Triodos Bank.
These are our Terms and Conditions for businesses and charities.

Table of Contents

Page

1.	Introduction	3
2.	Meaning of words	4

Part 1: General Terms and Conditions

3.	Changes to these terms	6
4	Security	8
5.	Liability	9
6.	Prevention of fraud	12
7.	Deposit guarantee scheme	13
8.	Regulatory information	13
9.	Complaints	13
10.	Operating your Account	13
11.	Paying into your Account	14
12.	Payments out of your Account	15
13.	Access to your account through third parties	17
14.	Interest	17
15.	Charges	18
16.	Closing your Account	18
17.	Dormant and zero balance Accounts	19

Page

Part 2: Account Specific Terms and Conditions

18.	Social Venture Current Account	20
19.	Charity Current Account	20
20.	Business and Charity Deposit Account	21
21.	Fixed Term Deposits	21
22.	Account Specific Terms and Conditions for Discontinued Accounts	22
23.	Euro instant access Account	22

Part 3: Account Administrator Terms and Conditions

24.	Introduction	23
25.	Authorised Roles	23
26.	Account Access and Permissions by Role and Account Type	23
27.	Appointment of Account Administrators	25
28.	Removal of Account Administrators	25
29.	Legal Framework	25
30.	Security	26
31.	Communication	26

1. Introduction

1.1 These Terms and Conditions govern your Business and Charity Account(s) with Triodos Bank UK Ltd and form part of the Agreement between you and us. This Agreement also includes our Business Banking Tariff of Charges (the Tariff), which can be found on our Website. When you sign the application form you are agreeing to these Terms and Conditions. Ticking the declaration on an online application form or verbally agreeing to these Terms and Conditions is equivalent to you signing the application form.

1.2. The operation of your Account and these Terms and Conditions are governed by the Law of England and Wales.

1.3. The first part of these Terms and Conditions constitute the General Terms and Conditions which apply to all account types; the second part sets out our Specific Terms and Conditions which apply to particular accounts.

1.4. You should read these Terms and Conditions carefully and retain a copy for future reference. We can provide you with additional or up to date copies of these Terms and Conditions (and any other documents which form part of the Agreement between you and us) if you request this. These Terms and Conditions and the Tariff are also available on our Website.

1.5. These Terms and Conditions apply to business and charity account holders, who must be registered in and operating in the UK and can be any of the following.

- a sole trader: a natural person aged 18 or over, resident in the UK operating a business in the UK in their own name, or under a trade name;
- a partnership: a partnership within the meaning of section 1 of the Partnership Act 1890, where all partners are individuals aged 18 or over and resident in the United Kingdom;
- a company: a body corporate incorporated in the United Kingdom under the Companies Acts, including a company limited by shares, a company limited by guarantee, or an unlimited company;
- a Charitable Incorporated Organisation (CIO): a charity established in the United Kingdom as a charitable incorporated organisation, a Scottish charitable incorporated organisation, or an equivalent incorporated charitable body in Northern Ireland;
- a Registered Society, Co-operative Society or Community Benefit Society: a body registered (or treated as registered) in the United Kingdom under the Co-operative and Community Benefit Societies Act 2014 or any predecessor legislation;
- a registered charity, club, society, association, trust, or other group: an organisation or group established in the United Kingdom, whether incorporated or unincorporated, that operates on a not-for-profit basis and, where required by law, is registered with the relevant UK regulator.

1.6. We carry out careful assessments of organisations applying for current and deposit accounts. Our Business Accounts Eligibility Criteria, which is available on our website, may be revised at any time. You must continue to meet our eligibility Criteria at all times, if you no longer meet the Eligibility Criteria, we may close your Account as stated in section 16.2.

1.7. A successful application for a Triodos Bank deposit account does not indicate that an organisation would be eligible

for a Triodos Bank Current Account. A successful application for a Triodos Bank Current or Deposit Account does not indicate that an organisation is eligible for finance. We will carry out further assessment of the social, cultural, and environmental nature of any organisation before considering an application for finance.

1.8. Our approval of your application to open an Account with us is subject to credit checks (where relevant) and legal and regulatory checks. You provide us with your consent to undertake these checks when you apply for your Account. We will carry out searches with credit reference agencies in order to assess your application for an Account or any borrowing. Please refer to our Privacy Statement available on our website for more details.

2. Meaning of words

2.1. In these Terms and Conditions, a number of words and phrases have a special meaning, which are explained here:

- **You** and **your** refers to the organisation named as the Account holder
- **We**, **us** and **our** refers to Triodos Bank UK Ltd ("the Bank"), incorporated under the laws of England and Wales
- **Account** means your Business Account(s) held with us
- **All below** are collectively referred to as Authorised Individuals:
- **Account Administrator** means : someone who is 18 or over who is authorised by you to: change and update organisation contact details, open and close Accounts, set up and change Account settings, including payment limits and linked Accounts, add or remove Account Operators, set and manage permissions for Account Operators
- **Account Holder** means you, the organisation in whose name the Account is held and which has the ultimate control over the funds in the Account
- **Authorised Enquirer** means an individual authorised to obtain information about the Account, such as receive copies of statements, but who cannot make changes or sign documents on your behalf
- **Account Operator** means an individuals aged over 18 and a UK resident within the organisation authorised by the Account Holder to obtain information about an Account, sign written instructions and make transactions.
- **Agreement** means these Terms and Conditions, the Business Banking Tariff, the Business Accounts Eligibility Criteria and the application form you completed
- **Annual Equivalent Rate (AER)** shows what the interest rate would be if interest was paid and compounded once each year
- **Arranged Overdraft** means an overdraft limit that we agree with you in advance, which allows you to borrow money when there is not enough money in your Account. The agreement sets the maximum amount you can borrow and states whether any fees and interest are payable
- **Base Rate** means the base rate set by the Bank of England or any successor authority that takes over responsibility for setting such a rate
- **Business Day** means any day other than Saturdays, Sundays or other public holidays

