

FRAMEWORK CONTRACT FOR PAYMENT SERVICES

Beverley Building Society offers payment services only in relation to the execution of credit transfers into and out of your account, where this facility is allowed within the account specific terms.

Deposits and withdrawals by cash or cheque do not fall within the definition of a payment service and these arrangements do not apply to them, nor does it apply to the setting of interest rates.

This Framework Contract governs the future execution of individual and successive transactions:

- the Payment Service Provider is Beverley Building Society. We can be contacted at 57 Market Place, Beverley, HU17 8AA; tel: 01482 881510; email: cashier@beverleybs.co.uk
- Beverley Building Society provides facilities for the electronic transfer of funds into and out of its savings accounts by the Faster Payments scheme or CHAPS.

Faster Payments Scheme (to UK banks only)

Instructions received before 2.00pm on a working day will be processed on that day providing that the Society has received the correct payment details and instructions. Payments should be credited to the destination account by no later than close of business on the following working day. Any incomplete instructions or instructions received after this cut off time will be treated as having been received on the next working day. Due to the Faster Payment scheme limit any payment request exceeding £250,000 will have to be sent via a CHAPS payment for which the appropriate fee will be charged (currently £25).

CHAPS Payments

CHAPS payment instructions will be executed on the specified business day providing the request is received by 2.00pm. Payments sent by CHAPS will be received in the destination bank account on the same day it is processed. Instructions received after 2.00pm will be executed the following business day. CHAPS payments incur a charge (currently £25).

We only offer payment services in sterling. We cannot be held responsible for delays in making payments arising from incorrect or incomplete payment instructions (e.g. if your bank account details are incorrect or out of date), or from matters outside our control.

You must take reasonable precautions to protect your passbook. If you lose your passbook, it is stolen, or has been compromised you must contact us at the earliest opportunity.

If you believe a credit transfer covered by this Framework Contract has taken place without your authority you should contact us as soon as you become aware. Please have your branch account passbook updated at regular intervals. Our liability for incorrectly processed electronic payments is limited to a period of 13 months from the date of the transaction (unless we have also failed to provide you with relevant information about the transaction in which case the time limit will not apply).

If we have incorrectly processed an electronic transaction we will reimburse your account to the position it would have been in had the transaction not taken place. We will also be liable for any charges or interest you incur as a consequence of any valid transaction you have correctly instructed us to undertake under this Framework Contract where we have not executed them correctly. However, we will not be responsible for any losses; for which we are not directly responsible, due to abnormal circumstances beyond our reasonable control or arising from us complying with our legal requirements.

If you have a complaint about our payment services, please refer to the Society's Internal Complaints Procedure, available on the website or in writing upon request.

This Framework Contract will apply so long as you retain a savings account with the Society. We may make amendments from time to time. We will provide 2 months' notice of any changes to existing terms, or increase in our charges associated with payment services. We will similarly provide you with 2 months' notice of termination of the Framework Contract. Please note that this 2 months' notice period applies only to the Framework Contract for Payment Services and not to the rest of your account terms & conditions. You may terminate this Framework Contract by providing us with one month's notice.

This Framework Contract will be concluded in English and is governed by English law.