

MR TAHIR ANWAR HAMEED
FOUNTAIN HEAD HOUSE SCHOOL LIMITED
BUTTONS ACCOUNTING LTD
PROSPECT HOUSE
11 WESTERN ROAD
LAUNCESTON
PL15 7AS

# Your Business accounts – at a glance

## Up-to-date account information

To get your current balances or find out about other accounts you have that aren't listed here, log on to online banking (if you're registered), or call us on  $0345\ 605\ 2345$ .

## Your balances on 07 October 2022

Business Current Accounts	
Business Current Account Statement  Sort Code 20-44-22 • Account No 60591599	£30,332.60
Business Savings Accounts	
Business Premium Account	£262,036.93
Sort Code 20-44-22 • Account No 40196576	

This is the end of your account summary.



FOUNTAIN HEAD HOUSE **SCHOOL LIMITED** 

Sort Code 20-44-22 Account No 60591599

SWIFTBIC BUKBGB22

IBAN GB71 BUKB 2044 2260 5915 99

Issued on 10 October 2022

MR TAHIR ANWAR HAMEED FOUNTAIN HEAD HOUSE SCHOOL LIMITED BUTTONS ACCOUNTING LTD PROSPECT HOUSE

11 WESTERN ROAD LAUNCESTON PL15 7AS

# Your Business Current Account

## At a glance

## 09 Sep - 07 Oct 2022

Start balance	£61,174.65
Money out	£232,809.92
► Commission charges	£8.50
► Interest paid £0.00	
Money in	£201,967.87
End balance	£30,332.60

Your deposit is eligible for protection by the Financial Services Compensation Scheme.

Date	Des	cription	Money out £	Money in £	Balance £
9 Sep	Star	t Balance			61,174.65
		On-Line Banking Bill Payment to Luke Rapley Ref: Fhhs Exps	14.48		61,160.17
		On-Line Banking Bill Payment to Kieran Wash Ref: Fhhs Exps	19.50		61,140.67
	Giro	Direct Credit From Highgate Hill Hous Ref: Hhhs-H001		989.00	62,129.67
13 Sep	DD	Direct Debit to Nest Ref: It000006140914	4,219.30		57,910.37
15 Sep	DD	Direct Debit to Edfenergy Cust PLC Ref: 4776194201	682.80		57,227.57
16 Sep		On-Line Banking Bill Payment to Kieran Wash Ref: Fhhs Exps	4.99		57,222.58
		On-Line Banking Bill Payment to Daniel Jackson Ref: Inv 010	881.50		56,341.08
		On-Line Banking Bill Payment to Tahir Hameed Ref: AMEX Card-AXA	1,679.90		54,661.18
		On-Line Banking Bill Payment to Tahir Hameed Ref: AMEX Card	11,500.13		43,161.05
		On-Line Banking Bill Payment to Inveniet Opus Ref: Fountain June	14,367.21		28,793.84
	Giro	Direct Credit From St Petroc's School Ref: St Petrocs001664		1,502.04	30,295.88
					Continued

Date	Des	cription	Money out £	Money in £	Balance £
Balance	bro	ught forward from previous page			30,295.88
16 Sep		On-Line Banking Transfer From Account 40196576 at 20-44-22		15,000.00	45,295.88
20 Sep	DD	Direct Debit to BT Group PLC Ref: GP00805451-000019	87.10		45,208.78
	DD	Direct Debit to Corona Energy Reta Ref: 20445146	358.56		44,850.22
		On-Line Banking Bill Payment to HMRC Ref: 120PH024857912305	26,078.34		18,771.88
		On-Line Banking Bill Payment to C Kelly Ref: 043	140.00		18,631.88
21 Sep	DD	Direct Debit to Waste Managed Ltd Ref: CW0026174	162.00		18,469.88
22 Sep	DD	Direct Debit to Pennon Water Srvcs Ref: 5039521601	98.50		18,371.38
Ī	DD	Direct Debit to Pennon Water Srvcs Ref: 5039522501	42.55		18,328.83
		On-Line Banking Bill Payment to Hugh Niven Ref: Saltash Garden Aug	191.00		18,137.83
23 Sep		On-Line Banking Bill Payment to Mr R Harper Ref: Fhhs-Inv492	474.30		17,663.53
26 Sep		On-Line Banking Bill Payment to Florence Freeguard Ref: Fhhs Exps Sept	170.10		17,493.43
27 Sep	DD	Direct Debit to Personnel Hygiene Ref: Al00193909	36.00		17,457.43
		On-Line Banking Bill Payment to St Petrocs School Ref: Loan-Stpetro-9302	15,000.00		2,457.43
	Giro	Direct Credit From Nest Pension Pmt Ref: P220921DC3116332		256.83	2,714.26
		Internet Banking Transfer From Account 40196576 at 20-44-22 Loan-Stpetro-Wages		15,000.00	17,714.26
		Internet Banking Transfer From Account 40196576 at 20-44-22 Salaries + Rent		118,000.00	135,714.26
28 Sep	DD	Direct Debit to Aviva Ref: 100744091Cci01G003 This Is A New Direct Debit Payment	1,050.73		134,663.53
	DD	Direct Debit to O2 Ref: 05988681/001	156.00		134,507.53
		On-Line Banking Bill Payment to Hugh Niven Ref: Inv Sept	300.00		134,207.53
		On-Line Banking Bill Payment to Nortonlifelock Ire Ref: 40010075385Fountai	840.00		133,367.53
					Continued

