

# How to get the most from your Online Personal Current Account (OPCA)

(August 2011 version)

# Contents

This Guide is effective from 31 August 2011 for new OPCA customers and 31 October 2011 for existing OPCA customers.

You will find everything you need to know about your new online personal current account in the following pages:

<b>Quick start guide</b>	
• What you will receive next	1
• Help moving your account	1
• 24 hour banking	1
• Mobile banking	1
• Text Message Service	2
• How to contact us	2
<b>Managing your account</b>	<b>3</b>
• Your debit card	3
• Using your debit card	3
• Withdrawing cash from an Automated Teller Machine (ATM)	4
• Using your debit card abroad	4
<b>Moving your money and making payments</b>	<b>5</b>
• Cheques and cash paid in at Lloyds Bank branches	5
• Receiving value and value dates	8
• You can also make payments from your account	8
<b>Security</b>	<b>9</b>
• Password security	9
• Digipass®	10
• Computer security	10
• Email security	11
<b>Other ways we can help</b>	<b>12</b>
<b>Other things you should know</b>	<b>13</b>
• Deposit Protection	14
• Charges and Interest Rates	14
<b>Where to find us</b>	<b>15</b>
<b>Resolving problems</b>	<b>16</b>

## Quick start guide

Welcome and thank you for opening your Bank of Cyprus UK Online Personal Current Account (OPCA).

This booklet contains details of how you can make the most out of your account, including:

- How your OPCA works
- Where you can find more information about our charges
- What other services we offer

This guide forms part of our agreement with you as outlined in the OPCA Conditions.

Whenever we refer in this guide to our Conditions or Tariff, we mean our OPCA Conditions and our Tariffs of Charges for Sterling or Euro OPCA respectively, which are available on request via Online Banking within the drop down menu in document types available at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk)

### What you will receive next

Your new debit card, paying-in book, PIN and temporary password will arrive separately within 10 working days. Once you have received your temporary password please call us on 0845 850 5555 to change this to something more memorable.

In addition to this your Online Banking user ID and passcode will arrive within 5 working days. Once you have received this information please call us to activate your passcode. Once this process is complete we will then send your Digipass®, to securely authorise Online Banking payments.

You will receive your first text alert on the day that your OPCA is opened saying **'Thank you for registering your account for Bank of Cyprus UK text messages. You will now receive regular texts based on your subscribed services'**.

If there is anything you are missing after 10 working days of opening your account, please let us know.

### Help moving your account

If you are new to Bank of Cyprus UK we can help you switch your standing orders and notify anyone you have a direct debit with. We can also ask your existing bank to close your account with them and send the balance to your new account. Please call us if you require any assistance.

### 24 hour banking

We offer a range of easy to use services so that you can stay in control of your finances:

- Mobile banking
- Text Message Service
- 24 hour cash

**Mobile banking** – You can use your PC, smartphone or iPad to:

- View your account details and balances
- Monitor your account transactions
- Pay bills and make payments
- Transfer money between your own accounts
- Access your bank statements and advices online and download or print copies
- Manage your deposits
- Manage your text alerts

**Text Message Service** – you can use your mobile if you subscribe to this free service to:

- **Receive customised alerts** including balances, transaction details and statement notifications
- **Request your balance and recent transactions** by texting 'Balance' and the last 4 digits of your account number or 'Stmt' and the last 4 digits of your account number to **87293** (or text +44 7786 200 052 from outside the UK)
- **Activate your debit card** and/or receive alerts when your debit card is used

You can manage the service through Online Banking and details of our range of text message services are available on [www.bankofcyprus.co.uk/mobile banking](http://www.bankofcyprus.co.uk/mobile%20banking)

Whilst we don't charge for text messages, your mobile operator may charge for some services.

Your mobile phone provider may charge you to receive and send text messages abroad. If you are unsure you should check with your mobile phone provider and then notify us if you wish to suspend the Text Message Service until you return. On your return you will need to ask us to reactivate the Text Message Service.

Receiving certain information on your mobile phone may not be legal in some countries and we will not accept liability should you be in breach of such laws. Certain foreign networks may not be as secure as those in the UK, therefore confidential information on your account may not be as secure. If in doubt you should ask us to suspend the Text Message Service and then call us when you want us to reactivate this service.

