

Key Features

Corporate MultiPay Card

Important information



Corporate MultiPay Card

This document explains the key features and provides important information about our Corporate MultiPay Card. You should read this document carefully so that you understand this product and then keep it safe for future reference.

What is the Corporate MultiPay Card?

Unity Trust Bank has partnered with Lloyds Bank to provide the Corporate MultiPay Card. This is a charge card, which enables the cardholder to make purchases and defer payment until the next billing date. The balance must be paid in full each month.

The main difference between a credit card and charge card is that you have to pay off a charge card's balance in full each month while you can carry a balance month-to-month on a credit card. No interest is applied to a charge card.

Important Information:

- Please be advised that provision of this facility is subject to credit approval, and we typically require evidence of 12 months account activity from existing customers.
- For customers who are new to Unity Trust Bank, you will need to provide us with the last 2 years of audited/certified financial accounts.
- This facility is repayable on demand.
- The Corporate MultiPay Card can be managed online with Lloyds Bank Commercial Card Internet Servicing (CCIS), ongoing service and access to funds is directly managed by Lloyds Bank.
- Passwords provided for each Programme Administrator and Cardholder will be unique to that individual and used for telephony and CCIS.
- Unity Trust Bank will receive up to 33% of the Monthly Fee and between 0.15% and 0.6% of card spend. This does not impact the fee and charges that are offered.

Card Summary:

- Set single transaction, as well as monthly, spending limits for a greater level of control of individual card holders.
- Enhanced security with the option to block certain industry categories of sellers, at company and cardholder level (e.g. gambling etc).
- Greater visibility of spend across all cardholders by allowing you to view authorised/declined real time transactions.
- Reduced cost of capital – up to 45 days' interest free credit on purchases.
- Convenient and secure method of making payments at millions of locations worldwide that accept MasterCard.
- The ability to make contactless payments on transactions up to £100 at participating retailers.
- Cardholders, authorisers and programme administrators can easily view, edit and authorise expense claim forms, saving processing time and costs.



Key Features

Terminology	Summary Definition
Monthly Fee (per card)	£3 per month.
Credit Limit	To be confirmed following successful application.
Credit Balance	In the event of a credit balance on the account, this will be refunded to you. No interest will accrue or become due to you.
Cardholder Limit	The maximum amounts of spending permitted by the cardholder during a billing cycle (including any card transactions not yet debited and any authorisations the Bank has given in respect of prospective card transactions).
Card re-issue fee	£10 (excluding lost, stolen, damaged or expired).
Cash Advance fee	2.5% of Transaction (Minimum fee £2.50 & Minimum withdrawal £50).
Urgent card request*	£25 (excluding delivery).
Late payment fee	2% of the outstanding balance, or £10, whichever is greater.
Returned payment charge	£30.
Set up fee (one-off)	£50.

*An urgent card request is where a card is urgently couriered to you. Please note this may incur an additional delivery fee.

Please also refer to the **Corporate MultiPay Terms and Conditions**, our **Standard Service Tariff** and the **Business Application Form** for further details available on www.unity.co.uk

Terminology	Summary Definition
<p>Password</p>	<p>All passwords provided on the applications for each Programme Administrator and Cardholder will be unique to that individual and used for telephony and CCIS servicing (Commercial Card Internet Servicing). Please ensure selected users are aware of the password given.</p> <p>In the event the password given has been forgotten, please submit a letter signed in line with your Unity Trust Banking mandate including the name of the user and new password. Please then return via email to BSO@unity.co.uk</p>
<p>Non-sterling card transaction</p>	<p>Any transaction performed with the card in a currency other than Sterling. (This incurs a fee of 2.75%)</p>
<p>UK transaction fee</p>	<p>Free</p>
<p>Opening an Account</p>	<p>To open an account you can visit www.unity.co.uk/corporate-multipay-card/ and download and complete a business application form (this sets up the card account for your business), a cardholder application form (for each individual who requires a Unity Corporate MultiPay Card) and read and sign the indemnity agreement.</p> <p>To help us to process your application as quickly as possible, please make sure you provide all information requested. All forms must be signed in accordance with your Unity Trust Bank Mandate. Failure to do so will result in delays to the application process. Send all completed forms to us at: Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall, WV1 9DG or via email to BSO@unity.co.uk. Once the verification process is complete, we will send your documents to Lloyds Bank to set up your account. Lloyds Bank will contact you directly to confirm receipt of your application. It takes around 15 working days to process applications from receipt of your documents by Unity Trust Bank.</p> <p>Please be advised all applications are subject to status and eligibility criteria. For existing customers, we typically require evidence of 12 months' account activity. For new customers, as part of the application process you will need to provide us with the last 2 years of audited/certified financial accounts. Please include this with your completed application form.</p>

Key Features (continued)

