

Changes to our payment processing

Your Stationery – Recommended Actions

As we will be changing our sort code you may need to update any instructions you provide when requesting payments from other organisations or individuals.

We recommend that you review all your stationery, including invoices and literature, to highlight if the current Unity sort code is featured, so when we notify you of the new sort code you are able to make the changes.

New! Paying in cash and cheques

As part of the migration, we will have a NatWest sort code. Therefore, if you want to pay in cheques or cash you can do this easily, with a paying in slip, through any NatWest branch in England and Wales, any RBS branch in Scotland and any Ulster Bank branch in Northern Ireland, without the need to nominate a specific branch.

Unity Corporate MultiPay card

At the same time as changing our clearing services we are also introducing a new Unity branded MultiPay card to replace the Co-operative Bank Business Visa Charge card provided through ourselves.

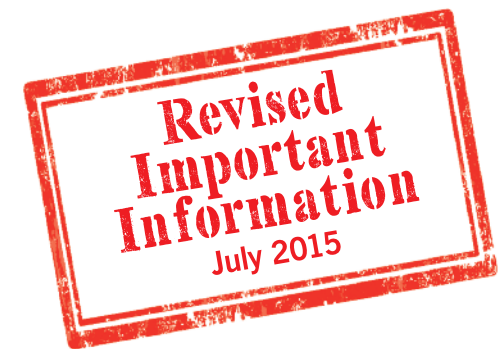
We have partnered with Lloyds and MasterCard® to bring you a card that provides the latest in card facilities to manage your organisation's day to day spending.

If you would like to know more please visit www.unity.co.uk/multipay or email us@unity.co.uk



Questions or Queries?

Visit www.unity.co.uk/serviceupdates for our FAQs or email us@unity.co.uk



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What is changing?

We wrote to you in January to inform you of our change in payment processing provider. Below is an easy reference guide to what's happening and what you need to do. We will be writing to you again individually with specific service details and our new sort code.

