

TILE LAND EXECUTIVE PENSION SCHEME
FAO DR M ALIMADADIAN
15 ADDISON CRESCENT
HOLLAND PARK
LONDON
W14 8JR

Write to us at:
Bank of Scotland plc
PO Box 1000
BX2 1LB

Call us on: **0345 300 0268** (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**



PENSION FUND
TILE LAND EXECUTIVE PENSION SC

IMPORTANT DOCUMENT – DO NOT DESTROY

Annual Interest Summary

This summary details interest credited to this account between 6 April 2018 and 5 April 2019. This will help you complete your tax return for the tax year ending on the 5 April 2019.

TAX YEAR	6 April 2018 – 5 April 2019
Gross Interest Paid	£82.57

Notes

We will pay your interest Gross, this means we will not deduct tax on your behalf. Dependent on your personal circumstances tax may be due on the interest and it is your responsibility to disclose and pay any tax due directly to HM Revenue and Customs (HMRC).

The items and balance shown should be verified.

Details of all rates and calculations of any interest charged are available on our website or can be obtained by contacting us in the normal way.

Useful information

Changing your contact details

Please write to us at: Bank of Scotland, PO Box 1000, BX2 1LB or visit any Bank of Scotland branch.

If your account is held in the Channel Islands or Isle of Man, please write to us at: Bank of Scotland International, PO Box 19, Evergreen House, 43 Circular Road, Isle of Man IM99 1AT, British Isles.

Lost and stolen Cards or Chequebooks

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Internet and Telephone banking are designed to make your life easier

Internet Banking

Personal customers go to www.bankofscotland.co.uk/register
Commercial & Business Banking customers go to www.bankofscotlandbusiness.co.uk/online-banking/
Private Banking customers go to www.bankofscotland.co.uk/privatebanking/
International customers go to www.bankofscotland-international.com/offshore-banking.asp

Telephone Banking

call 0345 721 3141
call 0345 300 0268
call 0345 711 1111
call 0345 744 9900
(or +44 1539 736626 from abroad)

Debit and Cashpoint® Card Charges

- When you use your card in currencies other than in sterling, the amount is converted to sterling on the day it is processed by Visa, using the Visa Payment Scheme exchange rate on the day. We also include a non sterling transaction fee of 2.99% for each transaction. You can find out the Visa exchange rate on 0345 721 3141 (+44 0345 780 1801 from abroad). If your account is held in the Channel Islands or Isle of Man, call 0345 744 9900 (or +440 1539 736626 from abroad). For Private Banking accounts please call 0345 721 3141.
- If you use your debit card or Cashpoint® card to withdraw cash in a currency other than sterling, or to withdraw cash in sterling outside the UK, we will charge you a non-sterling cash fee of £1.50 for each withdrawal. Where you elect to allow the cash machine operator/ financial service provider to make the conversion to sterling for you, we will only charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.
- You'll not pay the cash withdrawal fee when using your debit card to withdraw sterling at a cash machine or over the counter in a bank within the UK.
- If you use your debit card to make a purchase in a currency other than sterling - we will charge you £0.50. This fee will not be charged on Premier, Platinum and Private Banking accounts or accounts held in the Channel Islands or the Isle of Man.

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Interest rates

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Your account statement
Statement sheet number: 33
Issue date: 1 May 2019
Page: 1 of 4



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BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 April 2019	£98,080.15
Total Paid In	£18.45
Total Paid Out	£96,700.00
Balance On 9 April 2019	£1,398.60

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Apr 19		BALANCE BROUGHT FORWARD		98,080.15
9 Apr 19	Cheque	010012	96,700.00 DR	1,380.15
9 Apr 19		INTEREST (GROSS)	18.45 CR	1,398.60

Important Information

Currently, when you use your Debit Card to make a payment or receive a refund, the money goes into or comes out of your account on a working day, Monday to Friday. From June 2019, this will change. Debit Card payments and refunds will come into or out of your account on any day of the week, including weekends and Bank Holidays. Please make sure you have enough available funds in your account when you make a Debit Card payment – see your account terms and conditions for more details.

