

CHAPS transfer



BANK OF SCOTLAND

ALL REQUESTS RECEIVED BY 3PM WILL NORMALLY BE MADE ON THE SAME BUSINESS DAY. TO AVOID DELAYS, PLEASE COMPLETE WITH CARE USING CAPITAL LETTERS.

DDMMYYYY

[illegible]

□ □ □ □ □ □

□ □ □ □ □ □ □ □

□ □ □ □ □ □ □ □

[illegible]

--	--	--	--	--	--

QUESTION

[illegible]

--

Date _____

Date _____

Date	
------	--

--

DDMMYY

Page 1 of 1

Phone
Fax

Date _____

☐

□ □ □ □ □ □ □ □ — □

DDMMYYYY

□ □ □ □ □ □ □ □

By faxing this form for processing, you are confirming all checks have been made (listed overleaf)

--	--	--	--	--	--	--	--

Terms and conditions

- 1 These instructions are made in respect of your account specified in Section 1, whose terms and conditions shall apply to this CHAPS transfer. Capitalised terms defined in the said terms and conditions shall have the same meanings in this form unless otherwise defined herein.
- 2 If this form is received by us after either 3pm on a Business Day or on a non-Business Day, it shall be deemed to have been received by us on the following Business Day.

Cancellation and amendments

- 3 If you request cancellation or amendment of these instructions, we will amend or cancel the CHAPS transfer provided that such request is received by us no later than 3pm on the Business Day preceding the agreed date for payment to be made.
- 4 If we refuse to execute a CHAPS transfer we will inform you (unless provision of such information would compromise reasonable security measures or would otherwise be unlawful) within the designated maximum execution time for a payment transaction of this type and give our reasons for doing so and the procedure for rectifying any factual errors that led to the refusal. We will make the CHAPS transfer within the designated maximum execution time for a payment transaction of this type after the reasons for stopping it cease to exist.

- 5 We may refuse to execute a CHAPS transfer on reasonable grounds relating to, amongst other things:
 - security;
 - suspected unauthorised or fraudulent use; or
 - in the case of a CHAPS transfer with a credit line, a significantly increased risk that you may be unable to fulfil your liability to pay us.
- 6 You agree to notify us without undue delay on becoming aware of any unauthorised, fraudulent or incorrect CHAPS transfer by telephoning the Payments Helpdesk on 0845 601 7764.

BANK USE ONLY - BRANCH/ACCEPTING SITE ACTIONS

Before faxing ensure the following checks have been made:

- Application form fully complete
- Signature checked and signed in accordance with mandate
- Available cleared balance
- No indicators/blocks present
- Suspicious activity/fraud awareness

* For **Corporate customers** no checks are required - fax immediately for processing (see customer signposting).

All checks made by: (signature)

Date

ID provided and reference number (e.g. Passport number)

--

Code Authenticator responsibilities accepted and issued by (name):

--

This section is for branch/accepting site information only and does not require faxing, fax the front page only.

www.lloydsbankcommercial.com

Please contact us if you'd like this in Braille, large print or on audio.

We accept calls via Text Relay.

We may monitor or record calls with you in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Bank of Scotland plc. Registered Office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland no.SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 119278.

Bank of Scotland plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all Bank of Scotland business customers will be covered by these schemes.)

We aim to provide the highest level of customer service possible. If you do experience a problem, we will always seek to resolve this as quickly and efficiently as possible. If you would like a copy of our complaint procedures, please contact your relationship manager or any of our offices. You can also find details on our website, at www.lloydsbankcommercial.com/contactus/