the risk of being the subject of fraud:

- You should keep your cheque book and card in separate places.
- When you receive your PIN, passwords and

any other security information, you should try to remember it rather than writing it down and never allow anyone else to use your card or tell them your security information

- You should always take reasonable steps to keep your card and security details safe and always destroy any paperwork containing these details in a secure manner, such as shredding. This will ensure that your details cannot be used by someone who may come into possession of the paperwork after you have disposed of it. Any receipts or other paperwork containing your account details should be kept securely or destroyed. If you ever change your PIN, you should carefully select a new number
- You should never give your account details or security information to anyone unless you know who they are and why they need them. When the bank contacts you, or you call them, you will never be asked to reveal your PIN number. The account holder should be the only person in possession of this information. If you ever receive a suspicious telephone call asking you for details of your account and/or PIN, please report it to us.

In order to prevent cheques from being used fraudulently, you should include as much detail on the payee as you can. For example, when writing a cheque to a large organisation or bank, as well as putting their name, you should include your reference number or account number. Any space left should be fully crossed through as this will prevent anyone from adding additional information.

What to do if you lose your cheque book, passbook, card or if someone else knows your PIN

It is essential that you tell us immediately if you suspect or discover that:

- Your cheque book, passbook or ATM card has been lost or stolen; or
- Someone else knows your PIN, password or other security information.

The best way to inform us is by calling our Main Branch in London on 0207 290 8000. If it is out of office hours, please leave a message informing us of what has happened.

Your liability for the misuse of your card is limited as follows:

- You are liable up to a maximum of £50 for any losses incurred from the use of lost or stolen ATM card. You are similarly liable up to a maximum of £50 where you have failed to keep safe the security features of your ATM card.
- You are liable for all losses incurred where you have: acted fraudulently or have with intent or gross negligence failed to use your ATM card and security features in line with their general terms and conditions; failed to report the loss or theft; or, failed to take all reasonable steps to keep the card and security information safe.
- You are not liable for any losses which are incurred after you have notified us that your ATM card, PIN or password has been lost or stolen, or if we have failed to provide a means by which you can notify us of the loss.

Financial assessment and security

Before we will consider either lending money or increasing an overdraft or borrowing limit, we will need to assess your ability to be able to repay the money. There are several ways that we can make this assessment and the following are some areas that we will look at:

- Information provided by the customer, such as proof of identity, reasons for requesting the money etc
- Any existing business plans or accounts including business cash flow and profitability and any current financial commitments
- Any personal financial commitments which may affect the business.
- Your financial history
- Your credit history and if you give us permission, information from other lenders and/or landlords
- Credit-assessment techniques, such as credit scoring.
- Any security provided.

Following this assessment, if we accept your request for an overdraft or increased overdraft, we will inform you if it is repayable on demand. Prior to the customer accepting the new facility, we will agree on what monitoring information will be required and how often it should be provided.

To confirm the above and for the purpose of avoiding any misunderstanding at a later date, we will write to you highlighting the points of the agreement made. The requirements will vary depending on the application, but there are some

standard bits of information that we may require such as:

- A comparison of actual business results with what you originally forecast
- Any renewed elements of the business plan
- Revised cash-flow forecasts and any major proposed capital spending
- Annual accounts and management accounts.
- Details on anything you owe to creditors or are owed by debtors and for how long
- Supporting evidence that you are meeting any special requirements that were set out in the agreement

We understand that your situation may change at any point and if this happens, we will discuss with you any additional information that you may need to provide.

Please note that we recommend you seeking independent advice before accepting any facility.

If we decide that we are unable to provide you with the facility you have requested we will provide you with a reason why if you so require. This can also be provided in writing or by email.

Security

It may be the case that we will ask you for security to back up your borrowing/liabilities. You will be informed in writing why the security is required and all documentation will be clear and easy to understand. If at any point you have any questions or queries or there is something you do not understand, we will ensure that someone will be there to discuss your concerns.