Messages

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Private Banking customers

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International customers

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Business Debit Card and Business Keycard charges

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Your account statement
 Statement sheet number: 32
 Issue date: 1 April 2019
 Page: 1 of 2

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Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**



PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 March 2019	£90,125.73
Total Paid In	£7,954.42
Total Paid Out	£0.00
Balance On 20 March 2019	£98,080.15

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Mar 19		BALANCE BROUGHT FORWARD		90,125.73
11 Mar 19		INTEREST (GROSS)	16.92 CR	90,142.65
18 Mar 19	Faster Payment	KENSINGTON O KENSINGTON RENT 1483528454327102SO 400621 30 18MAR19 02:12	5,479.17 CR	95,621.82
20 Mar 19	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 5318497454329102SO 400621 30 20MAR19 02:10	2,458.33 CR	98,080.15

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Messages

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 Statement sheet number: **31**
 Issue date: **1 March 2019**
 Page: **1 of 1**

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 IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 February 2019	£82,170.11
Total Paid In	£7,955.62
Total Paid Out	£0.00
Balance On 20 February 2019	£90,125.73

Account Activity

<i>Date</i>	<i>Payment type</i>	<i>Details</i>	<i>Transactions (£)</i>	<i>Balance (£)</i>
1 Feb 19		BALANCE BROUGHT FORWARD		82,170.11
11 Feb 19		INTEREST (GROSS)	18.12 CR	82,188.23
18 Feb 19	Faster Payment	KENSINGTON O KENSINGTON RENT 2547155454327102SO 400621 30 18FEB19 02:13	5,479.17 CR	87,667.40
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Internet and Telephone banking are designed to make your life easier

Internet Banking

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call **0345 711 1111**
call **0345 744 9900**
(or **+44 1539 736626** from abroad)

Debit and Cashpoint® Card Charges

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- If you use your debit card or Cashpoint® card to withdraw cash in a currency other than sterling, or to withdraw cash in sterling outside the UK, we will charge you a non-sterling cash fee of £1.50 for each withdrawal. Where you elect to allow the cash machine operator/financial service provider to make the conversion to sterling for you, we will only charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.
- You'll not pay the cash withdrawal fee when using your debit card to withdraw sterling at a cash machine or over the counter in a bank within the UK.
- If you use your debit card to make a purchase in a currency other than sterling - we will charge you £0.50. This fee will not be charged on Premier, Platinum and Private Banking accounts or accounts held in the Channel Islands, the Isle of Man, or WWS Executive Gold and WWS Executive Platinum accounts.

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Your account statement
Statement sheet number: **30**
Issue date: **1 February 2019**
Page: **1 of 1**

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TILE LAND EXECUTIVE PENSION SCHEME
FAO DR M ALIMADADIAN
15 ADDISON CRESCENT
HOLLAND PARK
LONDON
W14 8JR

Write to us at:
Bank of Scotland
PO Box 1000
BX2 1LB

Call us on: **0345 300 0268** (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND

TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 31 December 2018	£74,217.74
Total Paid In	£7,952.37
Total Paid Out	£0.00
Balance On 21 January 2019	£82,170.11

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
31 Dec 18		BALANCE BROUGHT FORWARD		74,217.74
9 Jan 19		INTEREST (GROSS)	14.87 CR	74,232.61
17 Jan 19	Faster Payment	KENSINGTON O KENSINGTON RENT 5259464354326102SO 400621 30 17JAN19 02:07	5,479.17 CR	79,711.78
21 Jan 19	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 3519527554320202SO 400621 30 21JAN19 02:16	2,458.33 CR	82,170.11

Messages

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Your account statement
 Statement sheet number: **29**
 Issue date: **31 December 2018**
 Page: **1 of 1**

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TILE LAND EXECUTIVE PENSION SCHEME
 FAO DR M ALIMADADIAN
 15 ADDISON CRESCENT
 HOLLAND PARK
 LONDON
 W14 8JR

Write to us at:
Bank of Scotland
PO Box 1000
BX2 1LB

Call us on: **0345 300 0268** (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 30 November 2018	£66,266.68
Total Paid In	£7,951.06
Total Paid Out	£0.00
Balance On 20 December 2018	£74,217.74

Account Activity

<i>Date</i>	<i>Payment type</i>	<i>Details</i>	<i>Transactions (£)</i>	<i>Balance (£)</i>
30 Nov 18		BALANCE BROUGHT FORWARD		66,266.68
10 Dec 18		INTEREST (GROSS)	13.56 CR	66,280.24
17 Dec 18	Faster Payment	KENSINGTON O KENSINGTON RENT 9857238554326102SO 400621 30 17DEC18 02:18	5,479.17 CR	71,759.41
20 Dec 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 7669503554329102SO 400621 30 20DEC18 02:11	2,458.33 CR	74,217.74

