

# Important information about your business savings account

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## Paying money in

Deposits can only be made into your account by electronic payment (for example, Bacs, CHAPS and bank transfers) from your nominated bank account\*. Any deposits received that are not from your nominated bank account will be returned.

**To pay in by electronic payment, please use the following details:**

<b>Sort code</b>	<b>62-24-97</b>
<b>Account number</b>	Take the numbers from your account number and add a zero to the beginning. For example <b>ABC1234567KRB</b> would become <b>01234567</b>
<b>Reference</b>	Quote the full account number of the account into which you are paying including the letters at the beginning and end, for example <b>ABC1234567KRB</b>

## Taking money out

To make a payment out of your account, simply log onto our online service to make your payment request. All payments will be paid to your nominated bank account and will be processed within the timescales found on our website at [kentreliance.co.uk/withdrawals](http://kentreliance.co.uk/withdrawals).

Should you wish to close your account you will need to send us a secure message via our online service or call us on 0345 673 1731.

## Interest on the account

Unless your product literature says otherwise, interest will be added to your account on 5 April each year or transferred to your nominated bank account\*. If you have requested to receive monthly interest, this will be added to the account on the last business day of each month or transferred to your nominated bank account.

Interest will be calculated on all electronic payments made into your account from the working day that we receive them until the day before withdrawal, closure or transfer.

## Staying in touch

### Keeping you up to date

We will upload a transactional statement to our online banking portal for each month that you make a payment into or out of your account (other than interest payments). These statements will be in addition to your annual statement showing the interest paid on your account. We will notify you via email when these statements are available to view and download.

We will also send you a confirmation text message every time you make a payment request or change any details on the account.

## Keeping us up to date

You will need to notify us, by sending us a secure message via our online service, of any change in registered business name or registered address, trading name or trading address, telephone numbers or email addresses. This also includes adding or removing authorised users, directors and major shareholders<sup>†</sup> from the business savings account and changes in tax residency of individuals.

## Adding or removing an Authorised User

The maximum number of authorised users that can be on the account is three. At least one authorised user must be a director of the company. Before requesting a director or major shareholder to be added to the account, please ensure their details have been registered at Companies House.

The minimum number of authorised users is one. If you are removing the only authorised user on the account, please ensure you add another authorised user first.

**Important:** Please ensure that the details held at Companies House are accurate and up to date before letting us know whether you're adding or removing an authorised user.

## Marketing material

When you opened the account you would have let Kent Reliance know your marketing preferences and whether you would like to be updated about products and services that we think may interest you.

You can change your marketing preferences at any time, by simply logging on to our online service and sending us a secure message.

## Protecting your information and money

### Our regulatory codes of practice

Kent Reliance is a trading name of OneSavings Bank plc. OneSavings Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registered number 530504) and subscribes to the Financial Services Compensation Scheme.

### Confidentiality

We will treat all sensitive commercial information you provide in the course of your dealings with us as completely private and confidential (even if you stop being a business savings account holder).

The information which you provide to us or which we obtain through our dealings with you in connection with your account, will be held on computers and in other records.

\* Your nominated bank account is the UK Bank/Building Society account you have supplied to us to be used to make payments to, and receive payments from, your account with us.

<sup>†</sup>A major Shareholder is someone who owns greater than or equal to a 25% share or voting rights in the Company.

## How we may use your Personal Information

We collect and use your personal data in accordance with our privacy policy which can be found at [kentreliance.co.uk/legal/privacy-policy](https://kentreliance.co.uk/legal/privacy-policy) or can be obtained by calling us on 0345 673 1731.

### In summary:

- We may collect various types of information about you. This includes information you give us, information we collect automatically when you use our banking services online and information that we receive from third parties such as credit reference agencies and fraud prevention agencies.
- We use information held about you in order to provide our services to you, to improve and market our services and to comply with legal and regulatory requirements (for example, anti-money laundering obligations).
- Under applicable data protection law we may not process information about you unless we have a legal basis to do so. The legal bases on which we rely to process your personal data are:
  1. Processing of your data is necessary for the performance of a contract to which you are party to or to take steps at your request prior to entering into a contract;
  2. Processing of your data is necessary for compliance with a legal obligation which we are subject to;
  3. We have obtained your consent;
  4. Processing your data is necessary to protect your vital interests or the vital interests of another person; and
  5. Processing of your data is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are outweighed by your interests, fundamental rights and freedoms.
- We may share information about you with other members of the OneSavings Bank group of companies. We may also disclose your information to certain third parties such as suppliers, subcontractors, actual or potential business partners, credit reference agencies and fraud prevention agencies and other third parties we are legally required to share it with (e.g. our regulators).
- We typically store your information in the UK. In certain instances however your information may be transferred to jurisdictions outside of UK. Where it is we will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with our privacy policy.
- We will retain your information for the period necessary to fulfil the purposes for which the information was collected. After that, we will delete it. The period will vary depending on the purposes for which the information was collected and if the information is subject to any specific legal or regulatory requirements.
- You may have some or all of the following rights in respect of information that we hold about you: (i) request us to give you access to it; (ii) request us to rectify it, update it, or erase it; (iii) request us to restrict our using it, in certain circumstances; (iv) object to our using it, in certain circumstances; (v) withdraw your consent to our using it;

(vi) data portability, in certain circumstances; (vii) opt out from our using it for direct marketing; and (viii) lodge a complaint with the Information Commissioner's Office. You may contact us using the details on our website or by contacting our Data Protection Officer directly to exercise any of these rights.

- We use appropriate technical and organisational measures to protect your information and our online banking services are provided using secure servers.

We may update our privacy policy from time to time. Any changes we may make in the future will be posted on our website and we recommend that you revisit [kentreliance.co.uk/legal/privacy-policy](https://kentreliance.co.uk/legal/privacy-policy) from time to time to stay informed about how we use your information.

### If we get it wrong we'll put it right

At Kent Reliance we are committed to providing the best service at all times. If we do not deliver the standard of service you expect or, if we make a mistake, we need to know so we can put things right.

We aim to resolve all complaints by close of three business days after the complaint is received. If this is not possible, we will let you know that we have received your complaint and are investigating it. Full details of our complaints procedure can be found in our leaflet "How we'll put things right", available from our website, in branches or by contacting us.

### We subscribe to the Financial Ombudsman Service

While we hope to be able to resolve any problem through our internal complaints procedure, customers can appeal to the Financial Ombudsman Service after internal procedures have been exhausted.

Please note: Under the FCA complaint rules, there are some restrictions relating to businesses and their eligibility to engage with the Financial Ombudsman Service. For more information please visit [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk).

### Important information about compensation arrangements

We subscribe to the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a Bank/Building Society is unable to meet its financial obligations. Most depositors – including individuals and businesses – are covered by the scheme.



Protected

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.

For further information about the scheme (including the amounts covered and eligibility to claim) please call us on 0345 673 1731, alternatively you may contact the FSCS directly at [fscs.org.uk](https://fscs.org.uk) or call 0800 678 1100 or 0207 741 4100.

We can provide literature in large print, Braille and audio. Please let us know if you require an alternative format or any additional support with managing your account. You can contact us either by phone, in writing or visit [kentreliance.co.uk/additional-help](https://kentreliance.co.uk/additional-help) for more information.