- **Calendar Day** means any day of the week from Monday to Sunday
- **Direct Debit** means an instruction from you to us that authorises a third party (the "originator") to collect payments from your Account on agreed dates. The Direct Debit is set up by the third party and is covered by the Direct Debit Guarantee, which you can find at: www.directdebit.co.uk/direct-debit-guarantee
- **Equivalent Annual Rate (EAR)** means the annual cost of borrowing under an overdraft on your Account, taking into account that interest is charged monthly. It does not include any fees or other charges applied to your Account
- **Non-Payment Account** means any deposit account with a notice period or fixed term period
- **Payment Account** means any account other than a Non-Payment Account (e.g. current accounts, cheque account, instant-access and easy-access deposit account and instant-access non-sterling account)
- **Security Details** mean any digipass, passwords (including your PIN) and passcodes relating to your Account
- **Secure Message** means message sent through the Triodos App or Internet banking which can only be viewed when you are logged in
- **Standing Order** means an instruction you give us to pay a fixed amount of money from your Account to a third party on agreed dates
- **Tariff** as described in section 1.1, is our leaflet entitled Business Banking Tariff of Charges which sets out the charges applicable to your Account
- **Terms and Conditions** means these Terms and Conditions, as described in section 1.3
- **Triodos App** means the Triodos Mobile Banking App available on Google Play or the App Store
- **Unarranged overdraft** means borrowing when there is not enough money in your Account (or when you exceed an Arranged Overdraft limit) and this has not been agreed with us in advance
- **Website** means our website at: **www.triodos.co.uk**

Part 1: General Terms and Conditions

3. Changes to these terms

3.1. From time to time, we may change our Agreement with you, including these Terms and Conditions, and the Tariff.

3.2. We may make changes to these Terms and Conditions and/or the Tariff for the following reasons:

- To clarify or simplify the Agreement
- To improve or update a product or service
- To remove a product or service (for example where it is not being used)
- To reflect changes in our systems or processes
- To reflect changes in applicable laws or regulations
- To change the interest rates or charges applicable to your Account or introduce new charges to reasonably reflect changes in costs (brought about, for example, by an increase in our costs or a change in law or regulation)
- To reflect changes to industry guidance, or market conditions such as changes to the Bank of England Base Rate, money market interest rates or the cost of money we lend
- To reflect changes relating to our business model, policies, Eligibility Criteria, operations, or viability
- To reflect any event beyond our reasonable control
- To reflect any other change that affects us if it is fair to pass the impact of the change on to you.

3.3 When we will tell you about changes to these Terms and Conditions

Type of account	Where the change is advantageous to you	Where the change is disadvantageous to you
Changes not related to payment services	As soon as we can after the change has been made	At least 30 Calendar Days before the change is made
Changes related to payment services	As soon as we can after the change has been made	At least 2 months before the change is made

3.4 When we will tell you about changes to our Tariff

Type of account	Where the change is advantageous to you	Where the change is disadvantageous to you
Changes not related to payment services	As soon as we can after the change has been made	At least 30 Calendar Days before the change is made
Changes related to payment services	As soon as we can after the change has been made	At least 2 months before the change is made

3.5. Changes to interest rates

Where the interest rate is variable, we may vary the Account interest rate for any one or more of the following reasons:

- If there is a change in relevant law, regulation, code of practice or to reflect a recommendation, requirement or decision of any applicable court, ombudsman, regulator or similar body
- To reflect any change in the Bank of England Base Rate or another reference rate
- To reflect changes in market conditions or the interest rates of similar accounts offered by other providers
- To reflect changes or expected changes in the costs we pay to others and/or changes in inflation, or the costs of the services or facilities we provide
- To reflect any changes in money market interest rates or the cost to us of money we lend
- To reflect any event beyond our reasonable control
- To reflect any other change that affects us, if it is fair to pass the impact of the change on to you

Please note that reference rates are outside our control. An Account will only track a reference rate if this is expressly stated.

3.6 When we will tell you about changes to the interest rate

Type of account	Where the change is advantageous to you	Where the change is disadvantageous to you
Changes not related to payment services	As soon as we can after the change has been made	At least 14 Calendar Days before the change is made
Where the rate on the Account is linked to a reference rate (e.g. Bank of England Rate) and the reference rate changes, regardless of whether it is a Payment or Non-Payment Account	As soon as we can after the change has been made	As soon as we can after the change has been made
Changes related to payment services	As soon as we can after the change has been made	At least 2 months before the change is made

3.7. If we tell you in advance about a change to our Terms and Conditions, Tariff, or interest rates and we do not hear from you, we will proceed on the basis you have accepted the change. With the exception of our Fixed Term Deposit accounts, if you do not want to accept a change, you can end your Agreement with us and close your Account by telling us that you want to do so before the date on which we have told you the change will take effect. We will not charge you anything if you decide to end your Agreement with us and close your Account for this reason. You will still have to pay any outstanding charges incurred while using the Account.

We will tell you about any changes by post, email or Internet Banking using the most recent contact details you've provided.

3.8. **How we will tell you about changes to our terms or interest rates**
We will let you know of any changes by letter, email or through Internet Banking depending on the most recent contact details you provided to us.

New rates and Terms will be published on our Website on the date that the change is made.

