

Addendum Important timelines and other information in relation to payment instructions

This Addendum shall be read and will apply in conjunction with the Business Banking Terms and Conditions and the Corporate Banking Terms and Conditions (together “Conditions”) which have been provided to you, the definitions within which will apply here.

Payment Type	Method of request	General cut-off time for giving instructions	Maximum Execution time	Payment Limit	Can you arrange a payment to be sent on a future date
Internal Transfers	Branch	GBP-1:00 PM USD-2:00 PM EUR-11:30 AM	Immediate	NA	No
	Internet Banking	Any time	Immediate	NA	Yes, and you can cancel a future date payment by Internet Banking
Faster Payment Service	Branch	1:00 PM	Same Day	Up to £1,00,000 per business day per customer	No
	Internet Banking	anytime	Same Day	Up to £1,00,000 per business day per customer	Yes
CHAPS	Branch	1:00 PM	Same Day	NA	No
	Internet Banking	1:00 PM	Same Day	NA	No
SWIFT	Branch	GBP-1:00 PM USD-2:00 PM EUR-11:30 AM	Same Day, this may take longer depending on the country the money is being sent to	NA	No
	Internet Banking	GBP-1:00PM USD-2:00 PM EUR-11:30 AM	Same Day, this may take longer depending on the country the money is being sent to	NA	Yes (Same currency only)
Banker's Draft	Branch	GBP-4:30 PM	Same day for GBP drafts	NA	No
Standing Orders	Branch	4:30 PM	In case of Internal transfers same day. In case of external transfers next business day (If scheduled date is a business day); second business day if scheduled date is a non-business day.	NA	Yes, and you can cancel a standing order at Branch by submitting a request till 12:00 noon on the day before which we execute the payment

	Internet Banking	Any time	In case of Internal transfers- same day. In case of external transfers next business day (If scheduled date is a business day); second business day if scheduled date is a nonbusiness day.	£5,00,000	Yes and you can cancel a standing order by Corporate Internet Banking a day before we execute the payment
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Payment instruction cut-off times

Any payment instructions delivered to the bank will be subject to the following cut-off times:

Stopping or cancelling a payment instruction

Please be aware that you can instruct us to stop or cancel a future dated payment by visiting any of our Branches or contacting your relationship manager provided:

- We do not have in place any agreement with the Beneficiary or the Beneficiary's Bank(s) to make such a payment
- The amount has not already been taken out of your Account; and
- You ask us not later than 12:00 p.m. on the day before which the payment is due.

Direct Debit Instructions

In the case of Direct Debit Instructions, the recipient will normally lodge the Direct Debit instruction electronically onto your account but may occasionally send the original direct debit instruction you completed to us. When each payment request is sent to us we will check that the reference for that payment matches the reference on the direct debit instruction and will then make the payment from your account.

You can withdraw your agreement for a Direct Debit by telling us via our Branches or Internet Banking service until 12.00 p.m. on the day before. If you wish to cancel or change a Direct Debit, you must inform the Bank and the organisation that collects payment from your Account.

Cheque Clearing Cycle

The "clearing cycle" is the time taken for funds paid into your Account to be added to your account balance. All cheques deposited at our UK Branches by 2:00 p.m. (the "cut-off" time) will be processed the same day. All cheques deposited after the cut-off time will be processed on the next Business Day. If you ask us to "stop" a cheque we will do so, provided:

- The cheque has not been paid already; and
- We receive the request to stop it before 11:00 am on the day the cheque is presented for payment

Credits into your Account

We shall credit to your Account any cheques that are payable to you. Please refer to our Rates and Charges leaflet for details.

All UK electronic payments received between 9:00 a.m. and 3:30 p.m. on a Business Day will be credited into your Account within two hours of receipt of the funds by us.

All UK electronic payments received after 3:30 p.m. on a Business Day or anytime on a non-Business Day will be credited into your Account by 11:00 a.m. on the next Business Day.

Remittances through SWIFT

The dealing time for remittance services, on a working day, will be 9:00 am to 5:00 pm GMT or 9:00 am - 5:00 pm BST, as applicable.

For funds transfers through SWIFT, charges are levied by the intermediary banks. These charges can either be borne by you, the Beneficiary or these may be shared between you and the Beneficiary. You can select who will pay the charges by opting for OUR, SHA or BEN.

- **OUR:** If you want to pay all the intermediary bank charges so the Beneficiary receives the entire amount without any deductions, you must select OUR. All correspondent / intermediary bank transaction charges will be borne by you.
- **BEN:** If you want all correspondent / intermediary bank transaction charges to be borne by the Beneficiary, you must select BEN. Your Beneficiary will receive the funds after deduction of the charges.
- **SHA:** If you want the intermediary bank charges to be shared between you and the Beneficiary, you must select SHA. The transaction charges levied by our correspondent / intermediary bank will be borne by you and charges levied by the Beneficiary bank's intermediary/correspondent bank will be borne by your Beneficiary.

Depending upon the option (OUR, BEN or SHA) chosen by you the following charges will apply. Please note that these charges would be additional to the normal swift or remittance charges.

Payment of charges	Destination Currency: USD, GBP, EUR	Destination Currency: JPY	Destination Currency: Any other currency
OUR	Remittance Charges + GBP 5 or Remittance Charges +USD 10 or Remittance Charges + EUR 7	Remittance Charges +(0.1% of remittance amount or JPY 5000 whichever is higher)	Remittance Charges + GBP 10 or Remittance Charges + USD 20 or Remittance Charges + EUR 15
BEN and SHA	Remittance Charges	Remittance Charges	Remittance Charges

² Banks participating in an electronic funds transfer facility offered by Reserve Bank of India. (Details of participating Banks are available on request in any of our Branches).