

# Changes to Transaction & Maintenance Fees on Business Current Accounts

Due to market conditions, we've taken the difficult decision to raise the transaction and maintenance fees we charge on our Business Current Accounts for the first time in several years.

We understand that you may have questions about these changes and have provided answers to some of these below.

## *Do I need to do anything at the moment based on the information I have just received?*

You should read the letter we sent you carefully to satisfy yourself that you understand the changes. You don't need to do anything further.

If there is anything that you do not understand, or if you would like to discuss the changes further, then please contact us as soon as possible.

Please note that the changes will happen automatically from 1 October 2021.

## *What fees are changing?*

You can find the details of the fee changes on the reverse of the letter we sent you. If a particular fee isn't listed then its price isn't changing.

We are also making a number of clarifications to some of our existing fees.

- Where an Account Maintenance Fee applies to your account, this will now be charged for each account that you hold. This means that if you have three accounts, you will be charged three fees.
- We will also begin to charge the Cash lodged at cash drop fee when you make a lodgement via the Night Safe or Day Safe on Small Business Digital accounts.

## *Why are these changes being made at this time?*

Unfortunately due to market conditions, we've taken the difficult decision to raise the prices we charge for the first time in several years.

We recognise that the last year has been hard for everyone and we will continue to support our customers during these difficult times, providing expert advice and specialist support delivered by our Branches, Business Advisers & Relationship Managers.

If your business has been impacted by coronavirus, you can find more information on how we can support you [here](#).

## *When will the fee changes take effect?*

The pricing changes will take effect from 1 October. This means, that the new fees will be based on your activity in October 2021 and will be charged for the first time on the last business day in November.

### *How can I reduce the impact of the fee increases?*

In general, electronic payments are cheaper than manual transactions. For example you could reduce fees by:

- Sending and receiving payments electronically rather than issuing and receiving cheques or withdrawing cash at our branch counters.
- Setting up Direct Debits or standing orders for regular payments.
- Using a Mastercard Debit card at cash machines to withdraw cash rather than going to a branch counter.

We would welcome the opportunity to discuss different options with you.

### *Who can I speak to about these changes?*

In the first instance, please contact your dedicated Relationship Manager or our Business Direct Team on 03452 666 555. You can find further contact details [here](#).

### *Can I change my business current account type?*

To change account you will need to meet the criteria for the type of account you wish to open.

The terms and conditions for our business current accounts detail the criteria for opening or operating a business current account.

### *I intend to close my account and transfer it to another bank.*

While some other banks may offer what can seem like attractive fees, it is important to do some research and consider all the features and benefits you want from your business current account and the rates and fees associated with the different accounts you may be looking at.

For example:

- **Making lodgements** - if you need to make lodgements where can you do this? (With Danske Bank, you can make lodgements in all our branches and in Post Offices.)
- **Debit cards** - not all banks may offer business account debit cards. A Mastercard Debit card is available on all our business current accounts.
- **Banking on the go** - we offer market-leading Online banking, mobile business app and tablet business app technologies to our business customers.

It may also be the case that we could review the operation of your account to ensure you are availing of our range of electronic channels. Please contact us as soon as possible if you would like to discuss this further.

If you would still like to close your account- whilst we don't want to see you go - please contact us so we can support you with this request.

If you decide to switch to another provider you will need to contact them directly to arrange this. You can read more about the Current Account Switch Service [here](#).

### *Who can I speak to if I am in financial difficulties?*

If you are having financial difficulties, you should let us know as soon as possible. We will do all we can to help you overcome these difficulties. With your co-operation, we will develop a plan with you for dealing with any financial difficulties.

We operate a dedicated phone line for customers in financial difficulty: 0345 606 0573.

You can also find more information and support [here](#).