Details of our current interest rates can also be found on any statement we send you and in Internet Banking.

4 Security

It is important that you keep your Security Details safe and secure. This is essential to help prevent fraud and protect your Account. Please make sure that you do the following:

4.1. **Accordingly, you must:**

- Take care when you use your Security Details and make sure no one can see.
- Keep your digipass device and Security Details safe.
- Safely destroy any Security Details we send you.

- If you suspect, or know, that someone else knows your security details, change them immediately and tell us as soon as possible.
- Take care if you sell your phone or give it to someone for repair.

You must not:

- Tell anyone your Security Details.
- Choose Security Details that could be easily guessed by someone else.
- Write down your Security Details in a way that other people could easily understand.
- Log in, or stay logged in, on a device that is not fully under your control or in your possession.

4.2. We will never ask for your Security Details by email, letter, SMS or phone and you should never provide this information in any circumstances.

4.3 Calls from the Customer Support Team will always identify themselves as calling from Triodos, Triodos do not use automated telephone calling services. If you receive a call from someone claiming to be from Triodos, but you are suspicious, hang up immediately and then contact us.

You must contact our Customer Contact Team immediately on **0330 355 0355** (if calling from the UK) or **+44 (0)117 973 9339** (if calling from abroad) in the event of any of the following:

- You've lost any of your Security Details or think they have been stolen
- You think someone else may be able to use your Security Details or knows your Security Details.

Once you have contacted us:

- We will immediately block your Security Details for any future use, and issue you with new Security Details
- You must provide us with any information you have about the loss or theft, report it to the police and give them any help they ask for. We may also give the police or any prosecuting authority information we believe may help in recovery of funds or prevention of further losses.

4.4 If you see a payment on your Account that you don't recognise or see a payment on your Account that was not correctly made, you should contact us as soon as possible using the contact details above.

5. Liability

Please contact us as soon as possible if:

- This is required under section 4
- You suspect that a payment has been made out of your Account without your permission
- You think someone else may be able to use your Security Details
- You think that you have been the victim of fraud or a scam
- You have any other concerns about a payment that you've made (for example, that a payment has not reached the intended recipient)

This section explains what happens when things go wrong, and who is usually liable. When requesting a refund, you must give us sufficient information to enable us to investigate and check if you are entitled to a refund.

What happened?	Who is usually liable?
You don't recognise a Direct Debit taken from your Account	Contact us and we'll arrange a refund under the Direct Debit Guarantee Scheme, which has its own rules for refunds. You can find out more about this at directdebit.co.uk.
Your Security Details were used by someone else without permission to carry out unauthorised transactions from your Account OR A payment has otherwise been made from your Account that was not authorised by you (for example you see a payment on your bank statement that you do not recognise)	We will generally refund you. However, you must notify us as soon as possible (and at the latest no later than 13 months after the debit date). After this time, we will not be able to issue a refund. For unauthorised payments that happened before you contacted us, you may be liable for up to £35, even if we refund you the rest. We will put your Account into the condition it would have been in had the payment not been taken. This will include repayment of any interest or charges incurred directly as a result of the payment in question. However, you will be responsible for losses incurred on your Account if these happened because you acted fraudulently. You will also be liable up to the point that you tell us about the unauthorised use of your Account, if you deliberately or very carelessly: • Failed to keep your Security Details secure (as required by section 4); • Failed to tell us as soon as possible that your Account had been compromised; • Disclosed your Security Details to any third party. Unless you acted fraudulently, you will not be liable at all (even for £35): a. for transactions that take place after you told us that your Account or Security Details had been compromised; b. if a loss was caused by our acts or omissions; c. if you were unable to notify us and this was our fault – for example, our phone lines or email were unexpectedly unavailable; or d. if the loss relates to a payment for something at a distance (for example, online or over the phone).

What happened? Cont..	Who is usually liable? Cont..
If you authorise a payment from your Account via Faster Payments or CHAPS because you were tricked by a scammer. This is known as 'authorised push payment' (APP) fraud.	If you are a micro-enterprise (an enterprise that employs fewer than ten persons and that has either an annual turnover or annual balance sheet total that does not exceed €2 million) or a small charity (a charity whose annual income is less than £1 million per year), you can ask us to reimburse you. You must notify us as soon as possible and no later than 13 months from the date of the relevant payment. If you are eligible for reimbursement under the eligibility criteria set by the Payment Service Regulator (PSR), we will reimburse you in full within five business days; however, you may have to pay an excess of up to £100 per claim. We may refuse to reimburse you if we have sufficient evidence that you have fraudulently, or that you very carelessly failed to do one of the following: • Pay attention to warnings • Promptly report payments after having been aware of or suspecting that you had been a victim of a scam • Report the scam to the police where we asked you to do so; or • Respond to our reasonable requests for information.
We have made a payment incorrectly (for example, we sent it to the wrong account or for the wrong amount)	We will refund you, unless: • The payment instruction you gave us was not correct. In this case, we will make all reasonable efforts to recover your money, but we may charge you a fee for doing so • We can show the payment reached the account it was intended for in accordance with your instructions
You have made a payment in error and we are unable to recover your money	• We will provide you with all relevant information to enable you to try to claim repayment of the funds. You need to request this information in writing.

What happened? Cont..	Who is usually liable? Cont..
If someone you paid claims they haven't received their money	• We'll try to trace the payment and tell you the outcome. If we can't verify that the payment was made to the recipient's bank, we'll restore your Account balance to what it would have been if the payment hadn't left your Account.
If funds are added to your Account by mistake	We may withdraw them to correct the balance. If you spent them, you may need to pay them back.