#### **How to contact us**

**Telephone** – If you have a question or need help with your account, or you don't recognise a transaction or want to report a lost or stolen debit card then call us on 0845 850 5555 (+44 20 8267 7343 if calling from abroad). Calls from a BT landline to our 0845 number will be charged at the local rate.

- Monday to Friday 9:00am – 5:00pm
- Saturday 9:30am – 12:30pm

We also have a 24 hour Lost and Stolen debit card service.

Please note telephone calls may be recorded and monitored for our records and for training purposes to enable us to maintain our high quality of service.

#### **By post**

Customer Service  
PO Box 17484  
87 Chase Side  
London  
N14 5WH

**Secure Messaging** – Send us a secure message from Online Banking. **Please note, although you may contact us through secure messaging, you cannot use this method to instruct us to make payments.**

## Managing your account

### Your debit card

Your debit card is quick, convenient and easy to use in shops, online, over the phone and to withdraw up to £600 per day from ATMs worldwide. There's no charge for withdrawing cash from any ATM in the UK displaying the VISA sign (a charge may apply at other ATMs).

You will need to call us to activate your debit card.

If we spot a suspicious transaction we will send you a text alert to let you know, so please make sure we always have your up to date contact details by calling us on 0845 850 5555. We will endeavour to send you a text alert when you spend over £100 on your debit card so you can monitor any suspected fraudulent activity. If you do not recognise the transaction please contact us immediately on 0845 850 5555 (+44 20 8267 7342 if calling from abroad).

Please see our Tariff of Charges for details of the fees or charges that apply to overseas or foreign currency debit card transactions.

### Using your debit card

Your debit card is a secure Chip & PIN card so when making a purchase you will be asked to key in your Personal Identification Number (PIN). To safeguard you and to help prevent fraud we have certain limitations to debit card transactions in terms of a single transaction limit and daily transaction limit in any 24 hour period.

**Verified by Visa** - when you use your debit card to pay at participating retailers online you will be automatically prompted to enter your own private password just like when entering a PIN at the ATM. This gives you added protection when shopping online. You don't have to wait until you are shopping online. You can register your debit card with Verified by Visa as soon as it has been activated. Visit [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk) and click on 'Security'.

**Text Message Service** - we may from time to time send you text alerts when you have certain transactions on your account.

Purchases or cash withdrawals made using your debit card are posted to your account within 2 working days. All transactions made with your debit card will appear on your account statement enabling you to monitor your spending and can also be viewed through Online Banking via 'Transaction History'. As an OPCA customer you will not incur a handling charge from us for using VISA ATMs in the UK although other banks may impose a surcharge so please check the ATM at the point of the transaction.

**Safeguarding your debit card and PIN** – to protect you and your debit card from fraudulent activity please make sure that you:

- Sign your debit card as soon as you receive it
- Change your PIN as soon as you have received it but do not create one that is easy to guess e.g. 1234, 4444, your date of birth or your telephone number
- Keep your PIN confidential and do not disclose it to anyone
- Keep your debit card safe and secure at all times and do not allow other people to use it
- Never write your PIN on the debit card or on anywhere else that is accessible to others
- Only disclose the debit card number for the purpose of making a card transaction, when reporting the loss or theft of the debit card, or when we authorise disclosure

- Check that the total of each purchase you make is correct before you enter your PIN and ensure your debit card is returned to you after each transaction
- Shield the key pad at ATMs or the secure PIN pad at premises of retailers or other suppliers when entering your PIN and undertaking transactions
- Check your Online Banking transaction history for any unauthorised use and keep receipts for reference
- When you do discard receipts or PIN advices make sure you do so securely by shredding them
- Notify Customer Service immediately if you discover that your debit card has been lost or stolen or if you don't recognise a transaction on 0845 850 5555 (+44 20 8267 7343 if calling from abroad)

### **Withdrawing cash from an ATM**

You can use your debit card to withdraw cash from any ATM in the UK or worldwide displaying the VISA sign. As long as you have sufficient funds in your account or are within your agreed overdraft facility you can withdraw in any 24 hour period a minimum of £20 and a maximum of two withdrawals. We will tell you the maximum amount you can withdraw in any 24 hour period when we send you your debit card and PIN. Once you insert your debit card follow the instructions displayed on the screen and retrieve your debit card after the withdrawal.

You can choose from a number of PIN services (unblocking of your PIN and PIN changes) at selected VISA ATMs in the UK and you can also view your available balance on screen at any of the following financial institutions' ATMs:

- Co-operative Bank plc
- HBOS plc
- Lloyds Banking Group
- Nationwide Building Society
- Royal Bank of Scotland Group including NatWest
- Santander

If you experience any problems when using your debit card at an ATM please notify Customer Service as soon as possible.

