

We're making changes to our terms and conditions for business customers

And updating you on other important
information you should know about



We're making changes to our terms and conditions

This booklet explains what changes we are making, how they might affect you and when they apply from. We'll also tell you some other important information you need to know.

We've changed the circumstances which allow us to vary our terms and conditions with you. This is to ensure that our terms and conditions are fair and to make it clear how we can change them.

You'll be able to download a copy of this booklet at danskebank.co.uk/busdocs from 2 January 2020 or you can ask for a copy in our branches.

Brexit

For some time, the Bank has been undertaking preparatory work related to Brexit. For the majority of our customers, we do not believe that Brexit will result in any immediate impacts to the banking arrangements they have with Danske Bank. However, if at any time we do believe that Brexit is going to result in changes to the banking services you receive from us, we will contact you to let you know. We also have a Brexit FAQs section on our website which we update regularly and where you can find further information.

What you need to do

We hope you're happy with these changes but if you are not, then you have the option to close any account covered by these terms with no charge. If you want to do this, please contact your branch or Relationship Manager before 1 April 2020. If we haven't heard from you by this date we'll assume you've accepted the changes and they will apply automatically.

The right to end your agreement and to close your account without charge does not apply to the Danske Fixed Term Deposit or Treasury Fixed Term Deposit Account as these accounts have fixed maturity dates.



Tim Turner
Head of Products

What this booklet contains

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CHANGES TO

- SPECIAL TERMS AND CONDITIONS MASTERCARD BUSINESS DEBIT CARD
- DANSKE MASTERCARD CORPORATE CARD TERMS AND CONDITIONS

What's changing

Going abroad?
You no longer need to tell us you're going away.

What does this mean?

You no longer need to tell us in advance if you want to use your cards outside the UK.

CHANGES TO GENERAL TERMS AND CONDITIONS

What's changing

We're making it clearer that you must never share any part of your electronic signature with anyone else.

What does this mean?

Your electronic signature is a set of security details used to log on to Business eBanking/District and make online payments.

Some companies providing account information and payment initiation services may ask you to share these details with them, so they can access your account online using a process called 'screen scraping'. If you give any of these details to someone else, you'll be responsible for any payments made from, or information shared about, your account.

When

These changes will take place from 1 April 2020.

What you need to do

You should only use companies that can access your account online without asking you to share your electronic signature or account details - see www.openbanking.org.uk.



CHANGES TO GENERAL TERMS AND CONDITIONS

What's changing

Additional circumstances under which we can refuse a payment or close your account.

What does this mean?

We can refuse a payment or close your account immediately if we believe the transaction might cause us to break the law, expose us to legal claims from third parties or suffer reputational damage. If we do this, we won't be responsible for any loss to you.

We can also close your account immediately if you use it (or allow someone else to use it) illegally or for criminal activity, including receiving proceeds of crime.

When

1 December 2019.

What you need to do

Please read the 'Refusing Payments or Stopping the Use of Your Card or Services' and 'Closing the Account' sections of your Terms and Conditions.

OTHER IMPORTANT INFORMATION

The cost of banking with us



New banking regulations have resulted in changes to our fees and service charges.

We've set out the changes in the table below along with when they took effect.

Changes to overdraft fees and service charges	What the cost was	What it changed to	When the change was effective from
Unpaid transaction fee (sterling accounts)	£28	£7.50	1 June 2019
Unpaid transaction fee (euro accounts)	€28	€7.50	1 June 2019

Changes to LIBOR

LIBOR

Use of the London Inter-Bank Offered Rate (LIBOR) is unlikely to continue after 2021.

The rate may no longer be available or be a suitable reference rate. This means that any financial products linked to it will need to be linked to a different reference rate.

What you need to do

You don't have to take any action at this stage.

If you have LIBOR-linked products that continue beyond or mature after 2021, we'll be in touch when we know more about alternative reference rates.

OTHER IMPORTANT INFORMATION

Business Banking Resolution Service (BBRS)



A new, independent dispute resolution service is being established for eligible small and medium sized UK businesses that have unresolved complaints with participating banks.

The new organisation is called the BBRS and will be guided by its commitment “to do what is right, fair and reasonable at all times”.

Danske is one of the seven participating banks which have committed to support the BBRS.

If you are interested in finding out more information or in registering your interest in using the new service, please visit the BBRS website <https://thebbrs.org/>

Introducing District



Business eBanking customers will be automatically migrated to District, our new online banking platform for business and corporate customers, in early 2020.

District features Business eBanking's modules and functionality but also gives you a better overview of your daily finances.