All documents we provide should be read very carefully as they will be legally binding on all parties. For this reason it is essential that you fully understand what you are agreeing to and we do recommend that you seek independent advice prior to formally signing the documents.

We will inform you under what circumstances the security will be released if you ask us to do so.

Guarantees and other security from another person

It is possible to accept security from another person to support your liabilities. If we agree to do so, we may request your permission to provide your financial information to the person providing the security. It is also possible for an individual to provide the security rather than another business. If we accept another individual we will recommend that they seek their own advice to ensure they are aware of what they are committing to. We will also inform them that they may become liable instead of, or as well as, the actual customer and what the nature of their liability will be.

Please note that unlimited guarantees will not be accepted from individuals unless it is to support the liability under a merchant agreement. They will only be accepted from other companies.

Out-of-date cheques

Banks usually treat a cheque as 'out-of-date' six months after is dated. If it hasn't been paid by then you will normally have to get a new cheque from the person who gave it to you. If you've written a cheque to someone else that hasn't been paid within six months, they may ask you to write a new one. If they do you should ask for the old one back and destroy it (or ask the bank to 'stop' the cheque) before writing a new one. Stop payments charges may apply.

Making withdrawals

Please note that you may be asked for identification when making withdrawals in person from a UNB branch.

Examples of acceptable identification include, a passport, a full driving license or EEA members Identity Card.

Your local branch will be able to provide you with further details of acceptable identification.

Calculation of interest

If you want to know how interest is calculated on your account we will show you the methodology used to calculate interest on our products, including a worked example.

To cancel payments

If you want to cancel a payment or series of payments you have authorised, you should do the following:

To cancel a cheque or standing order, you must tell us (we cannot cancel cheques covered by a cheque guarantee card)

To cancel a direct debit, you can either tell the originator to cancel the direct debit or tell us. We recommend you do both. To cancel a recurring transaction you must tell the originator. We recommend you keep proof of cancellation.

It may not be possible to cancel payments if you do not give enough notice of your decision to cancel.

Switching your account

Moving your current account has never been easier. All we need is your signature to arrange the transfer and we will handle the rest, free of charge.

Just open your new UNB account and provide us with details of your existing bank or building society account. We will contact them for a list of your standing orders and direct debits and we can send this to you, so that you can check that payments are up to date and are those that you wish us to make.

We will set up all your direct debits and standing orders and arrange the transfer of any salary / pension payments into your new account. We will

arrange the closure of your old bank account and transfer of the balance to your new account with us.

We will also keep you informed throughout the process and let you know once the transfer is complete.

Changing or closing your account

For our standard savings and current account, you can terminate the contract at any time. You must do this in writing. We will not charge you for the termination of the contract. We will return to you the money in your account, plus any interest that has been earned.

This however does not apply to our fixed rate deposits or notice account. Fixed rate deposits cannot be closed before the term of the deposit has expired. Early withdrawals are not permitted. For our notice accounts, you must provide the amount of notice that the account requires before you can close the account or withdraw your money. The bank may, at its absolute discretion allow an early withdrawal from a fixed term account or notice deposit. This however will incur a penalty charge.

Financial Services Compensation Scheme

The Financial Services Compensation Scheme (FSCS) is an independent body created under the Financial Services and Markets Act 2000. The FSCS covers business conducted by firms authorised by the FSA. UNB is therefore covered by the scheme. The FSCS protects deposits

made by individuals and small businesses and under the scheme, 100% of the first £50,000 of a deposit with us will be protected. Deposits made in all currencies will be treated alike.

For further information, you can contact the FSCS directly on their helpline number: 020 7892 7300 or via their website www.fscs.org.uk You can also write to them at:

Financial Services Compensation Scheme
7th Floor, Lloyds Chambers
Portsmouth Street
London E1 8BN

Marketing Material

Marketing material will not be sent to minors (under the age of 18). We will ask you if you want us to contact you for marketing purposes or if you wish to receive marketing material from us. If you choose to receive marketing material from us we will send out a reminder to you every 3 years asking you to confirm if you still wish to receive marketing material from us.