### **Using your debit card abroad**

You can use your debit card to pay for goods and services or to withdraw cash in the local currency when abroad. It may be safer than carrying cash.

Except for Euro transactions on a Euro OPCA, the amount of any debit card transaction in a currency other than Sterling will be converted to Sterling using the reference rate (an exchange rate comprising of a wholesale market rate or government mandated rate determined by VISA, plus an adjustment to incorporate our foreign exchange fee as set out in our Tariff). The reference rate applied will be applicable on the day the exchange takes place, which may be after the day the debit card transaction took place. Amounts due to us must be settled in Sterling or Euros, depending on the currency in which your OPCA is held. For Euro OPCAs, conversion into other currencies will also be at the relevant reference rate.

We may, at our discretion prevent your debit card from being used in certain countries if we believe this is necessary to reduce fraud. Please therefore contact Customer Service before travelling abroad to check whether restrictions apply to the country you will be visiting.

## Moving your money and making payments

It's easy to manage and move your money with our range of simple services.

**Payments into your account can be received electronically via BACS, CHAPS, or from overseas by SWIFT. You can also post cheques to us, deposit cheques or cash at our counter in our North London branch (see page 15 for the address) or at any Lloyds Bank branch.**

**Direct payments in** - To arrange for your salary, pension or other payments to be paid directly into your account, you will need to provide the following details to the payer:

- Your 8 digit account number
- Your sort code: 30-00-42
- Your account name(s)
- Our North London branch address

You will receive these details when you open your account and they are also in your paying-in book.

For payments received from abroad you will need to give the payer your IBAN (International Bank Account Number) and BIC (Bank Identifier Code) which can be found in the Account Details option in Online Banking and on the PDF version of your statement in Online Banking.

### **Cheques and cash paid in at Lloyds Bank branches**

You can deposit cheques or cash into your account at any Lloyds Bank branch subject to the following:

- You must use your account paying-in book
- Cheques must be made payable to you
- A maximum of 5 cheques per transaction
- A maximum of £1,000 cash in notes per transaction
- A maximum of £5,000 for cash and cheques per transaction.

**Cheques and cash paid in over the counter at our branch** - You can deposit cheques and cash into your OPCA at our North London branch although we reserve the right to charge you for doing so. Any such charges will be set out in our Tariff.

We will supply you with a book of personalised paying-in slips. Each paying-in slip has its own serial number to make checking your account statements easier. You can re-order a paying-in book in Online Banking or by calling Customer Service.

**Sending cheques by post** - You can deposit cheques by sending them together with a completed paying-in slip to:

Customer Service  
Bank of Cyprus UK  
FREEPOST LON6827  
London N14 5BR

Please keep a record of any cheques you send us in case they are lost or intercepted in the post.

Please also note that although for the convenience of customers we accept cheques posted to us there are certain risks involved. In particular there is always a possibility that post will be lost or intercepted. Cheques are inherently susceptible to fraud and we

recommend whenever possible you ask people paying you to use alternative methods such as electronic payments. For convenience, please remember you can use any Lloyds Bank branch to pay a cheque into your account (see above).

We are not responsible for any cheques sent via the post that we do not receive. You must never send us cash by post.

**If you are paying in cheques there are a few things that you should know:**

The cheque clearing cycle. Knowing how cheques are cleared is important to avoid unnecessary charges on your account. For your OPCA we will\*:

- Give value 2 working days after the credit appears in your account. You will be able to withdraw funds 4 working days after the credit appears on your account
- Not debit you with an unpaid cheque later than 6 working days after the credit appears in your account (giving you certainty that funds paid in cannot be taken back)

The table below summarises the cheque clearing cycle:

	<b>Interest applied (value given)</b>	<b>Available for withdrawal</b>
Cheques paid into your OPCA at our North London branch or via the post	2 working days after the credit appears on your account	4 working days after the credit appears on your account
Cheques paid in at other banks' counters	The working day when the credit appears on your account	2 working days after the credit appears on your account
Cheques paid into your OPCA that are drawn on another Bank of Cyprus UK account	1 working day after the credit appears on your account	2 working days after the credit appears on your account

\*Please note the following:

- Working day means any day of the week except Saturday, Sunday and English public holidays
- There may be certain legal or other circumstances beyond our control where these standards cannot be applied and where payment or non-payment of a credited cheque may be delayed or even prevented
- The full number of working days has to elapse before we give value or permit withdrawal. For example, a cheque deposited at our North London branch on Monday cannot be withdrawn until Friday (assuming there are no intervening English public holidays)
- A cheque paid in appears on your account on the same day provided it is received by us before 4.00pm. If received after that it appears on your account on the next working day
- A cheque paid in at another bank will not appear on your account until we receive the credit from that bank, which usually takes 2 working days
- Funds from a cheque paid in 6 or more working days earlier could still be taken back if we had reason to believe that the cheque was part of a fraud that you were involved in

**Out of date and post-dated cheques** - A cheque is usually valid for up to 6 months from the date it is signed. If it has not been paid in and cleared within 6 months it becomes 'out of date' and will not usually be accepted.

A post-dated cheque is one where the date written on the cheque is after the date you receive it. If you try to pay it into your account before that date it may not be accepted by the payer's bank and may be returned to you.

**Returned cheques** - A cheque can be 'returned' unpaid if there is a mistake on it or if there are insufficient funds in the account of the issuer of the cheque. If the cheque is returned with the words 'Refer to Drawer' or 'Out of Date' on it, we will send the cheque back to you so that you can seek payment from the issuer of the cheque. If on the other hand it states 'Refer to Drawer Please Represent' we will automatically try to clear it for you again.

**Foreign currency cheques** - A foreign currency cheque is for a different currency from the one your account is in. We do not accept cheques made in US Dollars drawn on U.S. banks only. Please contact Customer Service if you have any queries.

You can also receive money electronically by various means:

- **BACS payment** – Is an electronic transfer in Sterling directly from a bank account held with a different UK bank. Funds take 3 working days to reach your account. Upon receipt of the funds, you can draw on them and you will receive immediate value for them
- **CHAPS and SWIFT payment** - CHAPS transfers are similar to BACS payments in that they are electronic transfers in Sterling from an account held with a different bank in the UK. These transfers normally reach your account the same day they are sent and you can immediately draw on the money and receive value for it

SWIFT payments are similar to CHAPS payments but usually refer to electronic transfers made from a bank outside the UK. SWIFT payments may be in currencies other than Sterling, in which case the funds will be converted into Sterling or Euros (depending on the currency in which your OPCA is held) before being credited to your account. You can immediately draw on funds received by SWIFT. Please note that because banks around the world operate in different time zones a payment made on a working day in a particular country may not be received until the next working day in England.

Where the funds received are in a different currency from that in which the account is held, we will have to convert the funds and therefore you will not receive value for 2 working days after the funds are received.

- **SEPA credit transfer** - Is a service that allows you to receive SEPA credit transfers in Euros through a cross-border payments scheme enabling the transfer of payments between any of the SEPA countries (these consist of the 27 EU countries (including the Euro 16 countries) and the additional 3 EEA (European Economic Area) countries) including Euro payments within the UK. Payments received are charged to you as an automated credit item (see our Tariff). Payments are credited to your account and value dated as soon as they are received and are immediately available for withdrawal (as long as the account into which they have been paid is not a notice or fixed-term account). If payments are received into an account which is not denominated in Euros we will convert them into the currency of that account and therefore you will not receive value for 2 working days after the funds are received

### **Receiving value and value dates**

In this guide when we say you will receive value from a particular date we mean the amount received will count for interest purposes from that date. If you are entitled to earn interest, you will start earning interest from the value date. If you are being charged interest, the balance on which we charge interest will be reduced by the amount received with effect from the value date.

### **You can also make payments from your account**

Subject to a limit within Online Banking of £10,000 within a 24 hour period you can make the following payment types via Online Banking (including future dated payments) from your OPCA:

- **BACS payment** – to make a one off payment to pay a bill or credit card - all you require is the account number, sort code, and any relevant reference for the payee
- **CHAPS payment** – to make a large value same day payment to another bank account in the UK provided you instruct us before the cut off time
- **SWIFT payment** – Where you want to make a payment in a different currency from that in which the account is held, we will first have to convert the funds and this means that the payment will not be sent for 2 working days after we receive your instructions. Please note that because banks around the world operate in different time zones a payment made on a working day in England may not reach the payee's account in another country until the next working day in that country. That country's working days may be different from working days in England.  
**We will make a charge for CHAPS and SWIFT payments out of your account (refer to our Tariff)**
- **Internal transfers** - You can make internal transfers to other accounts you hold with us or to other Bank of Cyprus UK customers using Online Banking. These transfers are credited to the payee's account as cleared funds on the same working day you instruct us to make the transfer. If we receive your instructions on a non-working day or after the relevant cut-off time we will process the transfer on the next working day

**Set up direct debits** – when it comes to convenience, nothing is simpler than a direct debit payment straight from your account for a regular payment such as a utility bill where the amount may vary each month.