Messages

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 Statement sheet number: **28**
 Issue date: **30 November 2018**
 Page: **1 of 1**

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 FAO DR M ALIMADADIAN
 15 ADDISON CRESCENT
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Your branch: **MONEY MARKET ACC**
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 Account number: **06153597**
 BIC: **BOFSGB21282**
 IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 November 2018	£58,317.26
Total Paid In	£7,949.42
Total Paid Out	£0.00
Balance On 20 November 2018	£66,266.68

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Nov 18		BALANCE BROUGHT FORWARD		58,317.26
9 Nov 18		INTEREST (GROSS)	11.92 CR	58,329.18
19 Nov 18	Faster Payment	KENSINGTON O KENSINGTON RENT 2605286454328102SO 400621 30 19NOV18 02:12	5,479.17 CR	63,808.35
20 Nov 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 0570175454329102SO 400621 30 20NOV18 02:11	2,458.33 CR	66,266.68

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- When you use your card in currencies other than in sterling, the amount is converted to sterling on the day it is processed by Visa, using the Visa Payment Scheme exchange rate on the day. We also include a non sterling transaction fee of 2.99% for each transaction. You can find out the Visa exchange rate on 0345 721 3141 (+44 0345 780 1801 from abroad). If your account is held in the Channel Islands or Isle of Man, or is a WWS account, call 0345 744 9900 (or +440 1539 736626 from abroad).
For Private Banking accounts please call 0345 721 3141.
- If you use your debit card or Cashpoint® card to withdraw cash in a currency other than sterling, or to withdraw cash in sterling outside the UK, we will charge you a non-sterling cash fee of £1.50 for each withdrawal. Where you elect to allow the cash machine operator/ financial service provider to make the conversion to sterling for you, we will only charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.
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- If you use your debit card to make a purchase in a currency other than sterling - we will charge you £0.50. This fee will not be charged on Premier, Platinum and Private Banking accounts or accounts held in the Channel Islands, the Isle of Man, or WWS Executive Gold and WWS Executive Platinum accounts.

Business Debit Card and Business Keycard charges

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Interest rates

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Commercial and Business Banking customers:

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Bank of Scotland plc Registered office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland no. SC327000.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority under registration number 169628.

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Your account statement
Statement sheet number: 27
Issue date: 1 November 2018
Page: 1 of 1

*** BANK OF SCOTLAND**

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TILE LAND EXECUTIVE PENSION SCHEME
FAO DR M ALIMADADIAN
15 ADDISON CRESCENT
HOLLAND PARK
LONDON
W14 8JR

Write to us at:
Bank of Scotland
PO Box 1000
BX2 1LB

Call us on: 0345 300 0268 (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: MONEY MARKET ACC
Sort code: 12-20-26

Account number: 06153597

BIC: BOFSGB21282

IBAN: GB27 BOFS 1220 2606 1535 97

PENSION FUND
TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 October 2018	£50,372.86
Total Paid In	£7,944.40
Total Paid Out	£0.00
Balance On 22 October 2018	£58,317.26

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Oct 18		BALANCE BROUGHT FORWARD		50,372.86
9 Oct 18		INTEREST (GROSS)	6.90 CR	50,379.76
17 Oct 18	Faster Payment	KENSINGTON O KENSINGTON RENT 1907002354326102SO 400621 30 17OCT18 02:07	5,479.17 CR	55,858.93
22 Oct 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 2649835064321202SO 400621 30 22OCT18 02:17	2,458.33 CR	58,317.26

Messages

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Bank of Scotland plc. Registered Office: The Mound, Edinburgh EH1 1YZ. Registered in Scotland number SC327000.
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Useful information

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Your account statement
 Statement sheet number: **26**
 Issue date: **1 October 2018**
 Page: **1 of 1**



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TILE LAND EXECUTIVE PENSION SCHEME
 FAO DR M ALIMADADIAN
 15 ADDISON CRESCENT
 HOLLAND PARK
 LONDON
 W14 8JR

Write to us at:
Bank of Scotland
PO Box 1000
BX2 1LB

Call us on: **0345 300 0268** (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 31 August 2018	£42,435.36
Total Paid In	£7,937.50
Total Paid Out	£0.00
Balance On 20 September 2018	£50,372.86