Important Information

Financial difficulties

We will consider cases of financial difficulty sympathetically and positively. In most cases you will identify problems first and so should contact us as soon as possible. In the event of us picking up on a problem, we will inform you in writing unless we consider it urgent, in which case we may contact you by phone, fax or email.

There are several situations which may alert the bank that something may be wrong unless the customer has provided an explanation for it:

- Going overdrawn without prior agreement or going over your set overdraft limit
- Failing to supply agreed monitoring information on time or using your facility in a manner which does not conform with the terms of the agreement
- Uncharacteristic changes in your business turnover or trading at a loss
- Losing a key customer or employee at short notice
- Selling a large proportion of your business
- Failing to make a loan repayment or not keeping to the conditions of your loan repayment
- If a winding up petition or legal action is taken against your business

Debt-counseling and business support organisations can also provide help if your business has failed. We will also suggest places to go for advice and some may be free. If you so require, we can work with your advisers. Below are some examples of where you can receive help:

Advice UK - 020 7407 4070
(www.adviceuk.org.uk)

Business Debtline - 0800 1976026
(www.birminghamsettlement.org.uk)

Business Links 0845 600 9 006 (www.businesslink.gov.uk)

Citizens Advice - 020 7833 7121
(no advice on this number but you will be put in touch with a local bureau.) (www.citizensadvice.org.uk)

Citizens Advice Scotland - 0131 550 1000
(www.cas.org.uk)

Federation of Small Businesses - 020 7592 8100
(www.fsb.org.uk)

Financial Services Authority - 0845 606 1234
(www.fsa.gov.uk)

Money Advice Scotland - 0141 572 0237
(www.moneyadvicescotland.org.uk)

National Federation of Enterprise Agencies -

01234 354055 (www.nfea.com/)

The British Chambers of Commerce -

020 7654 5800 (www.chamberonline.co.uk)

The Insolvency Service - 020 7291 6895

(www.insolvency.co.uk)

The Forum of Private Business -

01565 634467 (www.fpb.co.uk)

The Institute of Directors - (www.iod.com)

The Small Business Service

0845 001 0031 (www.sbs.gov.uk)

We also follow the British Bankers' Association's 'Statement of Principles' and a copy will be given to you when you become a customer. It outlines how we should work with you to reconcile any problems you may be encountering. If your business does fail, we will always discuss with you what action we may take, depending on the circumstances causing the failure.

Regarding any security you or another person may have provided, you should consult your documents to ascertain what your liability is. If you do not understand it would be advisable to seek independent advice.

Your Personal Information

Confidentiality

We will ensure that all information held on a customer is kept private and confidential. Your name, address and account details will not be made available to anyone else, including other companies in our group. There are however certain circumstances under which we may share your details and this is permissible by law:

- If we are required to give the information by law
- If there is a duty to the public to do so
- If the interests of the bank means we must give the information, such as in cases of money laundering or fraud
- If we have your permission to do so or you have requested us to do so.

Bankers' reference

We need to obtain your written permission before we give a bankers' reference about you.

Data protection

The Data Protection Act 1998 gives you the right to see personal information that we hold on you. In accordance with the Act, a £10 administration fee is applicable.

Please note that telephone calls to United National Bank may be recorded and/or monitored.

Additional Information

The information in this booklet forms part of our General Terms and Conditions of account opening.

The information in this booklet is correct as at November 2009.

We value our customers business, but understand that, on rare occasions, you may not feel fully satisfied with our service. If you have a grievance, please ask any member of staff who can advise you of our internal complaints procedure. This is also available on our website.

We are also covered by the Financial Ombudsman Service so if you are not entirely satisfied with our response, you can refer your complaint to them.



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www.unbankltd.com

To order extra brochures, please call Creative Design & Print Centre on 020 8675 7875 or email: sales@copyprint.biz