To pay by direct debit you need to complete a direct debit instruction available from the originator (the person or organisation you are paying) who then instructs us to make the payment(s) to them. You can view and manage your direct debits in Online Banking.

The originator can vary the amount but must give you advance notice and safety measures are built in to ensure they do not claim the wrong amounts. You are guaranteed under the direct debit guarantee scheme that any mistakes made by either the originator or your bank will be refunded to you. You can cancel a direct debit at any time by notifying the originator and/or us. If using Online Banking we need to receive notice 1 working day before the day when the payment is due to be debited from your account. Notice given to us by post will need to be received 7 working days prior to when the payment is due to be debited. Direct debit payments are debited from your account the day they are paid out. Payments will be received by the payee's bank within 3 working days.

**Standing orders** – This is another easy way to pay a fixed regular payment from your account. These are paid on your exact instructions to us - you tell us who to pay, how much, and when. They are useful for paying fixed amounts but you need to remember to make any change to the amount due via Online Banking in advance of the payment due date.

You can set up, change or cancel a standing order at any time. When using Online Banking we need to receive notice 1 working day before the day when the payment is due to be debited from your account. Notice given to us by post will need to be received 7 working days prior to when the first payment is due to be debited. Standing order payments are debited from your account the day they are paid out. The payments will be received by the payee's bank within 3 working days.

**Cash withdrawals** - Cash can be withdrawn via your **debit card** at any VISA ATM (see debit card section) subject to a daily limit and available funds in your OPCA. You can also draw cash from our branch counter - (subject to a minimum amount). We make a charge for cash withdrawals (refer to our Tariff). If you wish to withdraw more than £2,000 you must give us 2 working days notice. Cash withdrawals made at our counter are debited to your account the same day.

**Insufficient funds in your account** - We may decide not to allow any payments out of your account if to do so would result in your account becoming overdrawn or would exceed any agreed overdraft limit. If this happens you will incur an unpaid item charge as set out in our Tariff.

**Cut-off times for payment instructions** - We will process instructions on the working day we receive them provided they are received before the relevant cut-off time for Online Banking:

- |   |               |
|---|---------------|
| • Transfer between your accounts                  | 5.45pm        |
| • Transfer to other Bank of Cyprus UK customer    | 5.45pm        |
| • BACS payment (non-priority payment)             | 4.00pm        |
| • CHAPS payment (priority UK payment)             | 3.30pm        |
| • SWIFT payment (priority overseas payment)       | 2.30pm        |
| • Standing order (payment instructed by yourself) | 1 working day |
| • Direct debit (payment to service providers)     | 1 working day |

If we receive your instructions on a non-working day or after the relevant cut-off time we will process them on the next working day.

## Security

We take your security very seriously. We have been awarded ISO 27001 certification by the British Standards Institute, which demonstrates our commitment to keeping customer data safe.

Please follow this easy to follow guidance to help us to protect you. For more information please go to the security section on our website ([www.bankofcyprus.co.uk/Security/](http://www.bankofcyprus.co.uk/Security/)).

### Password security

Please ensure that your Online Banking password consists of letters and numbers that you can easily remember, but make sure only you know this information. To make it harder to guess your password please select a password which is difficult for others to guess and which:

- Contains between 8 and 20 characters
- Contains at least 1 digit, 1 upper and lower case letter, and 1 special character (e.g. £, \$, %, etc)
- Does not include any spaces between characters
- Is not the same as any of your previous 5 passwords
- Is changed regularly

Remember, the longer the password the more difficult it will be for someone else to guess. If you think someone may know your password you should change it immediately and notify us at once by calling Customer Service.

It is your responsibility to ensure that your security information is kept private:

- Keep your User ID and password confidential at all times
- Memorise your details to avoid writing them down
- Never tell anyone your Log-In details even if you share an account with someone. Do not even tell a Bank of Cyprus employee

Check the transactions on your accounts regularly and if you are concerned about any suspicious activity on your accounts contact Customer Service immediately.