Date	Des	cription	Money out £	Money in £	Balance £
Balance	bro	ught forward from previous page			133,367.53
28 Sep		On-Line Banking Bill Payment to Oxford and Cambrid Ref: Loan From Fhhs	4,500.00		128,867.53
	Giro	Direct Credit From Oxford and Cambrid Ref: S00165		303.00	129,170.53
29 Sep		Payment to Margaret Butfield Ref: Fhhs Pay	2,265.52		126,905.01
		Payment to Matthew Read Ref: Fhhs Pay	3,179.73		123,725.28
		Payment to Maria-Thereza Silv Ref: Fhhs Pay	4,161.94		119,563.34
		On-Line Banking Bill Payment to Buttons Accounting Ref: Fhhs Inv12079	888.00		118,675.34
30 Sep	DD	Direct Debit to Peac UK Ltd Ref: Aalf226209	312.00		118,363.34
	DD	Direct Debit to Close-FE Protect Ref: 80044518	730.22		117,633.12
		On-Line Banking Bill Payment to Abbi Manning Ref: Fhhs Pay	391.14		117,241.98
		On-Line Banking Bill Payment to Trixie Hallett Ref: Fhhs Pay	522.72		116,719.26
		On-Line Banking Bill Payment to Hannah Voden Ref: Fhhs Pay	572.25		116,147.01
		On-Line Banking Bill Payment to Sarah Davies Ref: Fhhs Pay	691.61		115,455.40
		On-Line Banking Bill Payment to Louise Lovegrove Ref: Fhhs Pay	736.34		114,719.06
		On-Line Banking Bill Payment to Claire Keith Ref: Fhhs Pay	833.08		113,885.98
		On-Line Banking Bill Payment to Sarah Redford Ref: Fhhs Pay	871.55		113,014.43
		On-Line Banking Bill Payment to Julie Mitchell Ref: Fhhs Pay	932.80		112,081.63
		On-Line Banking Bill Payment to Tatiana Lanca Ref: Fhhs Pay	951.04		111,130.59
		On-Line Banking Bill Payment to Kelly Best Ref: Fhhs Pay	953.16		110,177.43
		On-Line Banking Bill Payment to Amanda Russell Ref: Fhhs Pay	980.88		109,196.55
		On-Line Banking Bill Payment to Marc Williams Ref: Fhhs Pay	987.67		108,208.88
					Continued

Date	Des	scription	Money out £	Money in £	Balance £
Balance	e brought forward from previous page				108,208.88
30 Sep		On-Line Banking Bill Payment to Natacha Parsons Ref: Fhhs Pay	999.59		107,209.29
		On-Line Banking Bill Payment to Danielle Carter Ref: Fhhs Pay	1,006.42		106,202.87
		On-Line Banking Bill Payment to Lydia Spry Ref: Fhhs Pay	1,013.15		105,189.72
		On-Line Banking Bill Payment to Stacey Beston Ref: Fhhs Pay	1,017.16		104,172.56
		On-Line Banking Bill Payment to Emma Rudd Ref: Fhhs Pay	1,017.16		103,155.40
		On-Line Banking Bill Payment to Catalina Locke Ref: Fhhs Pay	1,018.28		102,137.12
		On-Line Banking Bill Payment to Sophie Bushell-CRA Ref: Fhhs Pay	1,092.85		101,044.27
		On-Line Banking Bill Payment to Victoria Louise TR Ref: Fhhs Pay	1,101.04		99,943.23
		On-Line Banking Bill Payment to Hayley Kempe Ref: Fhhs Pay	1,106.61		98,836.62
		On-Line Banking Bill Payment to Tamsyn Chang Ref: Fhhs Pay	1,108.25		97,728.37
		On-Line Banking Bill Payment to Jordan Rundle Ref: Fhhs Pay	1,124.25		96,604.12
		On-Line Banking Bill Payment to Katie Smyth Ref: Fhhs Pay	1,129.04		95,475.08
		On-Line Banking Bill Payment to Kelly Matthews Ref: Fhhs Pay	1,129.05		94,346.03
		On-Line Banking Bill Payment to Shannon Sleep Ref: Fhhs Pay	1,129.24		93,216.79
		On-Line Banking Bill Payment to Florence Freeguard Ref: Fhhs Pay	1,129.25		92,087.54
		On-Line Banking Bill Payment to Nikita Deakin Ref: Fhhs Pay	1,129.25		90,958.29
		On-Line Banking Bill Payment to Connor Barwick Ref: Fhhs Pay	1,150.87		89,807.42
		On-Line Banking Bill Payment to Jemma Murray Ref: Fhhs Pay	1,156.67		88,650.75
		On-Line Banking Bill Payment to Sarah-Jane May Ref: Fhhs Pay	1,161.64		87,489.11
					Continued