5.1 **Right of set off**
If any Accounts you hold with us are in credit, we may use the credit balance to reduce or repay any amounts you owe on other Accounts you hold with us in the same name. If we decide to do this, we will tell you why and when it will be done.

5.2. **Digipass**
The digipass will always remain the property of Triodos Bank UK.

If an Account Administrator or an Account Operator has a digipass, this is assigned to them personally and should not be shared with, or given to, anyone else to use. In the event of them leaving your organisation their digipass should either be returned to us or destroyed.

6. Prevention of fraud

We monitor customer transactions as part of fraud prevention. We will analyse your spending patterns and those of similar customers on an anonymous and collective basis. This is so that we can monitor for unusual transactions on your Account which could potentially be fraudulent.

We will also use external data to identify where a payment from your Account appears not to have been authorised by you.

We may warn you in advance when you are about to make a payment to a new person or organisation if we think you may be the victim of a scam, including if we think that you are a victim of an APP scam.

For advice on how to avoid Authorised Push Payment scams and other fraud go to: **www.triodos.co.uk/help/fraud-awareness**

If you decide to proceed with a transfer that we think is suspicious, we may delay the transaction while we investigate and, in some cases, refuse to process it. If we refuse to make a payment due to fraud concerns, we will confirm this to you in writing.

If we block any of your other Security Details, we will contact you as soon as possible to arrange for them to be reset or for new details to be sent to you.

We may also block the use of your Security Details when we reasonably believe that it is necessary to protect your Account. Where possible, we will tell you in advance that we intend to stop you using your Security Details and explain our reasons why.

7. Deposit guarantee scheme

Triodos Bank UK Ltd is covered by the Financial Services Compensation Scheme (FSCS). The FSCS pays compensation to eligible depositors if the bank is unable to meet its financial obligations. Most depositors are covered by the scheme, but some large businesses are not.

For further information about the scheme (including the current limits, amounts covered, exclusions and eligibility to claim) please contact us or visit the FSCS website **www.fscs.org.uk**

8. Regulatory information

Triodos Bank UK Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under firm reference number 817008. Our registered office is at Deanery Road, Bristol, BS1 5AS.

9. Complaints

9.1. If you have a complaint about our service, you can contact us as follows.

- By phone: **0330 355 0355** or **+44 (0)117 973 9339** (if calling from abroad)
- By secure message in the Triodos Mobile Banking App or Internet Banking
- By email: **complaints@triodos.co.uk**
- In writing: Triodos Bank, Deanery Road, Bristol, BS1 5AS.

Our complaints procedure is available on our Website at **www.triodos.co.uk/complaints**

9.2 We aim to deal with complaints as quickly as possible. This will usually be within 15 days for complaints relating to payment services (for example, payments in and out of your Account), and (at most) eight weeks for other complaints. When you have submitted a complaint, we'll keep you updated on our progress and issue you with a final response

- If you're not satisfied with our final response you can refer your complaint to the Financial Ombudsman Service. If you would like the Financial Ombudsman Service to look into your complaint, you must contact them within six months of the date of any final response issued. You can find out more about the role of the Financial Ombudsman Service by contacting us and requesting a copy of the leaflet, or you can contact the Financial Ombudsman Service directly using the following details.

The Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone number: **0800 023 4 567**
www.financial-ombudsman.org.uk
complaint.info@financialombudsman.org.uk

10. Operating your Account

10.1. Tax Residency
We may be legally obliged to pass on relevant information on the account holders and their accounts to HMRC. If the account holders tax residence is located outside the UK, HMRC may exchange this information with tax authorities of other jurisdictions.

We may ask you to provide further information in relation to the tax residency of the account holder/s. If you do not respond to any requests for information, we may be required to report this to HMRC,

who may exchange this information with tax authorities of other jurisdictions.

10.2. Signing requirements
We will require specimen signatures from all Account Administrators and Account Operators on your Account.

If you apply for your Account online, we will request specimen signatures after your application has been received. Verifying signatures is required in order to allow us to act on any written instructions sent to us regarding your Account, and certain types of instructions can only be provided in writing. If we don't hold a valid signature for anyone who will be signing cheques or giving instructions on the Account, these requests or cheques may not be processed.

10.3. Giving us instructions
Unless we have made specific and documented arrangements, instructions for the operation of your Account must be made through Internet Banking (if you have it), or to our office in writing in letters carrying your Account number and signature(s) in accordance with your mandate.

Any Standing Orders that you wish to set up on your Account must be done through Internet Banking.

You are required to keep us up to date with any changes to the details that you provided at the time of account opening including any changes of address, contact details (including telephone numbers and email addresses), beneficial ownership, Account Administrators and Account Operators [and Authorised Enquirers]. Failure to do so may lead to instructions being delayed or rejected.

10.4. Disputes on Accounts
If we become aware of any disputes between Account Administrators and Account Operators, we will review the signing arrangements on the Account and may require additional Account Administrators and Account Operators to authorise transactions and instructions. We will inform you if this is the case.

If you are an unincorporated partnership and there is a dispute between the partners, we may require that all partners authorise transactions and instructions until such time that the partners agree how the account should be operated.

10.5. Death of an Account Administrator or an Account Operator
If, through death or for another reason, it is impossible for an individual who is the sole Account Administrator or Account Operator required to authorise transactions and instructions, to authorise such requests, we will ask for a new Mandate Form to be completed by you before the account can resume operation.

In some circumstances, we may close the Account of an unincorporated entity following the death or departure of an individual.