### **Digipass®**

We use an extremely secure method of authenticating customers when they use the 'Payments Options' in Online Banking. We provide customers with a Digipass® which is a small device that generates a unique one-time code every 30 seconds. This code, together with your User ID and password is used to authorise payment requests via Online Banking.

### **Computer security**

Keep your computer secure by always running a personal firewall and by using anti-virus and anti-spyware software. It is very important that you keep these up to date as new viruses and threats are found all the time. Banking fraud is often committed by spyware gaining confidential data on a PC which can then be used to compromise bank accounts. Turn off all pop-ups and turn on the anti-phishing filter on your internet browser(s); do not open multiple browser windows when you are using Online Banking and always ensure that any wireless connections you use are secured and encrypted.

In addition, when using Online Banking **you must:**

- Always access Online Banking by typing in the exact web site address (<https://online.bankofcyprus.co.uk/>) or by using the link on our website. Do not use a link from any other websites or emails not from us. This applies to any computer that you use
- **You must install our free security software from Trusteer Rapport. This is a condition of us making OPCA available to you.** Trusteer Rapport (a free download service) adds valuable additional security when you Log-In to Online Banking. It checks that you are using our real website and not a fake one and secures the link between you and the bank so that fraudsters can't listen in. Finally, it blocks all known viruses that target Online Banking. Trusteer Rapport doesn't replace your Online Banking security software or other protection on your PC such as anti-virus or anti-spyware software but works with them to add an extra layer of security. It only takes a few minutes to install the software and there is no need to restart your computer afterwards. For more information about how Trusteer Rapport works and for technical support and system requirements visit [www.trusteer.com](http://www.trusteer.com) or access the website through Online Banking
- Ensure that your connection to Online Banking is secure by checking that you have a padlock or unbroken key in the bottom right of your browser window or alongside the address bar. This indicates that you are accessing a valid and secure site. All secure website addresses start with 'https' rather than just 'http'
- "In-session phishing" is a form of attack which occurs while the user is logged onto an Online Banking application and after a short time a pop-up window appears asking the user to retype their username and password because the session has expired, or to complete a customer satisfaction or marketing survey. Do not give your bank account details, User ID, password etc on any pop-ups that

- Never leave the computer you are using alone while you are logged in to Online Banking
- Never use an internet café, library, or any other public networked or shared computer to access Online Banking as it is highly probable that the computer will have been compromised with spyware and your information will be stored on that computer even after you have left it or logged off
- When connecting to Online Banking over a wireless connection it is your responsibility to ensure that it is a secured and encrypted network as wireless networks are prone to compromise by hackers
- Always make sure that you log-off successfully when you have finished using Online Banking. Close your internet browser once you have logged-off, simply disconnecting from the internet is not enough
- For your added protection, if your Online Banking session is inactive for longer than 10 minutes we will automatically log you off, however you will receive a warning message before this happens
- Please check your OPCA statements regularly and let us know if you have any doubts about any transactions on your account
- If you use Online Banking in a public place please be vigilant to ensure no one is watching your screen and that your security details cannot be captured on closed-circuit television (CCTV)
- Never store your personal and financial data on your Personal Digital Assistant (PDA) or mobile phone. If you use Mobile Banking you must ensure:
  - Your PDA or mobile phone is encrypted and password protected
  - Anti-virus and anti-spyware software is installed and kept up to date
  - You disable any Bluetooth connection when not in use

### **Email security**

For your own security and protection you must ensure that you:

- Never send your account or personal details by email (or text message) as it can be intercepted
- Never reply to emails asking for your User ID and password or any account information even if it appears to come from us as nobody apart from you needs this information – not even us. We will never request confidential information or security details by email or text. Please call Customer Service if you have any suspicions
- Never reply to spam emails. Be very wary of 'spam' emails especially those offering you the chance to make money or originating from outside the UK. Spam emails are at best a nuisance and at worst sent by unscrupulous people trying to defraud you

You can find out more about how you are protected and steps you should take to ensure you are banking online securely by visiting [www.bankofcyprus.co.uk/Security/](http://www.bankofcyprus.co.uk/Security/)

## **Other ways we can help**

**We can help you save** - We provide a competitive range of products to meet your short, medium and longer term saving requirements including:

- Fixed Rate Bonds - deposits for a variety of fixed terms paying a fixed rate of interest
- Fixed Rate Cash ISAs – similar to our Fixed Rate Bonds but paying interest tax-free
- Variable Rate Cash ISAs – a flexible, tax-free savings option
- Notice Accounts – earn a higher rate of interest compared to an instant access account
- Instant Access Accounts – a simple, flexible savings option

Information on our full range of savings products including current interest rates is available at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk) or by calling Customer Service.

