



Our terms and conditions are changing on 13 January 2018

We are making some additional changes to Current or Savings bank account terms and conditions. The changes will come into effect as described below and will apply to all bank accounts unless otherwise stated below.

What do you need to do?

We hope you'll be happy with these changes but, if you're not, you have the right to end your agreement and close your account(s) covered by the following terms without charge. If you want to do this, please contact us before 13 January 2018. If we haven't heard from you by this date, we'll assume you've accepted the changes and they'll happen automatically. The right to end your agreement and close your account without charge does not apply to your Fixed Deposit and Notice accounts, as these accounts have fixed maturity dates, or notice periods.

Why are we making changes?

Most of the changes we've made are to comply with law and regulation, including recent changes to support innovation and competition in the payments sector and increase customer protections. For our current and savings accounts, the changes also reflect the introduction of new technology across the banking industry for speeding up cheque processing and some changes in our own operations.

What is Changing	How?
Changes to reflect the Payment Services Regulations – Opening access to Third Party Providers (TPPs)	<p>Using Third Party Providers - new types of online services which can be used in connection with your account may be offered to you by organisations called "Third Party Providers" (TPPs). A TPP is an online provider who you can ask us to share information securely on your account with or who can ask for payments to be made on your behalf from your account. You can choose to use a TPP if you're registered for Internet Banking. While we have updated your T&Cs to allow you to do this, nothing will happen unless you choose to use a TPP and give them your consent.</p> <p>If you choose to use a TPP, we will allow them to access our services provided they comply with all relevant regulatory requirements. If they don't, or if we're concerned about unauthorised or fraudulent access by that TPP, we may refuse to allow them access until we're satisfied.</p>
Asking us to make payments	As well as the information you normally give when you ask us to make a payment, you'll also now need to provide us with the payee's name (and their address for payments made abroad).
Payments made into your account by mistake	While we can already return money paid into your account by mistake, we're adding a term to explain that if you receive money by mistake that you're not entitled to, we may have to share information about you, your account and the payment with the sender's bank. We're required to co-operate with them to help the sender recover the money, and we'll only ever need to share this information if we're unable to return the money - for example, because it has been spent.
Delayed payments	if a payment you make is delayed and it's our fault, you can ask us to ensure that

	the recipient's account is credited as if the payment had been made on time.
Making clear how we treat international and foreign currency payments and what you pay for them	We're extending some standards and protections to payments made to or from a bank outside the EEA* as well as payments in non-EEA currencies. We'll also make clear that, for payments within the EEA, you'll no longer have the option to pay charges for the person you're making a payment to. *EEA means all the member states of the European Union and Iceland, Norway and Liechtenstein.
Keeping you safe from money laundering and financial crime	We are updating the T&Cs to explain that when we ask for information, for example additional proof of ID, to help prevent money laundering or financial crime, we can ask you for that information in a set timescale. If we don't get it in time, we might have to stop processing payments, payments could be delayed or we may have to freeze your account until we have it.
When we can refuse to accept a payment in	We're making clear that we may refuse to accept a payment into your account where it is reasonable for us to do so, for example if we reasonably believe doing so might cause us to breach a legal requirement.
What happens if we send a payment late	If a payment you asked us to make within the EEA doesn't arrive when it should have (normally the business day after we send the payment from your account), you can ask us to contact the receiving bank and ask them to treat the payment as if it had been made on time.
Communicating with you in an emergency	We now have to make clear how we'll use the contact details you give us in the event of suspected or actual fraud or security threats, for example we may try to telephone, if we think that's the fastest and most secure way of reaching you.
Letting you choose how we give you information on your current and savings accounts	At the moment we keep you informed about payments in and out of your account, any interest charged or paid and our charges by making information available through Online and by providing regular statements. You'll be able to choose whether you want us to continue to do this or to provide a statement monthly.
When we might close your account	We are updating the T&Cs to give more examples of when we may close your account without notice, but we'll only do this in very serious situations - for example, if you act fraudulently or refuse to give us additional proof of ID.
We're being clearer about your rights in relation to your information	You explicitly consent to us accessing, processing and retaining any information you provide to us for the purposes of providing payment services to you. This does not affect any rights and obligations you or we have under data protection legislation. You may withdraw this consent by closing your account. If you do this, we will stop using your data for this purpose, but may continue to process your data for other purposes. Your privacy is important to UBUK. Our Privacy Policy explains how we collect, use, disclose, transfer and store your information and sets out your rights to your information. In future it will be set out in a separate document, and will be available at: www.unionbankuk.com or you can ask for a copy at our office in London.
We're adding some reasons why we may close your account immediately	We'll have the right to do this if: <ul style="list-style-type: none"> ● you've provided us with any false information; or ● if you act fraudulently or refuse to give us required due diligence information; or ● you're involved, or we reasonably believe that you're involved, in criminal activity of any kind whether or not linked to your account or your relationship with us.
Cheque Clearing	From 30 October 2017 all banks are introducing a new system for clearing cheques called the Image Clearing System. This will allow banks to clear a digital image of a cheque rather than the original paper cheque. This means that some cheques you write using this system will clear within two working days. The Image Clearing System will be introduced gradually, so both the existing paper cheque clearing process and the new Image Clearing System will be used

	from 30 October 2017. You can find more information at https://www.chequeandcredit.co.uk/cheque-users/consumers/cheque-imaging
Immigration Checks	All UK banks are required to carry out regulatory checks to ensure that we know who our customers are. Upcoming changes in legislation mean that we will have to do these checks more frequently <u>only on personal customers that are resident in the UK</u> , and take action where it is found that a person has no right to remain in the UK. To help us comply with this change in industry regulation, we are updating our terms and conditions to allow us to terminate our agreement with you immediately if you, or an authorised signatory on your account, fails to meet a check which is required by law. We are also adding a right for us to remove a signatory from your account if they fail these checks.