11. Paying into your Account

11.1. You can make payments into your Account by instructing another bank or building society:

- By instructing another bank or building society to make a BACS or Faster Payments electronic transfer from your account with them to your Account with us, giving them your sort code (16-58-10), Acccount number and Account name;
- By CHAPS (an electronic same-day payments system for larger sums);

- By post with a paying-in slip or letter using our '**Freepost TRIODOS BANK**' (where no stamp is needed), or the full address at the end of this document (second class stamp needed). Please do not send cash by post;
- By international electronic transfer from other countries – please ask us for details.

11.2. We do not offer a service for depositing cash, as we have no branches. Any cheques deposited at our office will be treated as if posted to us.

11.3. All cheque deposits into your Accounts need to be made payable to your Account name.

11.4. If we are unable to accept a cheque, this will be returned to you and will not be credited to the Account.

11.5. Payments made into your Account by mistake
If a payment is made into your Account by mistake, the money may be taken back out of your Account. How and when we do this will depend on the type of payment and the reason for the mistake.

12. Payments out of your Account

Applicable to pounds sterling (£) Accounts only.

12.1. Notice period
Where applicable, payments from your Account will be made in accordance with any notice period applying to your Account. For example, if your Account is on 90 calendar days' notice, you will need to allow 90 calendar days from the day we receive your instructions before we make the payment. Details of the notice period applicable to your Account can be found on your statements, in Internet Banking or by calling us.

If for any reason you need to withdraw your money sooner, this may be possible, but you will need to write to us by post or secure message in Internet Banking. Please refer to the Early Access Charge section of these Terms and Conditions for more information.

12.2. When you tell us to make a payment, you must make sure that your instructions are clear and complete. You should double check that the instructions you give to us are correct.

We will take from your Account:

- All payments authorised by you, including any cheques that you write (where the Account terms allow cheques)
- Any cheques you pay in that are later returned unpaid
- Any deposits that have been paid into your Account in error
- Any interest, fees, and charges due. See the Tariff for more details.

12.3. When you want to make a payment from your Account via post, you can send us a withdrawal form, or letter telling us how you would like the payment to be made.

We can:

- Transfer funds by Faster Payments to a specified account at another UK bank
- Transfer funds by CHAPS, an electronic payments system, to another bank account within the UK. Funds are cleared on the same day. Please refer to our Tariff for our charges for this service
- Transfer funds to a bank account in another country by international electronic transfer. Please enquire for further details.

If you want to make a payment in a currency other than pounds sterling (£), please contact us and we will advise you how this can be done and what our charges will be. The bank receiving the payment may also impose charges that are outside our control.

12.4. If your Account has Internet Banking access, you can transfer funds through Internet Banking.

12.5. You can make payments from your Account as long as there are enough available funds in your Account to cover the payments. In calculating available funds, we will take into account any other payments which we have paid or agreed to pay from your Account that day, or which have been authorised to be paid that day.

12.6. Payments may be checked before being made in line with our legal and regulatory obligations to help prevent fraud and financial crime. Sometimes this might result in payments being held or delayed. Payments will usually be held or delayed for four Business Days at most.

We will not be liable for any losses you incur as a result of us complying with our legal and/or regulatory obligations.

We may refuse to carry out an instruction from you to pay money into or out of your Account if we are not reasonably satisfied that the proposed transaction complies with applicable laws and regulations or we reasonably suspect unauthorised or fraudulent use of your Account.

If we do not make a payment that you have asked us to, we will tell you that we have not made the payment and the reasons why, unless it is unlawful for us to do so.

If we are unable to make the payment because of a factual error in your payment instructions to us, we will tell you how to correct that error. We may charge you a fee, as shown on our Tariff, if we have to refuse a payment where the refusal is reasonably justified.

For details of Faster Payment limits, as well as payment cut-off times and when funds will be available, please refer to the information on our Website or call us for details. We will notify you if the maximum amount and/ or timescales for Faster Payments change in line with how we communicate other changes to our Terms and Conditions as stated in section 3 of these Terms and Conditions. Any transfer requested above this limit will need to be sent as a CHAPS transfer and a charge may apply.

12.7. Overdrafts

Overdrafts on current accounts are available only by prior arrangement. Detailed Terms and Conditions of any overdraft facilities made available to you will be agreed with you separately.

We will carry out searches with credit reference agencies in order to assess your application. Please refer to our Privacy Statement available on our website for more details.

Temporary borrowing or overdrafts may be agreed with you at our discretion. You must contact us to arrange this. Any such borrowing is repayable on demand. Interest for temporary borrowing is charged at higher rates, please see our Tariff.

12.8. Unauthorised borrowing

Do not write cheques when there are not enough cleared funds in your Account, or if you will go over your borrowing limit, without getting our agreement first. If you do so, you run the risk of cheques or other items not being paid and a charge being applied. If we pay them this does not mean that we have agreed the overdraft or increased borrowing (which should be

repaid as quickly as possible) nor that we will do so again. We will charge you a fee for informing you about any unauthorised borrowing (see our Tariff). All unauthorised borrowing is repayable on demand.

Interest for unauthorised borrowing is charged at higher rates as set out in our Tariff.

If your account enters into an unarranged overdraft, this will be reported to credit reference agencies and your credit rating is likely to be affected. For more details on how we use credit reference agencies and what data we share with them, please refer to our Privacy Statement. This can be found on our website.

13. Access to your account through third parties

This section applies to current Accounts only.

Some non-bank providers can do things like let you see information about your Account. They can also make payments from your Account. These are typically called 'third party providers' or 'TPPs'. You can learn more about them from this FCA page: **www.fca.org.uk/consumers/account-information-payment-initiation-services**

You can use a TPP to access your current accounts like your Account with us (but not savings accounts).