**We offer overdrafts** – An ‘overdraft’ is a facility where we lend you money to make a payment via your OPCA where you do not have the necessary funds available at the time. You can apply for an overdraft facility through Online Banking, all overdrafts are subject to application through Online Banking and approval (subject to status). It can be a useful means of managing your cash flow short term but should not normally be viewed as a long-term financial solution.

If you exceed your agreed overdraft limit we will charge you additional interest on the sums which exceed your limit. If you go overdrawn without any agreed overdraft being in place we charge our unarranged overdraft rate. All interest is charged on the daily balance on your overdrawn account and interest is compounded (debited from your account balance) quarterly.

We may decide not to allow any payments out of your account if to do so would exceed your overdraft limit or where you have no agreed limit which would result in your account becoming overdrawn. You will incur an unpaid item charge if this happens.

Please refer to our Tariff for all overdraft charges.

**We can insure you too** - Protect your car, your home, your pets and even your holidays with our simple insurance plans. Apply online at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk) for a quick, simple, no obligation quote.

**Order commission free travel money** – You might want to take foreign currency, a pre-paid foreign currency debit card or Travellers cheques away with you when you go abroad. We offer instant Euros and US Dollars at our North London branch, or you can order any currency online at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk) for next day collection or delivery to your home address, for a small fee.

**Borrowing** - Our lending is mainly aimed at small and owner managed businesses but we do offer a range of home loans, personal loans (secured and unsecured) and overdrafts. If you are over 18 and you would like more information on these products please call Customer Service. We never encourage our customers to borrow more than we think they can afford to repay.

## **Other things you should know**

**Statements** - You can view your account balance and transaction history online anytime. We produce a monthly statement showing what has been paid in and out of your account and the balance at a particular date. This is available to you to view, download and print through Online Banking for up to 2 years from the date the statement was issued. You will receive a text alert whenever a new statement is available. If you require a statement that is no longer available online you can request a copy by sending us a Secure Message from Online Banking or by contacting Customer Service.

If however you require us to supply you with a paper copy of your statement we can do so subject to the fee set out in our Tariff.

Please note we will notify you through Online Banking 14 days in advance of any interest or charges we will be debiting from your account, and that if at any time you request a printed statement a charge will apply, as set in our Tariff.

**Tax deductions** - We will automatically deduct lower rate income tax on any interest earned and you will receive the net amount. The only exceptions to this are:

- Non-taxpayers - We will pay you interest without deducting tax if you sign the HM Revenue & Customs Form R85 which is available from our offices or at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk)
- Non-residents – We will pay you interest without deducting tax if you sign the HM Revenue & Customs Form R105 which is available from our offices or at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk)

We offer a range of different saving accounts designed to offer you flexibility and value for money. These are described in more detail below under Saving Accounts and Bonds. More information is available at [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk) or by calling Customer Service. You can also apply online to open certain deposit accounts.

**Simplifying your finances** – there are various things you can do to make the most of your account with us including keeping any charges as low as possible:

- It can make life simpler to have your saving accounts with us as well. You can set up a standing order to transfer funds each month into a savings account or make one off transfers as and when required. With Online Banking you can manage this yourself and make immediate transfers between your various Bank of Cyprus UK accounts. By transferring money online from your saving account into your current account whenever you need it you will reduce any overdraft charges you would otherwise incur
- Arrange to have your salary or pension paid directly into your account to ensure it reaches your account promptly so that any regular payments out can be arranged accordingly
- Arrange for direct debits and standing order payments to go out a day or two after your salary is paid in
- Always use your personalised paying-in slips when you pay cash and cheques into your account to ensure there are no delays
- Obtain discounts from certain companies by paying regular bills by direct debit. The direct debit guarantee scheme will ensure you are not penalised if there are any errors by the Originator or us
- Pay by debit card whenever you can. This avoids the risk of carrying too much cash and means the money is debited from your account later than if you withdraw cash

- Avoid exceeding an agreed overdraft limit by keeping track of payments in and out of your account. You can regularly check your account online either from a PC or a PDA device and request text alerts of your account balance
- Use a personal or secured loan to spread the cost of larger purchases at a lower interest rate than an overdraft
- If you find yourself having to meet unexpected bills and expenses ensure that you agree an overdraft with us prior to making any payments out. This will reduce any fees or charges that apply
- Use our Text Message Service to receive regular balances and transaction details direct to your mobile

If you require information on any of the above or on any service that is not covered in this guide please call Customer Service who will be happy to assist.

