



NOTES

Union Bank UK plc, whose registered and trading address is at 1 King's Arms Yard London, EC2R 7AF, is authorised and regulated by the Financial Services Authority and is registered under number 400712.

If we do not deliver the standard of service you expect, or if you think that we have made a mistake, please let us know. The Bank is a member of the Financial Ombudsman Service and has its own internal procedures to deal with any complaints.

When sending an International Payment, the time taken for the recipient to receive the funds can vary significantly and is dependent upon the:

- country to which the funds are being sent
- amount of information you have to provide
- currency in which the funds are being sent
- Validity of any information you have provided.
- local banking practice of the destination country

Our network of correspondents enables us to offer a world-wide payments service. Payments may be made for any amount, in any freely traded currency. To avoid delays, however, we shall send the payment in currency of the destination country unless you tell us otherwise.

TERMS AND CONDITIONS OF THE FUNDS TRANSFER SERVICE

Unless Union Bank UK plc (us) agree otherwise, when we make a payment on your behalf we will decide how to send the payment.

- The payment will be sent in the currency of the destination currency unless you tell us otherwise.
- Any value quoted by us is the date on which the funds will be available to the intermediary bank. The ability of the intermediary bank to pay the beneficiary on the same date will depend on the banking practice in the country concerned. Any timescales given for the date that payments will be credited to the beneficiary's bank account quoted by us are indicative only.
- Unless otherwise stated to use an agreed forward exchange contract or to debit a currency account, in the case of a foreign exchange transaction, the rate of exchange applied to the payment will be that used by us on the date of processing.
- We do not accept any responsibility for any loss or damage caused by delays, interruptions, misinterpretations or errors in transmission or payment which are abnormal and unforeseeable and outside our reasonable control.
- In any case, we will not be liable in any circumstances for any loss of business, goodwill or any type of consequential or indirect loss whatsoever.
- Our liability or any loss, injury or damage resulting from any failure, delay or error shall be limited to interest calculated at a rate laid down by Regulations on the amount of the payment calculated from the end of the fifth banking business day (or any other date we specifically agree with you) following the date we accept your instructions to the date the funds are credited to the beneficiary's bank.
- You must provide us with the beneficiary's name, address, bank account number and the BIC Code of the bank where the beneficiary's account is held. We cannot be responsible for any delays, non-receipt or misdirection of funds if the information you provide is incomplete or incorrect
- Providing you have not made an error in giving us instructions and provided any loss is not caused by an intermediary bank chosen by you or the beneficiary's bank; if the payment is not credited to the beneficiary's bank account, we shall refund you with the amount of the payment, our charges and interest calculated at the rate laid down by Regulations on the amount of the payment for the period from the date of your instructions until the date the refund is made.
- You agree to us including your name and address and the name and address of the beneficiary within the Payment instruction, so that we may comply with international and foreign payment regulations and requirements.
- We reserve the right not to make a payment to any beneficiary if you have not provided us with full details as required above.
- You agree to be bound by and to hold us harmless against all obligations and responsibilities imposed by foreign laws.
- If you fail to provide, or provide inaccurate SWIFTBIC or IBAN information, we reserve the right to levy an additional charge to cover additional administration. Any additional charge will be notified to you.