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April 2016

Dear Customer

Important Information: Changes to our Business Banking Terms and Conditions and some of our Additional Conditions with effect from 30 June 2016

We're making some changes to our terms and conditions and additional conditions. We've explained what they are in the enclosed Notice of Variation.

We're also pleased to let you know that on 31 March 2016 our fee for arranging a guarantee to secure borrowing reduced from £80 to £10 for each person giving the guarantee. You'll be able to see this change in Section E of our Business Banking Price List in the Securities fees and expenses section from 30 June 2016.

What we're changing

1 - Payments and transfers by post

We're no longer able to accept payment instructions sent by letter. If you need to instruct us to make payments or transfers for you by post, you must complete our new electronic form to give us all the information we need to complete your instruction. The form is called a Transfer of Funds Application. You can get details of the link to the form from our branches, Commercial Centres, or via Business Telephone Banking. The number for Business Telephone Banking is at the end of this letter.

2 - Special Payments

To help us prevent fraud, we're asking you to give us extra information when you make some types of Special Payments on behalf of another business or person. We'll need their name, address and any account or unique reference number you hold for them.

The Special Payments that this will apply to are: Worldpay Payments, Priority Payments and SEPA Credit Transfers.

Continued...

About HSBC

HSBC Bank plc is a company registered and established in England and Wales under registration number 14259. Our registered office is at 8 Canada Square, London E14 5HQ. Our VAT registration number is GB365684514.

HSBC Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (our firm reference number is 114216)

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3 - How we may tell you about some changes to our interest rates and charges

We're making it easier for you to keep up to date. At the moment we can tell you about some changes to our interest rates and charges in the National Press or on our Rates and Charges Notices in our branches. We'll now also be able to notify you of these changes on our website.

4 - Business Money Market Account

We're clarifying what happens when there are changes to variable interest rates on Call Deposit and Notice Deposit Accounts. These rates can change daily so we won't contact you to tell you about favourable or unfavourable changes. You can find out the current rates by contacting the Money Market Office.

5 - Business Text Message Banking

We're giving you more time to change your options. So if you want to change the parts of the text message service you use, you'll be able to tell us about this up until 10pm. This gives you 2 hours more than you have now. If you tell us by 10pm we'll make the change you've asked for the next Working Day.

What to do next

If you're happy with the changes outlined in this letter, you don't need to do anything.

If you choose not to accept any of the changes, you have the right to close your account(s) by contacting us before 30 June 2016. We won't charge you for this, although you'll still have to pay any account charges you've already incurred.

If you've any questions about how the changes may affect you, or to let us know if you don't accept them, you can:

- call us on 03457 60 60 60*
- speak to your usual contact
- write to us at: HSBC, Customer Information, PO Box 6201, Coventry CV3 9HW

If you'd like a full copy of the new Business Banking Terms and Conditions, or Additional Conditions, they'll be available from 30 June 2016 at www.hsbc.business.uk, or you can ask in any of our branches or call us on our usual numbers.

Yours sincerely



Richard Davies
Chief Operating Officer
UK Commercial Banking

* To help us continually improve our service and in the interests of security we may monitor or record your call. Lines are open 8am to 10pm 7 days a week subject to planned routine maintenance.



Notice of Variation

Changes to the Business Banking Terms and Conditions

4.2 Ways to pay

We're deleting the section headed '**Payments by post**' and replacing it with the following:

'Payments by post

You can authorise a payment by sending us the appropriate form. Just ask us and we can let you have one or tell you where to find it. As long as the form is fully completed with all of the details that we need (see 'Authorising payments') and appears to be signed according to your Mandate, we'll process it the same Working Day that we open it.

We may phone one of the authorised people on your Mandate to confirm the payment before we process it'.

4.3.3 Special Payments

For Worldpay Payments, Priority Payments and SEPA Credit Transfers we're adding this new bullet point to the list of things that you need to tell us:

- '• the name and address of any third party or ordering party that you are making the payment on behalf of'.

6.1 Changing our interest rates

We're changing the last bullet point under '**Favourable changes**' and under '**Larger Corporate Business Customers and customers in the Channel Islands or the Isle of Man**' in section 6.1.2 '**Accounts with variable interest rates**' so that in both cases these bullet points will now read:

- '• within three Working Days of the change, by announcing it in the National Press or on our Rates and Charges Notices in our branches, or on our website'.

7.1 Changing our charges

We're changing the last bullet point in section 7.1.2 '**For other account services in our Price List**' so that it now reads:

- '• within three Working Days of the change by announcing it in the National Press or on our Rates and Charges Notices in our branches, or on our website'.

Business Banking Deposit Accounts

Changes to the Business Money Manager and Community Savings Account Additional Conditions

We're changing the second bullet point under '**Favourable changes**' in section 2.3.2 '**Changing our interest rates**' so that it now reads:

- '• within three Working Days by notice in the National Press or on our Rates and Charges Notices in our branches, or on our website'.

Changes to the Business Reward Account Additional Conditions

We're changing the second bullet point under '**Favourable changes to the agreed percentage**' in section 2.3.3 '**Changing our interest rates and the agreed percentage**' so that it now reads:

- '• within three Working Days by notice in the National Press or on our Rates and Charges Notices in our branches, or on our website'.

Changes to the Business Deposit Account Additional Conditions

We're changing the second bullet point under '**Favourable changes to the specified percentage**' in section 2.3.2 '**Changing our interest rates and the specified percentage**' so that it now reads:

- within three Working Days by notice in the National Press or on our Rates and Charges Notices in our branches, or on our website'.

Changes to the Business Money Market Account Additional Conditions

We're changing section 3 '**Your Call Deposit or Notice Deposit Account**' so that the first paragraph of section 3.3 '**Interest**' reads as follows:

'We pay Credit Interest on all our Call Deposit and Notice Deposit Accounts. These Accounts have variable interest rates that can change daily, so we won't tell you about favourable or unfavourable changes to them. You can find out the current rates by contacting the Money Market Office'.

Changes to Business Text Message Banking Additional Conditions

We're changing section 2.2 '**Making changes**' so that it now reads:

'You can change the options you've chosen at any time, by telling us. If you tell us by 10pm, we'll make the changes you've asked for the next Working Day'.