

Key Features

Bulk Faster Payments

Important information



Bulk Faster Payments

This document explains the key features of our Bulk Faster Payments service.

Please read this document and ensure this service meets your needs before activating it. This service is governed by our [General Terms and Conditions](#). Charges for this service are set out in our Standard Service Tariff.

What is Bulk Faster Payments?

With our Bulk Faster Payments (BFP) service you can send up to 100 Faster Payments at once using Online Banking.

What are the benefits of BFP?

- BFP can save processing time as you will no longer need to process your online payments individually.
- Strong Customer Authentication (SCA) is required once for each file submission instead of each individual transaction.
- BFP charges are simple, transparent, and may offer a cheaper alternative to BACS services such as Unity e-Payments.
- BFP is faster than BACS services. BFP payments are typically received on the same working day.
- You can choose to upload a .csv file or select from your existing beneficiaries list within our Online Banking service.
- BFP payment files can be submitted up to 12 months in advance of the payment date.

Before activating BFP you should also be aware:

- Each transaction will appear separately on your bank statement. Other payment services such as Unity e-Payments are available that only list the total file submission amount on your statement.
- When using our .csv service you must format your payment instruction inline with our BFP template which may mean an initial change to your current process.
- We offer a range of payments services and recommend you review all options to ensure BFP is right for you. BACS services may offer a cheaper alternative, depending on transaction volumes. More information is available on www.unity.co.uk by selecting 'Services'.

Further information

- [Terms and Conditions](#) apply. We do not provide financial advice and you are not entitled to rely on us for advice or recommendations.

Financial difficulties

- If you would like more information about managing your finances, please call us on **0345 140 1000** or speak to your Relationship Manager.
- You can also find more information about financial difficulties in the Services section of our website: www.unity.co.uk/debt-counselling or by calling Business Debt Line on **0800 197 6026**.

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Terminology	Summary Definition
Transaction fee	30p per transaction (unless negotiated as part of our Custom Account).
Charging account	You can set the transaction fees to be debited from a different account to the payment account.
Transactions limits	Up to 100 transactions per file.
File format	.csv (BFP template).
Existing beneficiaries	These are beneficiaries that you have previously paid using single Faster Payments within Online Banking.
Setting up new beneficiaries	If you need to set up multiple new beneficiaries to pay at a later date, you can do this using our Bulk Beneficiary file upload feature.

Terminology	Summary Definition
Eligibility criteria	Online Banking users only.
Processing times	<p>Unity has 4 Faster Payment windows where payments are sent each day. Cut off times are 9.00am, 11.00am, 1.00pm and 3.00pm:</p> <ul style="list-style-type: none"> • Once your account has been debited, the beneficiary will usually receive your payment the same day. • Any payments made after 3pm will be received the next working day. • All pending payments can be viewed within Online Banking by viewing 'Scheduled Payments'.
Payment approval	All payments can be set to require single, dual or triple approval authority requiring one SCA call.
Activation	<p>Login to Online Banking and select Bulk Payments Registration from the left-hand menu. You must be an Online Banking administrator for your organisation to activate this service.</p> <p>An Online Banking administrator is a user who is authorised to set transaction limits for your organisation. To add or change an Online Banking administrator, please visit:</p> <p>www.unity.co.uk/update-your-details</p>
Cancellation	You can cancel this service at any time by calling us on 0345 140 1000.

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Using your account

Service	Summary Definition
Online Banking	Register for BFP via online banking and send up to 100 payments at once.
Customer Service Centre	All customers can access our UK-based contact centre. Please call us on 0345 140 1000.

Further Information

All Business Savings Accounts are subject to status and [Terms and Conditions apply](#).

[Get in touch](#) to find out more about applying for a Business Savings Account.

Go Paperless!

You can choose to receive online statements and we'll notify you by email or SMS when they're available. Contact us to switch to paperless statements.



How and where to complain

If you are not satisfied with any aspect of our service or products, you can tell us about your concerns. To find out how, please read our [dedicated complaints page](#).

Contact us: ☎ Call us: 0345 140 1000 ✉ Email us: us@unity.co.uk 🌐 Visit us: www.unity.co.uk

Our Commitments to our business customers

As a lender we have committed to follow the Standards of Lending Practice for business customers. By adhering to the Standards, we are demonstrating a commitment to ensuring that our customers are treated fairly.

- We will lend responsibly and treat your business fairly and reasonably at all times.
- We will ensure that all information we provide about our products and how they work is clear and understandable so that you can decide what is best for your business' needs.
- We will provide clear, upfront information on the documents required to support an application. Taking account of this will help to ensure that we can deal with your application efficiently.
- If we are unable to approve your application, we will explain why and provide a referral, where appropriate, to alternative sources of finance.
- If your application is declined you have the right to appeal the decision.

- We will set out any requirements/conditions we may have to support any borrowing in a clear, understandable way.
- We will confirm the conditions of your business borrowing in writing and highlight any covenants or material conditions attached to it.
- We will clearly set out the type and frequency of information we will require to monitor the business' performance.
- If your business experiences difficulties, we will seek to understand the overall circumstances to try and identify suitable and pragmatic solutions. Where appropriate, we will provide details of free debt advice.



What we ask of you:

That, prior to making an application you double check what information we will need to process an application. If you are unsure or have any questions, please contact us.	Yes <input type="checkbox"/>
That all information you provide to us during our relationship is accurate and timely.	Yes <input type="checkbox"/>
We ask you to think carefully about whether the business can afford the product applied for and to be open in your dealings with us.	Yes <input type="checkbox"/>
To make sure that you understand the terms and conditions associated with your product.	Yes <input type="checkbox"/>
That you seek professional advice, where this is appropriate for the needs of your business and the type of product you are applying for.	Yes <input type="checkbox"/>
That the business maintains any commitments it has to us, for example providing information which we may reasonably request to monitor performance.	Yes <input type="checkbox"/>
Take care of any security information to help prevent fraud and protect your account(s).	Yes <input type="checkbox"/>
Tell us as soon as possible if someone is misusing confidential information.	Yes <input type="checkbox"/>
Carefully check your business' account statements/records to make sure they are accurate. If anything isn't right, please get in touch with us.	Yes <input type="checkbox"/>
Please let us know if	
Your contact details change or there is a change in how your business is run for example, ownership/directorships etc, so we can keep our records up to date;	Yes <input type="checkbox"/>
Your business may be about to experience, or is experiencing difficulties. The sooner you do this, the more likely it is we'll be able to find a way to help you	Yes <input type="checkbox"/>



You can download our Key Features at: www.unity.co.uk

Unity Trust Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Unity Trust Bank is entered in the Financial Services Register under number 204570. Registered Office: Four Brindleyplace, Birmingham, B1 2JB. Registered in England and Wales no. 1713124. Calls are recorded and may be monitored for security, training and quality purposes.

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For Businesses. For Communities. For Good.

www.unity.co.uk