If you want to give a TPP access to your Account, you need to give it permission to do this.

If you give your Security Details to a TPP, we'll assume it's you allowing them to access your Account to initiate payments or read your balance. You'll be responsible for any payments made as a result. If we think an unauthorised third party is using your Security Details, we'll block access to your Account.

TPPs need to be authorised by the FCA to carry out their services. Check the information the TPP gives you to make sure they're authorised.

If you notice a problem with a payment made using a TPP, contact us right away.

14. Interest

14.1. Credit Interest

If you have an Account which pays credit interest you start earning interest on your Account from the day that funds are added to your Account. Interest is calculated on a daily basis according to our current interest rates which are available on our Website and on request. We credit interest on the dates or intervals shown in our 'Interest rates for current and deposit Accounts, which is for businesses and charities' document available on our Website or by calling us.

14.2. No interest will be earned for any day on which the funds in your Account are less than the minimum balance on which interest is payable, as shown in the Account Summary Box and our Interest rates document available on our Website or by calling us.

14.3. Overdraft interest

Interest payable on overdrawn balances will be at the rates set out in our facility agreement with you. Interest is calculated on the daily cleared overdrawn balance in the Account and is charged as set out in the facility agreement.

14.4. Unauthorised borrowing limits, interest payable on agreed temporary borrowing and interest paid on unauthorised borrowing will be at the rates set out in our Tariff, unless we have agreed separate rates with you. Interest is calculated on the daily cleared overdrawn balance in the Account and is charged monthly unless we have agreed otherwise with you.

14.5. For details of when we may change interest rates and the notice we will give you, please see section 3.

14.6. Tax
All Account interest will be paid without any tax taken off.

15. Charges

15.1. Details of the charges relating to your Account can be found in the Tariff. This was made available to you when you opened your Account and can also be found on our Website.

We may vary these charges from time to time in accordance with the 'Changes to these Terms' section above.

15.2. Before we deduct charges for standard account services from your Account, we will give you at least 14 calendar days' notice of how much we will deduct. We will tell you the charge for any other service or product before we provide it to you, and at any time should you request it.

15.3. If any sum due and payable by you is not paid on the due date, you will be liable to pay the interest (both after, as well as before, any judgment) on such sum at such a rate or rates as we may from time to time stipulate from the date the payment is due up to the date of payment.

15.4. Early access charge
If your Account has a notice period and you wish to access your funds early, at our discretion and where applicable, you may have early access to your savings at short notice (a minimum of one day). Unless we have agreed otherwise, we will charge you the interest due on the amount withdrawn, as follows. If you withdraw £500 on 15 calendar days' notice from an Account set up on 90 calendar days' notice, then a charge equivalent to the interest you would have earned on that £500 for 75 Calendar Days (i.e. 90-15) will be deducted from your Account.

16. Closing your Account

You can close your Account (subject to any applicable notice period) by either writing to us at the postal address shown at the end of this document or by sending us a secure message through your Internet Banking, as long as the Account Specific Terms and Conditions for your Account allow this.

16.1. Additionally, for a period of 30 calendar days after the date you open your Account with us, you have the right to cancel your Agreement with us by closing your Account. If you want to cancel your Agreement with us, you should tell us by writing to the postal address shown at the end of this document or by sending us a secure message through Internet Banking.

16.2. We can close an Account you have by telling you in writing at least 90 days in advance (except an account with a fixed term, where this would cause the fixed term to end early). We will usually explain why we have decided to do this. Reasons can include misuse of your account – for example, if you use your account for personal purposes.

16.3. We can also close your Account immediately (even a fixed term account) if we reasonably believe that:

a. You have used threatening or abusive behaviour towards us or our co workers

b. We are unable to apply customer due diligence measures to your Account required by applicable law

c. We are required to close your Account under the Immigration Act 2014

d. A government authority requires us to do so

e. Any information you have provided to us in relation to your Account is false

f. You are using or have used your Account for criminal or otherwise illegal purposes.

16.4. We will usually give you notice that we are doing this.

16.5. If your Account is closed (including if you cancel your Agreement), we will return any money in the Account within 30 days, less any money owed to us or already committed to payments.

17. Dormant and zero balance Accounts

We may suspend operation of an Account that has been inactive for a period of time. We do this to protect you and to prevent fraud.

Before reactivation of a dormant (inactive) Account, you may be required to provide suitable evidence of your identity and your legal claim on the Account.

If you have money in a dormant Account, it will always be your property no matter how many years pass. If you do not use your Account at all for 12 months after it was opened and there is a balance of zero, we will close it. We will tell you that we are planning to close it before it is closed. When we tell you, we will explain why your Account is being closed and what you can do to stop it being closed. We do this to protect you and to prevent fraud.

Part 2: Account Specific Terms and Conditions

18. Social Venture Current Account

18.1. Notice period
This is a current Account with no notice period.

18.2. Transactions
Transactions on these Accounts can be carried out via post or online.

18.3. Balance limits
There are no limits on this Account.

18.4. Withdrawal restrictions
There are no restrictions on withdrawals on this Account.

18.5. Interest
No credit interest is paid on this Account. Details of debit interest rates for unarranged overdrafts can be found in our Tariff.

18.6. Statements
By default, statements will be sent monthly. You can amend the statement frequency as required. Statements will be sent on the first Business Day following the date requested. An additional statement for the period up to and including 31 December will also be sent to you each year.

18.7. Charges
We will tell you about the charges to be paid on your Account, including any flat fee charges, on an Account statement created on the first of every month and posted shortly after. This will be in addition to the normal statements you have requested.