### **Deposit Protection**

We understand how important our customers' savings are to them and we want all customers to understand how their deposits are protected.

We are part of Bank of Cyprus Public Company Limited which is based in Cyprus. Eligible depositors are covered by the Cypriot Deposit Protection Scheme (the Scheme), which is also based in Cyprus. This means that in the unlikely event of Bank of Cyprus Public Company Limited being unable to meet its financial obligations, our eligible UK depositors would be able to claim up to 100,000 Euros from the Scheme. This limit is set by European Community Law and is broadly equivalent to the compensation limit in Sterling available under the Financial Services Compensation Scheme in the UK.

The maximum compensation limit applies per depositor not per account, so for joint accounts each account holder would be entitled to compensation up to the maximum limit. Your deposits with all parts of Bank of Cyprus Public Company Limited would be added together when deciding whether you have exceeded the compensation limit. For example, if you had 60,000 Euros with Bank of Cyprus UK and 60,000 Euros with Bank of Cyprus in Cyprus you would only receive a maximum of 100,000 Euros compensation.

A right of set off applies, which means that the Scheme would deduct money you owe to us and other parts of Bank of Cyprus Public Company Limited before it paid you any compensation.

Deposits held in all currencies are protected under this Scheme. Any compensation paid by the Scheme would be in Euros. The Scheme covers most customer types, including personal customers, small and large companies, partnerships and associations. Please note however that the Scheme does not cover deposits held by other banks, insurance companies, collective investment companies or pension funds (including Self Invested Personal Pensions (SIPPs) and Small Self Administered Schemes (SSASs)).

To find out more on deposit protection you may find our website helpful: [www.bankofcyprus.co.uk/SavingsProtection](http://www.bankofcyprus.co.uk/SavingsProtection) or alternatively call us on 0845 850 5555.

### **Charges and interest rates**

All of our standard charges are outlined in our Tariff of Charges for OPCA. We will inform you of any changes to our Tariff and notify you at least 2 months in advance if any charges increase.

For advice about how to minimise account charges, see the section 'Simplifying your finances'. Our interest rates are available on [www.bankofcyprus.co.uk](http://www.bankofcyprus.co.uk)

## **Where to find us**

### **Branch**

North London	Postal Address
87 Chase Side	PO Box 17484
Southgate	87 Chase Side
London	London N14 5WH
N14 5BU	

### **Business Banking**

North London	Postal Address
87 Chase Side	PO Box 17484
London	87 Chase Side
N14 5BU	London
	N14 5WH

South London  
18-24 Brighton Road  
South Croydon  
CR2 6AA

Birmingham  
123 Parade  
Sutton Coldfield  
B72 1PU

### **Corporate Banking**

27-31 Charlotte Street  
London  
W1T 1RP

### **International Banking**

27-31 Charlotte Street  
London  
W1T 1RP

## **Resolving problems**

We aim to provide good value products combined with friendly and professional service. If you have a complaint, we want to rectify the matter to your satisfaction as soon as possible so in the first instance please contact Customer Service. If they are unable to fully satisfy your complaint you should write to:

Compliance  
Bank of Cyprus UK  
PO Box 17484  
87 Chase Side  
London  
N14 5WH

If you are still dissatisfied you may contact an independent body known as the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR (Telephone number 0800 023 4567).

Published by Bank of Cyprus UK, a division of Bank of Cyprus Public Company Limited, incorporated in Cyprus. Registered in England and Wales as establishment number BR004334.

Lending and the issue of debit and credit cards are subject to assessment of your financial situation. You must be 18 or over to apply for any form of credit. Security may be required for loans and overdrafts. Full details on all lending services mentioned in this Guide and written quotations are available upon request. Please write to our North London office shown on page 15 of this Guide.

Digipass® is a registered trademark of VASCO Data Security Inc., who retains ownership of the mark and reserves all their intellectual property rights.

COM067.AUGUST 2011