What you need to know

We'll migrate you to District automatically and we'll be in touch before we move you over.

Your existing Business eBanking agreement will still apply, so please check the list of Users and their authorisations to make sure they're still suitable for your business. See our guide, 'Viewing User Authorisations' at danskebank.co.uk/busdocs for help.

OTHER IMPORTANT INFORMATION

How we use your information



We've made some minor amendments to our privacy notice to reflect changes to the ways we process your data. These include updates on how we:

- obtain your information;
- may process your data when we're testing our systems;
- process voice recording data;
- process your information if you've raised a dispute in relation to payments; and
- fulfil our legal and regulatory obligation to protect vulnerable customers and prevent crime.

For full details see danskebank.co.uk/gdpr

KEEP YOURSELF SAFE FROM FRAUD, SCAMS AND CYBERCRIME

You can protect yourself by



- Being vigilant at all times. If someone asks you for banking information, say no.
- Being cynical. If something seems too good to be true, then it probably is.
- Speaking to us if you're unsure about any activity on your account – but make sure it's actually us! Call into a branch or phone us using the numbers on our website, or the back of your card to make sure.
- Never sending money in order to get more back in return.

Remember



- Don't allow anyone to install apps or programs on your computer or allow them access to it.
- We won't ask you to transfer money to a different account to 'make sure it's safe'. Neither will the police.
- If you're buying something online, complete your purchase through the website. Don't allow yourself to be talked out of this by the seller.
- Don't tell anyone your Business eBanking/ District User ID or password.
- Don't give anyone the one-time passcodes that we text you or that you get from your eSafe ID fob. These are secret - for you and nobody else. Your internet provider, your energy provider, the police will never ask for these things. And neither will we!

If you're concerned about fraud, visit danskebank.co.uk/keepitsafebiz for more detailed information on the latest scams.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Depositor Information Sheet

Basic information about the protection of your eligible deposits

Eligible deposits in Northern Bank Limited trading as Danske Bank are protected by:	the Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	£85,000 per depositor per bank / building society / credit union ²
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank, building society or credit union's failure:	20 working days ⁴
Currency of reimbursement	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Northern Bank Limited trading as Danske Bank for enquiries relating to your account:	Danske Bank PO Box 2111, Belfast, BT10 9EG Tel: 0345 6002 882
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 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

Additional information
(all or some of the below)

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 £85,000 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 £85,000 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 £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible 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 <http://www.fscs.org.uk>

3 Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 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 £85,000.

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 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, 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.

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 <http://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.

Exclusions List

A deposit is excluded from protection if:

- (1) 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.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) 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 fund¹
 - public authority, other than a small local authority

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

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

HOW TO CONTACT US

	Days	Time	Contact Number
Customer support	Monday to Friday Saturday and Sunday	8am to 8pm 9am to 5pm	0345 8509 515
Business Centre	Monday to Friday Saturday and Sunday	8am to 8pm 9am to 5pm	0345 2668 899
Corporate	Monday to Friday	9am to 5pm	0345 2661 166
Business Direct	Monday to Friday Saturday and Sunday	8am to 8pm 9am to 5pm	0345 2666 555

Secure communication using Business eBanking/District or our Mobile and Tablet Business Apps

Our secure message function allows you to read messages from, and send messages to, us.

- Log on to Business eBanking/District or Your App
- Select 'Contact and help' then 'Messages' then 'Create Message' or from your App select 'Communication' then 'Create Message'
- Type your message and select send

Communication using our website at danskebank.co.uk

Chat:

Go to danskebank.co.uk/business

By post

Write to:

Danske Bank
PO Box 2111
Belfast
BT10 9EG
or
Your Relationship Manager

Notes

1. Support from Corporate and Business Centres and Business Direct will not be available on Northern Ireland bank holidays or other holidays when the bank is not open for business.
2. We may record or monitor calls to confirm details of our conversations, and for training and quality purposes. Call charges may vary. Please contact your phone company for details. Customers calling from mobile phones may be charged a different rate.
3. Please note that the cost to call our Customer Services UK area codes on 0345 or 0370 within the UK is always the same as calling a local or national landline number.
4. We aim to respond to communications sent to us securely using Business eBanking/District, our apps or website within two days. These services may be temporarily unavailable or it may take us longer to receive your message when we are carrying out routine maintenance.

This publication is also available in Braille, in large print, on tape and on disk. Speak to a member of staff for details.

You can also read this publication on our website at danskebank.co.uk/busdocs

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.

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Northern Bank Limited is a member of the Danske Bank Group.

danskebank.co.uk