19. Charity Current Account

19.1. The Charity Current Account can only be operated by charities registered with the Charity Commission or the Office of the Scottish Charity Regulator. It is also available to charities that have 'excepted' or 'exempt' charity status as defined by the Charity Commission.

To aid the process of registration for new charities, we will accept an application and opening deposit of £5,000 or more from an unregistered charity, and produce a statement confirming the Account details and balance. In this situation, the Account will remain blocked and we will request that official confirmation of registration is provided before the Account is made operational.

19.2. Notice period
This is a current Account with no notice period.

19.3. Transactions
Transactions on this account can be carried out via post or online.

19.4. Balance limits
There are no limits on this Account.

19.5. Withdrawal restrictions
There are no restrictions on withdrawals on this Account.

19.6. Interest
The interest rate is variable. Current interest rates are available on our Website and on request. Interest earned is calculated daily and is paid or credited on the first day of each month.

19.7. Statements
By default, statements will be sent monthly. You can amend the statement frequency as required. Statements will be

sent on the first Business Day following the date requested. An additional statement for the period up to and including 31 December will also be sent to you each year.

19.8. Charges
We will tell you about the charges to be paid on your Account, including any flat fee charges, on an Account statement created on the first of every month and posted shortly after. This will be in addition to the normal statements you have requested.

20. Business and Charity Deposit Account

20.1. Notice period
The Business and Charity Deposit account comes with the choice of Easy Access, 33 day or 90 day notice period. You chose this notice period when you apply for the Account.

20.2. Balance limits
There are no limits on this Account.

20.3. Withdrawal restrictions
As standard there is a maximum withdrawal amount of £1,000,000 in a single day. If you wish to make a withdrawal of this amount or more, please notify us before 5pm the Business Day before. Any withdrawals made above this amount without prior notice may be subject to delay. The standard charges will still apply.

20.4. Interest
The interest rate is variable. Current interest rates are available on our Website and on request. Interest earned is calculated daily and is paid or credited quarterly on 1 January, 1 April, 1 July, and 1 October.

20.5. Statements
Statements are issued in July and January or on request. You can choose another frequency, for example weekly, monthly or every time there is a transaction on your Account.

21. Fixed Term Deposits

21.1. Fixed Term Deposits are intended for customers who want to invest a lump sum for a fixed term and at a fixed interest rate.

21.2. Limited issue
Triodos Bank reserves the right to withdraw the offer of new Fixed Term Deposits at any time without notice. Fixed Term Deposits are available to customers strictly on a 'first come, first served' basis, determined by us on receipt of a completed application. A completed application is one that agrees to the terms offered by us and enables us to open the account without the need to gather any further information from you. An opened Fixed Term Deposit may still be closed by us, at our discretion, up until the point that the full deposit is received, and the term begins. Until this time, it is not considered an active account.

21.3. The term
Where funds are received before 2pm, the Fixed Term Deposit will start on the date that the funds are received in the account and will run for the agreed term. We will write to you to confirm the start date and the maturity date of the Fixed Term Deposit.

In the event that maturity date is a non-working day, the Fixed Term Deposit will mature on the following Business Day.

21.4. The deposit
As standard, there is a minimum and maximum deposit on Fixed Term Deposits,

please see the Summary Box on our Website. Once your Fixed Term Deposit has been made you cannot transfer additional funds to it.

21.5. Withdrawals
It is not possible to make withdrawals from a Fixed Term Deposit. At our discretion, in exceptional circumstances we may agree to end a Fixed Term Deposit before the agreed maturity date; however, we reserve the right to make a charge equivalent to the total interest due at maturity.

21.6. Interest
The interest rate will be set at the date the total funds are received for the account. We will only apply the funds to your Fixed Term Deposit account once the total funds detailed on your application form have been received. Please contact us to let us know if the amount you wish to deposit changes so that there is no delay in funds being applied.

Interest is calculated daily, up to and including the day before the Fixed Term Deposit matures and is paid annually and on maturity.

21.7. Statements
A statement will be sent to you on maturity. If your Fixed Term Deposit is active on 1 January, you will also be sent a statement on this date.

21.8. Maturity
We will write to you at the time of issuing your placement to confirm the maturity date of your Fixed Term Deposit.

A minimum of 30 days before your Fixed Term Deposit matures, we will let you know your options. If we have not received any alternative instructions by the maturity date an easy access Business and Charity Deposit Account will be opened and the maturing balance including the interest will be transferred into it.

22. Account Specific Terms and Conditions for Discontinued Accounts

Discontinued Accounts are still active Accounts contributing to positive social and environmental change. We are, however, no longer offering these Accounts to new customers.

23. Euro instant access Account

23.1. Notice period
The Euro Instant Access Account is an easy access account.

23.2. Interest
The interest rate is variable. Current interest rates are available on request. Interest earned is calculated daily and is paid or credited half yearly on 1 January and 1 July.

23.3. Balance limits
There are no limits on this Account.

23.4. Withdrawal restrictions
As standard there is a maximum withdrawal amount of the equivalent of £1,000,000 in a single day. If you wish to make a withdrawal of this amount or more, please notify us before 5pm the Business Day before. Any withdrawals made above this amount without prior notice may be subject to delay. The standard charges will still apply.

23.5. Statements
Statements are issued in July and January or on request. You can choose another frequency, for example weekly, monthly or every time there is a transaction on your Account.

Part 3: Account Administrator Terms and Conditions

24. Introduction

These Account Administrator Terms and Conditions form part of the agreement between you and us and form part of the Terms and Conditions for Businesses and Charities ("the General Terms and Conditions"). References to "**you**" and "**your**" refers to the organisation named as the Account Holder.

