



GUIDE TO CHANGES

We are making some changes to your St. James's Place Bank conditions June 2014. The changes will come into effect as described below and will apply to all St. James's Place Bank facilities, unless otherwise stated.

Change to opening hours	<p>At various points in our information we give you details of our telephone contact times.</p> <p>From 1 October 2017 these will be:</p> <p>Monday to Friday 8 am to 8 pm and Saturday 8 am to 4 pm.</p>
A new, faster way of clearing sterling cheques	<p>From 30 October 2017 onwards, all banks are introducing a new system for clearing cheques called the Image Clearing System. This system will allow banks to clear a digital image of a cheque rather than the original paper cheque. Cheques paid in using this system will clear within two working days.</p> <p>The Image Clearing System will be introduced gradually and will operate alongside the existing paper cheque clearing system. You will be able to find the different clearing timescales for each type of cheque in the St. James's Place Bank interest rates and charges leaflet until 13 January 2018 when you will be able to find it in your conditions.</p>
Notification of payments	<p>This change will only affect payment facilities and will not affect mortgages, personal loans or non payment savings facilities.</p> <p>From 13 January 2018 we will make clear you can decide whether information about payments out of your payment facilities should be actively provided by us (e.g. in a statement) or instead made available for you to obtain (e.g. online or by telephone). However if regulations require us to provide information differently we will comply with these new regulations.</p>
Collecting money paid into your facility by mistake	<p>From 13 January 2018 we are introducing a condition which allows us to return money if we are told by another bank that it has been paid into your facility by mistake. We will also include a condition that allows us to share personal information if it is necessary for the payer to collect the money. This is because we are required to co-operate with other banks and share all relevant information needed so the payer can trace money sent to the wrong facility.</p>
How we will contact you when we suspect fraud	<p>From 13 January 2018 we will make it clear that we will contact you using appropriate secure procedures if we suspect fraud or a security threat.</p>
CHAPS payments	<p>From 30 October 2017 we are updating our interest rates and charges leaflet to clarify that a fee for making a CHAPS (Clearing House Automated Payment System) payment will apply whichever bank the payment is sent to.</p>
Refusing to carry out transactions	<p>We already have conditions which explain when we can refuse to carry out transactions.</p> <p>From 13 January 2018 we are inserting additional detail to explain that we can refuse to make a payment if our internal security controls:</p> <ul style="list-style-type: none">• require you to produce additional identification; or• prevent us carrying out the transaction (for example, if it is for more than the maximum amount we set at any point in time). <p>We will let you know if we are stopping a payment for this reason.</p>