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
31 Aug 18		BALANCE BROUGHT FORWARD		42,435.36
17 Sep 18	Faster Payment	KENSINGTON O KENSINGTON RENT 7147770164326102SO 400621 30 17SEP18 02:18	5,479.17 CR	47,914.53
20 Sep 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 9279107554329102SO 400621 30 20SEP18 02:11	2,458.33 CR	50,372.86

Messages

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Useful information

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Your account statement
Statement sheet number: **25**
Issue date: **31 August 2018**
Page: **1 of 1**

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TILE LAND EXECUTIVE PENSION SCHEME
FAO DR M ALIMADADIAN
15 ADDISON CRESCENT
HOLLAND PARK
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Write to us at:
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Call us on: **0345 300 0268** (from UK)
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Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 August 2018	£34,497.86
Total Paid In	£7,937.50
Total Paid Out	£0.00
Balance On 20 August 2018	£42,435.36

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Aug 18		BALANCE BROUGHT FORWARD		34,497.86
17 Aug 18	Faster Payment	KENSINGTON O KENSINGTON RENT 7305492454326102SO 400621 30 17AUG18 02:10	5,479.17 CR	39,977.03
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Messages

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Business Debit Card and Business Keycard charges

Full information on our charges is set out in our charges brochures and on our website at www.bankofscotland.co.uk/business (refer to "Rates and Charges"). Alternatively please contact your relationship manager. For any non-sterling card transactions, the amount is converted into sterling on the day it is processed by Visa using the Visa Payment Scheme exchange rate. We will charge you a non-sterling transaction fee of 2.75% of the value of the transaction. You can find out the Visa exchange rate by calling us on 0345 300 0268.

Charges will be shown on your statement or current account charges invoice.

Interest rates

You can find the rates used to calculate the interest you have earned or been paid as follows:

Personal Customers: visit any branch or for savings account rates visit www.bankofscotlandhalifax.co.uk/savings/personalrates.asp or call **0345 726 3646** and for bank account rates visit www.bankofscotlandhalifax.co.uk/bankaccounts/rates-rewards-fees (Call lines are available on (8am-8pm Mon-Fri; 8am-6pm Sat & 9am to 5pm Sun).

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Your account statement
 Statement sheet number: 24
 Issue date: 1 August 2018
 Page: 1 of 1

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TILE LAND EXECUTIVE PENSION SCHEME
 FAO DR M ALIMADADIAN
 15 ADDISON CRESCENT
 HOLLAND PARK
 LONDON
 W14 8JR

Write to us at:
 Bank of Scotland
 PO Box 1000
 BX2 1LB

Call us on: 0345 300 0268 (from UK)
 +44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: MONEY MARKET ACC
 Sort code: 12-20-26
 Account number: 06153597
 BIC: BOFSGB21282
 IBAN: GB27 BOFS 1220 2606 1535 97

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 29 June 2018	£26,560.36
Total Paid In	£7,937.50
Total Paid Out	£0.00
Balance On 20 July 2018	£34,497.86

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
29 Jun 18		BALANCE BROUGHT FORWARD		26,560.36
17 Jul 18	Faster Payment	KENSINGTON O KENSINGTON RENT 5894717354326102SO 400621 30 17JUL18 02:07	5,479.17 CR	32,039.53
20 Jul 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 4206162064329102SO 400621 30 20JUL18 02:14	2,458.33 CR	34,497.86

Messages

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- If you use your debit card or Cashpoint® card to withdraw cash in a currency other than sterling, or to withdraw cash in sterling outside the UK, we will charge you a non-sterling cash fee of £1.50 for each withdrawal. Where you elect to allow the cash machine operator/financial service provider to make the conversion to sterling for you, we will only charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.
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Your account statement
Statement sheet number: **23**
Issue date: **29 June 2018**
Page: **1 of 1**

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TILE LAND EXECUTIVE PENSION SCHEME
FAO DR M ALIMADADIAN
15 ADDISON CRESCENT
HOLLAND PARK
LONDON
W14 8JR

Write to us at:
Bank of Scotland
PO Box 1000
BX2 1LB

Call us on: **0345 300 0268** (from UK)
+44 131 549 8724 (from Overseas)

Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**
Sort code: **12-20-26**
Account number: **06153597**
BIC: **BOFSGB21282**
IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 June 2018	£18,622.86
Total Paid In	£7,937.50
Total Paid Out	£0.00
Balance On 20 June 2018	£26,560.36