Terminology	Summary Definition
Eligibility Criteria	<p>The application must be made from a UK based organisation and the person processing this application/main account contact must be 18 years or older. Please note we cannot offer this product if your organisation is a Relevant Financial Institution (RFI), see below for more information on RFIs. All accounts are subject to our decision criteria and we reserve the right to decline any application. A Relevant Financial Institution (RFI) is a credit institution, investment firm, or bank that meets Ring Fencing' requirements imposed by The Financial Services and Markets Act 2000 (Excluded Activities and Prohibitions) Order 2014.</p> <p>Please note we cannot offer this product if your organisation is an entity type that is Consumer Credit Act 1974 (CCA) eligible e.g:</p> <ul style="list-style-type: none">• Sole traders• General or limited partnerships with two or three partners, where one or more of the partners are natural persons.• Trusts, where one or more of the trustees are natural persons.• Unincorporated associations (typically clubs and societies and unincorporated charities)
Cancellation Period	<p>If you change your mind within one calendar month of entering into the agreement you must notify us in writing to the above address. The notice must be signed in accordance with the existing bank mandate. You must repay any outstanding balance within 30 days of giving notice. Any account fees already paid will be refunded to you. If you notify us later than one calendar month, or if you fail to pay the outstanding balance in time you will not be entitled to a refund of fees.</p>

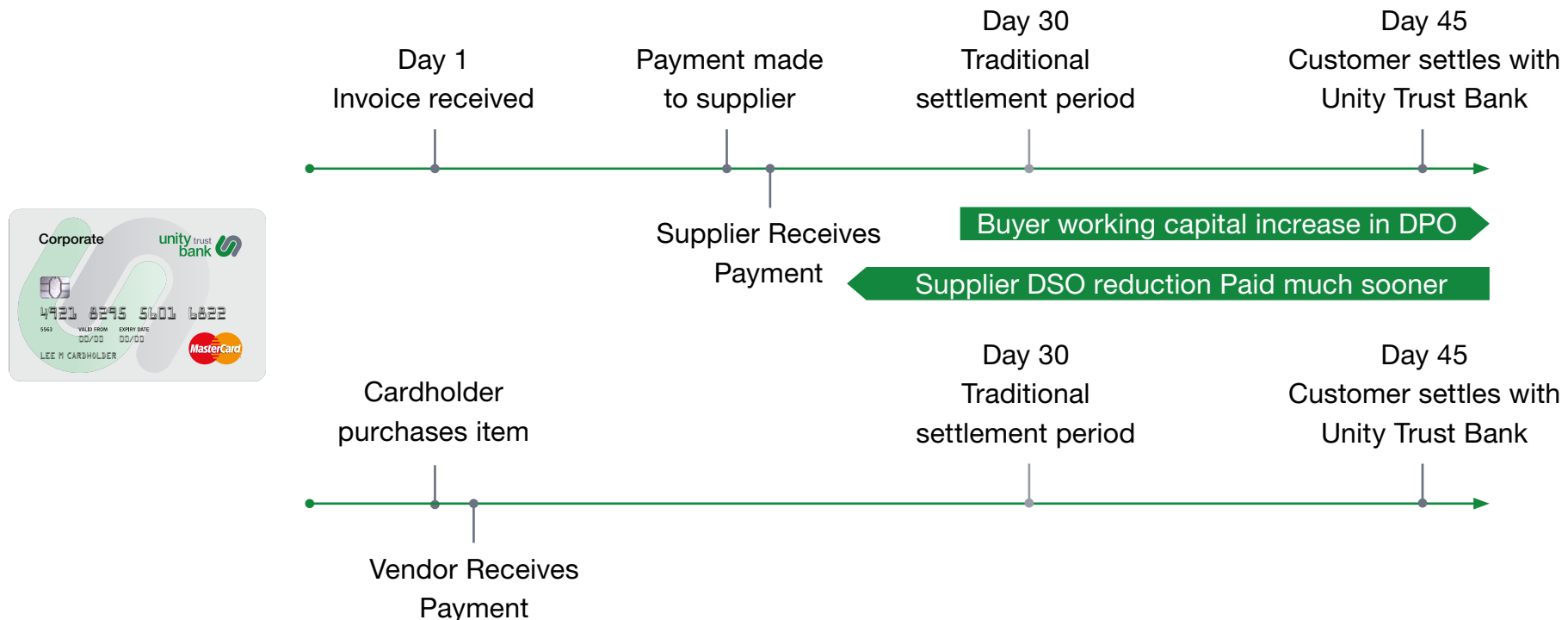
Terminology	Summary Definition
Closing Account	To close a Corporate MultiPay card Unity Trust Bank must receive written confirmation to the above address signed in accordance with the existing bank mandate. All cards will be blocked from the date upon which the notice is processed by Lloyds. Any outstanding balance must be paid in full in the next payment cycle. The account will be closed once final payment is received.
Changes to your account	<p>An increase request or cardholder cancellation must be submitted in written format signed in accordance with the existing bank mandate or by an existing programme administrator (Please note any increase is subject to our credit review and approval process as well as an annual review. You may also ask us to decrease your credit limit subject to any minimum we require).</p> <p>To add a new cardholder, or to add/remove a programme administrator you can visit www.unity.co.uk/corporate-multipay-card and download and complete a cardholder application form or a programme administrator form. Please note that the declaration must be signed in accordance with your existing Unity Trust bank mandate.</p>

Explaining the payment cycle of the Corporate MultiPay Card

Using your Corporate MultiPay Card to pay suppliers provides cashflow benefits to you and supports the health of the supply chain by ensuring suppliers receive payment.

