

Notice of changes to our terms and conditions and other important information

Dear business customer

Welcome to our first update of 2024. Last year brought the challenges of higher inflation and interest rates. But businesses are resilient and can adapt and we're here to support.

The road to sustainability is a key challenge, but also an opportunity. We aim to make a difference for our customers and society by advising, supporting, and financing our customers' transition to a more sustainable future. See how we've been supporting customers danskebank.co.uk/businesscustomers.

We've put customers through our Climate Action Programme in partnership with Business in the Community, provided over £800m in cumulative sustainable finance to personal and business clients, and delivered a range of informative events and bespoke advice.

Small Businesses have always been at the backbone of the economy, and we're committed to helping them with local presence and engagement, through our relationship management model, where business specialists and technology combine to provide a unique experience.

We know costs are a challenge. Our website has guidance and suggestions but contact us as soon as you can if you are concerned about your finances. Look at danskebank.co.uk/risingbusinesscosts. Remember also that if you have a Bounce Back Loan, you have several flexible repayment options. You don't have to be in financial difficulties to apply for them either. See more at danskebank.co.uk/bbls.

Fraud remains a risk to us all. See the article below for more tips to stay safe but remember to use dual authorisation, always do a call back and keep your anti-virus software up to date.

We'll keep you up to date with our email newsletters, including events, developments in business banking and recent scams. To give us your email address you can send Business Direct a secure mail.

Thanks for banking with us and best wishes for 2024.

Shaun McAnee, Managing Director, Corporate & Business Banking

Section 1 - Changes to our terms and conditions

In this section we tell you what's changing and then list the terms and conditions affected afterwards.

The updated terms and conditions, which you can view at danskebank.co.uk/busdocs, replace the existing ones from 1 January 2024 unless otherwise stated.

You don't have to do anything but if you're not happy with these changes you can end your agreement with us at any time.

We've made some changes to our terms and conditions for business accounts following the introduction of the FCA's Consumer Duty

The changes have been made to make them clearer and fairer for you. Some examples of the type of changes we've made are outlined below:

Where we used to talk about contacting your branch, in some instances we now say contact us. You can find all the ways to contact us in the 'How you can contact us' section of the terms and conditions.

We've updated our Business Direct opening hours. Lines are open 8am to 6pm Monday to Friday (except for bank holidays) and 9am to 1pm on Saturdays and closed Sundays.

We used to ask for notices and communications to be sent to our registered address, but you can also communicate with us using secure mail in District. Please remember that we may not pick up secure mails for two working days.

Changes to Danske Fixed Term Deposit

We've reduced the number of terms available for our Fixed Term Deposit. If this impacts you, we will have contacted you directly.

- *Special Terms and Conditions* – Business Savings Accounts - Danske Fixed Term Deposit Account, Clause 3 updated from 1 September 2023.

Section 2 - Other important information

We're changing some of our fees and service charges	<p>On 1 April 2024, we're making a change to the following fee and service charge:</p> <ul style="list-style-type: none">The fee for asking us to make a Faster Payment on your behalf, either in one of our branches or by contacting us by telephone, will increase from £5 to £10. Normal charges apply where you make the payment through District. <p>We are giving you at least two months' notice of this change. You don't have to do anything but if you're not happy with this change you can end your agreement with us at any time.</p> <p>For further details please see danskebank.co.uk/busdocs and our 'Fees and service charges explained' leaflet or ask for a copy in branch.</p>
Consider where you keep your surplus money	<p>Interest rates have continued to rise during 2023 and it's now even more important to consider where you save. If you keep surplus money in your Business Current Account, you may want to think about transferring it into a savings account where you could earn interest. It's important to consider keeping some of your money readily available in case you unexpectedly need access to more funds.</p> <p>You have the option of placing excess funds into our Business Investment Account that provides you with instant access to your funds, or into a Fixed Term Deposit that has a higher rate of interest, but you can't withdraw these funds until your agreed term has ended.</p> <p>If you're saving with us already, you may want to consider if we could offer you a different savings account that may be more suitable for your needs. Check our Business Investment Account and Fixed Term Deposit pages on danskebank.co.uk/business for more details.</p>
Danske Bank Reference Rate (UK)	<p>If the interest you pay is calculated using Danske Bank Reference Rate (UK), we'd like to remind you this is our own interest reference rate that we set ourselves. It will typically align with the Bank of England Bank Rate but may vary from that rate. You should not expect it to fall below zero even if Bank of England Bank Rate does. Any changes will be advertised on our website, in our branches and in newspapers published in Northern Ireland.</p>
It's important to know how to keep yourself safe from fraud, scams and cybercrime	<p>Never share your District passwords or passcodes from texts we send or your eSafeID device. To comply with legislation, we may from time to time contact you to check some of the information we hold on your account is accurate and up to date. This is a routine process; we'll always explain what we need and why. We'll never ask for personal information like a password or PIN.</p> <p>Be careful shopping online. Only use trusted websites with the padlock symbol. And only approve Danske ID requests for transactions you recognise. Here are some tips to keep yourself safe:</p> <ul style="list-style-type: none">Don't allow anyone to install programs on your computer or allow them remote access to it. Especially if you get a call 'out of the blue'.We'll never ask you to move money to a 'safe account'.Before sending money, confirm the bank details are correct. If you are notified to change payment details, check on a known phone number.Don't send money to get more back in return and always seek professional advice before undertaking any investments. <p>Check your District Users and authorisations are still suitable. See our guide at danskebank.co.uk/busdocs for help.</p> <p>Speak to us about suspicious account activity using the details below and visit danskebank.co.uk/keepitsafebiz for more on the latest scams.</p>

Contact us:

Phone 0345 850 9515 | Send us a message on District | Write to us at Danske Bank, PO Box 2111, Belfast, BT10 9EG.

Call charges may vary. Lines open 8am to 6pm Monday to Friday (except for bank holidays) and 9am to 1pm on Saturdays.

Danske Bank is a trading name of Northern Bank Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register reference number 122261. Registered in Northern Ireland R568. Registered Office: Donegall Square West, Belfast BT1 6JS, Northern Bank Limited is a member of the Danske Bank Group.

danskebank.co.uk

This publication is also available in Braille, in large print, on tape and on disk.
Please call us for details.