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 Jun 18		BALANCE BROUGHT FORWARD		18,622.86
18 Jun 18	Faster Payment	KENSINGTON O KENSINGTON RENT 4426051554327102SO 400621 30 18JUN18 02:13	5,479.17 CR	24,102.03
20 Jun 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 2635270454329102SO 400621 30 20JUN18 02:11	2,458.33 CR	26,560.36

Messages

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Useful information

Changing your contact details

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Debit and Cashpoint® Card Charges

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Your account statement
 Statement sheet number: **22**
 Issue date: **1 June 2018**
 Page: **1 of 1**

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TILE LAND EXECUTIVE PENSION SCHEME
 FAO DR M ALIMADADIAN
 15 ADDISON CRESCENT
 HOLLAND PARK
 LONDON
 W14 8JR

Write to us at:
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Visit us online: www.bankofscotland.co.uk

Your branch: **MONEY MARKET ACC**

Sort code: **12-20-26**

Account number: **06153597**

BIC: **BOFSGB21282**

IBAN: **GB27 BOFS 1220 2606 1535 97**

PENSION FUND
 TILE LAND EXECUTIVE PENSION SC

Account Summary

Balance On 1 May 2018	£10,720.08
Total Paid In	£7,937.78
Total Paid Out	£35.00
Balance On 21 May 2018	£18,622.86

Account Activity

Date	Payment type	Details	Transactions (£)	Balance (£)
1 May 18		BALANCE BROUGHT FORWARD		10,720.08
9 May 18		INTEREST (GROSS)	0.28 CR	10,720.36
17 May 18	Faster Payment	KENSINGTON O KENSINGTON RENT 5531923354326102SO 400621 30 17MAY18 02:07	5,479.17 CR	16,199.53
18 May 18	Direct Debit	ICO Z2639989	35.00 DR	16,164.53
21 May 18	Faster Payment	ORTHOSMILE H HOUNSLOW RENT 6281006554320202SO 400621 30 21MAY18 02:17	2,458.33 CR	18,622.86

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Offshore and Worldwide Service Customers: visit www.bankofscotland-international.com/offshore-banking.asp

Private Banking accounts please call 0345 711 1111.

Checking your statement

Please read through the entries on your statement. If you think something is incorrect, please contact us straight away on the telephone number on the front of your statement. The earlier you contact us, the more we may be able to do. E.g. if you have a personal account, we may not be able to refund you if you tell us more than 13 months after the date of the payment. Take care when storing or disposing of information about your accounts.



Protected

Important information about compensation arrangements

For personal customers

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS). We will provide you with an information sheet and exclusions list every year.

Commercial and Business banking customers

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS).

Please note that due to FSCS and FOS eligibility criteria not all business customers will be covered.

For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk

Jersey and Isle of Man customers: Bank of Scotland Jersey Branch is a participant in the Jersey Banking Depositor Compensation Scheme. The Scheme offers protection for eligible deposits of up to **£50,000**. The maximum total amount of compensation is capped at **£100,000,000** in any 5 year period. Full details of the Scheme and banking groups covered are available on the States of Jersey website (www.gov.je) or on request. The Isle of Man branch of Bank of Scotland plc is a participant in the Isle of Man Depositors' Compensation Scheme as set out in the Depositors' Compensation Scheme Regulations 2010. Full details of the Scheme is available on the Isle of Man Financial Services Authority website at (www.gov.im) or on request.

Privacy notice

We work hard to keep your information secure, which includes regularly reviewing our privacy notice. You can view our full privacy notice at the link below or call us for a copy on **0345 721 3141**.

Personal customers: www.bankofscotland.co.uk/securityandprivacy/privacy

Commercial and Business Banking customers:

www.bankofscotland.co.uk/businessprivacy

Dispute resolution

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman. **Offshore customers should request a copy of 'How to Voice Your Concerns' from their usual contact.**

Stop receiving paper statements

Personal customers can choose to stop receiving paper statements. To do this you must be registered for Internet Banking. To register please visit www.bankofscotlandhalifax.co.uk/aboutonline/register.asp or any Bank of Scotland branch.

Offshore customers can register at

www.bankofscotland-international.com/offshore-banking.asp

Information is available in large print, audio tape and Braille, on request.

You may contact us using Typetalk. Telephone calls may be recorded for security purposes and monitored under our quality control procedures.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority under registration number 169628.

Bank of Scotland plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. (Please note that due to the schemes' eligibility criteria not all Bank of Scotland business and other non-personal customers will be covered by these schemes.)

We subscribe to The Lending Code; copies of the Code can be obtained from www.lendingstandardsboard.org.uk

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