Service	Who this affects	What is changing	What you need to do	What we are doing and when
Automated payments received into your account	▶ Customers who receive Standing Orders, Bill (Faster) Payments, Bacs payments or CHAPS payments into their account	▶ There will be a change to our sort code	▶ <ul style="list-style-type: none"> For Standing Orders, Bill (Faster) Payments or Bacs Payments there is nothing you need to do For those customers who receive CHAPS payments, you will need to notify the originator of the new sort code once this has been confirmed 	▶ <ul style="list-style-type: none"> For payments excluding CHAPS, we will advise all payment originators of our new sort code, to ensure payments are received into your account
Automated payments from your account	▶ Customers who send Standing Orders or Bill (Faster) Payments from their account	▶ There will be a change to our sort code	▶ <ul style="list-style-type: none"> There is nothing you need to do 	▶ <ul style="list-style-type: none"> We will change the current process to ensure the correct sort code is quoted
Direct Debits from your account	▶ Customers who have Direct Debits collected from their account	▶ The sort code on Direct Debits will be changing	▶ <ul style="list-style-type: none"> There is nothing you need to do 	▶ <ul style="list-style-type: none"> We will ensure that any payment claims to the old sort code will be re-directed to your account
Unity e-Payments	▶ Customers who use Unity e-Payments to pay staff salaries, suppliers or collect Direct Debits	▶ NatWest will be clearing these payments and, in line with banking regulations, you will need to agree to new Terms & Conditions	▶ <ul style="list-style-type: none"> Sign and return the NatWest Bacs payment Terms & Conditions 	<ul style="list-style-type: none"> We will send you the new Terms & Conditions to sign and return Once we receive these we will migrate all service user numbers (SUN), primary/additional contacts and assigned user privileges to the new sort code We will change the sort code with our third party processor
Direct BACS submission	▶ Customers who use their own Bacs software to submit files direct to Bacs for payments of salaries, suppliers or collection of Direct Debits		▶ <ul style="list-style-type: none"> Sign and return the NatWest Bacs payment Terms & Conditions When you receive the new sort code you will need to update your payments software Sign and return a pre completed application form for the issuing of new Bacs smart cards 	<ul style="list-style-type: none"> We will send you the new Terms & Conditions to sign and return Once we receive these we will migrate all service user numbers (SUN), primary/additional contacts and assigned user privileges to the new sort code You will receive a new Bacs smart card with activation instructions
Indirect BACS submission	▶ Customers who use a third party processor to pay staff salaries, suppliers or collect Direct Debits		▶ <ul style="list-style-type: none"> Sign and return the NatWest Bacs payment Terms & Conditions When you receive the new sort code you will need to advise your third party processor 	<ul style="list-style-type: none"> We will send you the new Terms & Conditions to sign and return Once we receive these we will migrate all service user numbers (SUN), primary/additional contacts and assigned user privileges to the new sort code
Making payments via cheques	▶ Customers using standard bank cheques to make payments	▶ All cheque books will need to be replaced to reflect our new sort code	▶ <ul style="list-style-type: none"> Stop using your existing cheques after September 2015 and securely destroy your remaining stock Only use your new cheque books from this date 	<ul style="list-style-type: none"> We will be printing and supplying your new cheque book by September 2015 Any cheques issued before the end of September 2015 will be processed until the end of 2015
	▶ Customers using non-standard bank cheques to make payments		▶ <ul style="list-style-type: none"> For non-standard cheque users you will need to produce new cheque books, with the new sort code, by September 2015 and only use your new cheques from this date Stop using your existing cheques after September 2015 and securely destroy your remaining stock 	<ul style="list-style-type: none"> We will be in touch with you shortly so you can begin your cheque production process Any cheques issued before the end of September 2015 will be processed until the end of 2015
Paying in cheques	▶ Customers who pay in cheques	▶ There will be a change to the prepaid envelope address and the sort code on the paying in books	▶ <ul style="list-style-type: none"> You can still pay in cheques using our prepaid envelopes or at your existing nominated high street bank Stop using your existing paying-in book and prepaid envelopes after September 2015 and securely destroy your remaining stock NEW: You can pay in cheques without a facility, see overleaf for information 	▶ <ul style="list-style-type: none"> We will be printing and supplying your new paying in book by September 2015 Supplying you with a stock of prepaid envelopes by September 2015
Paying in cash	▶ Customers who pay in cash	▶ There will be a change to the sort code on the paying in books	▶ <ul style="list-style-type: none"> You can still pay in cash at your existing nominated high street bank We will be writing to you with a list of your active nominated high street bank facilities, you will need to confirm which facilities you still wish to use You can pay in cash at your existing nominated Post Office® using your Post Office Cash Account card only NEW: You can pay in cash without a facility, see overleaf for information 	▶ <ul style="list-style-type: none"> Once we receive your confirmation we will renew the facility with your existing nominated high street bank(s) If we do not hear from you within the timescales given, or if you have told us you no longer require the facility, we will cancel this on your behalf For existing Post Office Cash Account cardholders, we will be issuing new cards in due course
Withdrawing cash	▶ Customers who withdraw cash or cash cheques	▶ There is no change to this service	▶ <ul style="list-style-type: none"> You can still withdraw cash from your existing nominated high street bank We will be writing to you with a list of your active nominated high street bank facilities, you will need to confirm which facilities you still wish to use You can continue to withdraw cash using your ALTO prepaid MasterCard® 	▶ <ul style="list-style-type: none"> Once we receive your confirmation we will renew the facility with your existing nominated high street bank If we do not hear from you within the timescales given, or if you have told us you no longer require the facility, we will cancel this on your behalf
Foreign Currency Accounts	▶ Customers who have a Foreign Currency account	▶ A Foreign Currency account solution is available through NatWest	▶ <ul style="list-style-type: none"> If you require a Foreign Currency account you will need to complete new application forms If you no longer require a Foreign Currency account you will need to send us a signed instruction to close this account 	▶ <ul style="list-style-type: none"> We will send you the relevant NatWest Foreign Currency account application forms, if required
Bulk Cash/Bullion Services	▶ Customers who have an existing arrangement for the delivery or collection of large cash volumes	▶ Your courier will not change, however we will be using NatWest cash centres	▶ <ul style="list-style-type: none"> You will need to complete and return new application forms and use new stationery Stop using your existing stationery after September 2015 and securely destroy your remaining stock 	▶ <ul style="list-style-type: none"> We will be printing and supplying you with new stationery We will send you the new applications forms to complete