MultiPay cards are accepted by a number of suppliers and enable a cashflow benefit of up to 45 days.

The below diagram helps explain the payment cycle:



*Vendor - A person or company offering something for sale. *Settlement - The action of paying money to someone. *DSO - Days Sales Outstanding is a common measure for how long it takes a company to collect an invoice. *DPO - Days Payable Outstanding is a Financial ratio that indicates the average time that a company takes to pay its bills and invoices.

Managing your Corporate MultiPay Card

Commercial Card Internet Servicing (CCIS)

Manage your Corporate MultiPay card programme with our Commercial Card Internet Servicing (CCIS) (Please note that CCIS is a separate system to your Unity internet banking).

The Programme Administrator (PA) is the point of contact between your organisation, it's cardholders and Unity Trust Bank and Lloyds Bank. The PA runs the card programme, via CCIS, on a day-to-day basis and is the first point of contact for cardholders.

Register at www.commercialcards.co.uk/lloydsbank

Roles	Summary Definition
Programme Administrator(s)	A representative or representatives nominated by the business from time to time.
Cardholder, you or your	The person identified on a card who is authorised by the business to use that card.
User (EPS only)	Any employee, contractor or agent of the business authorised by the business from time to time to use embedded card details that are in a cardholder's name to make purchases through a Supplier.



Managing your Corporate MultiPay Card (continued)



Your Programme Administrators will be able to:

- Onboard and train new cardholders
- View programme and cardholder information
- View cardholder contact details
- Ability to message within CCIS
- View and manage merchant blocking
- Amend monthly credit/ single transaction and cash limits for cardholders
- Request replacement card and/or pin



Reporting:

- All changes to an account
- Delinquent accounts
- Contact Lloyds and provide contact information
- Cardholders, credit limit, credit utilisation and personal details
- View and print statements for the past 12 months



Your cardholders will be able to:

- Register and activate cards
- View real time transactions
- View statements for the past 12 months
- Ability to message within CCIS
- View available spend, credit limit and current balance
- Manage contact details
- Replace card and PIN

General Information



This information is available to you at any time on our website.
Please read this important information carefully and retain it for future reference.

Further information

For further Information and support with CCIS or payments or for a demonstration about how Corporate Multipay cards work you can contact Unity Trust Bank's relationship manager for Lloyds Bank:

Ateeque Chughtai
(Relationship Manager, Commercial Cards, Lloyds Bank)

Mobile: +44 (0) 7775716023

Email: ateeqe.chughtai1@lloydsbanking.com

For further Information or support regarding any service queries you can contact Lloyds Bank Customer Service Centre:

Lloyds Bank Commercial Cards

Programme Administrators Customer Services:
+44 (0) 345 030 6270

Cardholder Customer Services: 0800 096 4496

From Abroad: +44 (0) 1908 544059

Fax Number: +44 (0) 1908 846470

Email: LloydsCorpCards@tsysmsemea.com



If you would like to increase your corporate limit a written request must be submitted signed in accordance with the existing bank mandate or by an existing programme administrator (Please note any increase is subject to our credit review and approval process as well as an annual review. You may also ask us to decrease your credit limit subject to any minimum we require).

The request can be sent to us at:

Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall, WV1 9DG or via email to BSO@unity.co.uk.

All Corporate MultiPay Accounts are subject to status and [Terms and Conditions](#) apply

Further information (continued)

Unity adheres to the Lending Standards Board's Standards of Lending Practice which set the benchmark for good lending practice in the UK, outlining the way registered firms are expected to deal with their customers throughout the entire product life cycle.

The protections of the Standards of Lending Practice for business customers apply to businesses which, at the point of lending:

- Have an annual turnover of up to £6.5 million in its last financial year (exclusive of VAT and other turnover related taxes) and;
- Which do not have a complex ownership structure (for example, businesses with overseas, multiple or layered ownership structures).

More information can be obtained at www.lendingstandardsboard.org.uk

Financial difficulties

If you would like more information about managing your finances, you can learn more about financial difficulties in the Services section of our website – www.unity.co.uk/debt-counselling or by calling Business Debit Line on 0800 197 6026.

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](#).

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 you have checked that you meet the eligibility criteria for the product. Please see page 6 for further information	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: 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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