25. Authorised Roles

25.1. Account Operator

Account Operators can view and manage business accounts through our online banking services). Depending on the permissions set by your organisation or its Account Administrator, they may also make or approve payments.

25.2. Account Administrator

Account Administrators have more authority than an Account Operator and can do the following:

a. Change organisation contact details like address, phone number, and email.

b. Open or close additional accounts.

c. Set up and change account settings, including payment limits and linked accounts.

d. Add or remove Account Operators.

e. Set and manage permissions for Account Operators.

26. Account Access and Permissions by Role and Account Type

26.1. The actions that Account Administrators and Account Operators can take depend on the type of account. The table below shows what each role can do for Business Current, Business Savings, and Loan Accounts.

Account Type	Account Administrator Can:	Account Operator Can:
Business Current Account	• View balances and statements • Create and authorise payments • Manage and update account limits • Add or remove Account Operators • Update contact details (email, phone, address) • Sign the Change of Account Operator form, Internet Banking form, and audit request. • Open a new business savings account • Close existing account.	• View balances and statements • Create and approve payments • Request transfers or changes via the Administrator • Request changes to account limits • Sign the Change of Account Operator form, Internet Banking form, and audit request.
Account Type	**Account Administrator Can:**	**Account Operator Can:**
Business & Charity Deposit Account	• View balances and statements • Make internal transfers to linked accounts • Add or remove Account Operators • Update contact details (email, phone, address) • Open additional business savings account • Sign the Change of Account Operator form, Internet Banking form, and audit request.	• View balances and statements • Create and approve payments • Request transfers or changes via the Administrator • Request changes to account limits • Sign the Change of Account Operator form, Internet Banking form, and audit request.
Business Fixed Term Account	• View balances and statements • Add or remove Account Operators • Open additional business savings account • Sign the Change of Account Operator form, Internet Banking form, and audit request.	• View balances and statements • Sign the Change of Account Operator form, Internet Banking form, and audit request.
Business Loan Account	• View loan details and statements only • Update contact details. • Add or remove Account Operators • Sign the Change of Account Operator form, Internet Banking form, and audit request.	• View loan details only • View and download statements (when available) • Sign the Change of Account Operator form, Internet Banking form, and audit request.

27. Appointment of Account Administrators

27.1. Your organisation's directors, officers or trustees must officially appoint Account Administrators. This must be done using the Add Account Administrator Mandate Form submitted via Internet Banking or post.

27.2. Once an Account Administrator is confirmed by your organisation, they will have legal authority to carry out the activities set out in 25.2 above on behalf of your organisation. This authority stays in place until you cancel it in writing using a Change Permissions or Remove Account Administrator Mandate Form submitted either via Internet Banking or by post and we confirm the change.

27.3. Until we receive and confirm a Change Permissions or Remove Account Administrator Mandate Form, we may continue to act on instructions given through Internet Banking in line with the existing mandate.

27.4. You are responsible for the permissions that you allocate to each Account Administrator and Account Operator. This means you are responsible for what your Account Administrators and Account Operators can do.

27.5. Each Account Administrator can carry out the tasks listed at 25.2 by themselves, unless you tell us in writing using the Add Account Administrator Mandate Form that any of these tasks need two Account Administrators.

27.6. You can have up to three Account Administrators. An Account Administrator can also act as an Account Operator. They can view and manage accounts within Internet Banking in line with their permissions set out at 25.2.

28. Removal of Account Administrators

28.1. You must tell us immediately using a Change Permissions or Remove Account Administrator Mandate Form if an Account Administrator is no longer authorised by you, for example if:

- An Account Administrator leaves or changes jobs,
- You take away their authority,
- There is a disagreement or problem with their role.

28.2. We will not be responsible if we act or fail to act on any incorrect or out-of-date information because you have not given us the latest details using a Change Permissions or Remove Account Administrator Mandate Form in good time.

29. Legal Framework

29.1. An Account Administrator must get their authority to act on behalf of your organisation from a signed document called an Add Account Administrator Mandate Form. This is completed by your organisation's directors, officers or trustees and is submitted by the organisation to us either using Internet Banking or by post (as explained above).

29.2. It is your organisation's responsibility to provide the correct information when you submit an Add Account Administrator Mandate Form or a Change Permissions or Remove Account Administrator Mandate Form and to ensure that it is clear and signed. We reserve our rights to reject any Mandate Form which in our opinion is unclear or has not been signed. If we do this, we will tell you.

29.3. You are responsible for acts or failures to act of your Account Operators and Account Administrators in the same way as you would be responsible if you acted or failed to act in the same way.

30. Security

30.1. The Account Administrator must keep their Internet Banking login details, Digipass, and password secure at all times, in accordance with section 4 of the General Terms and Conditions.

30.2. Subject to 28 above any action or instruction made using an Account Administrator's login will be treated as approved by your organisation.

31. Communication

31.1. We may contact Account Administrators directly using the email address registered on the account. This email will also be used for business such as identity and security checks, anti-money laundering and fraud prevention checks or account verification requests.

31.2. We may carry out checks on Account Administrators. You agree, on behalf of each Account Administrator, to allow us to carry out these checks. You must ensure you have the authority to give this permission on behalf of each Account Administrator before entering into this agreement.

Large print, braille and audio versions available on request.

Effective from 28 April 2026

Telephone: 0330 355 0355 (if calling from the UK)
or +44 (0)117 973 9339 (if calling from abroad)
www.triodos.co.uk

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

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