Date	Des	cription	Money out £	Money in £	Balance £
Balance	bro	ught forward from previous page			87,489.11
30 Sep		On-Line Banking Bill Payment to Jordan Mason Ref: Fhhs Pay	1,206.34		86,282.77
		On-Line Banking Bill Payment to Lucy Riley Ref: Fhhs Pay	1,223.74		85,059.03
		On-Line Banking Bill Payment to Christina Rowe Ref: Fhhs Pay	1,282.91		83,776.12
		On-Line Banking Bill Payment to Leanne Llewellyn-J Ref: Fhhs Pay	1,287.63		82,488.49
		On-Line Banking Bill Payment to Jessica Nolan Ref: Fhhs Pay	1,310.51		81,177.98
		On-Line Banking Bill Payment to Caitlin Sleep Ref: Fhhs Pay	1,322.81		79,855.17
		On-Line Banking Bill Payment to Andrew Blackaller Ref: Fhhs Pay	1,486.39		78,368.78
		On-Line Banking Bill Payment to Cloe Baker Ref: Fhhs Pay	1,569.32		76,799.46
		On-Line Banking Bill Payment to Omari Aidoo Ref: Fhhs Pay	1,638.36		75,161.10
		On-Line Banking Bill Payment to Kieran Wash Ref: Fhhs Pay	1,661.42		73,499.68
		On-Line Banking Bill Payment to Andrew Spry Ref: Fhhs Pay	1,798.37		71,701.31
		On-Line Banking Bill Payment to J Rhodes Ref: Fhhs Pay	1,862.02		69,839.29
		On-Line Banking Bill Payment to Amy Louise Rowse Ref: Fhhs Pay	1,882.82		67,956.47
		On-Line Banking Bill Payment to Luke Rapley Ref: Fhhs Pay	1,954.52		66,001.95
		On-Line Banking Bill Payment to Melissa Brocklesby Ref: Fhhs Pay	1,958.82		64,043.13
		On-Line Banking Bill Payment to Charlotte Omeila Ref: Fhhs Pay	2,003.33		62,039.80
		On-Line Banking Bill Payment to Sophie Muir- Harri Ref: Fhhs Pay	2,087.64		59,952.16
		On-Line Banking Bill Payment to Paul Simpson Ref: Fhhs Pay	2,102.05		57,850.11
		On-Line Banking Bill Payment to Louise Denford Ref: Fhhs Pay	2,172.67		55,677.44
					Continued

Date	Des	cription	Money out £	Money in £	Balance £
Balance	bro	ught forward from previous page			55,677.44
30 Sep		On-Line Banking Bill Payment to Constanza Barahona Ref: Fhhs Pay	2,295.27		53,382.17
		On-Line Banking Bill Payment to Hanna Sweeney Ref: Fhhs Pay	2,666.48		50,715.69
		On-Line Banking Bill Payment to Susan Clarke Ref: Fhhs Pay	2,879.26		47,836.43
		On-Line Banking Bill Payment to Michelle Elston Ref: Fhhs Pay	1,037.88		46,798.55
		On-Line Banking Bill Payment to Tracy Penhaligan Ref: Fhhs Pay	1,163.52		45,635.03
		On-Line Banking Bill Payment to Ileana Cairense Ref: Fhhs Pay	1,163.72		44,471.31
		On-Line Banking Bill Payment to Joanne Kavanagh Ref: Fhhs Pay	1,163.72		43,307.59
		On-Line Banking Bill Payment to Tracey Budd Ref: Fhhs Pay	1,163.72		42,143.87
		On-Line Banking Bill Payment to Victoria Woodall Ref: Fhhs Pay	1,243.95		40,899.92
		On-Line Banking Bill Payment to Samantha Burnham Ref: Fhhs Pay	1,302.35		39,597.57
		On-Line Banking Bill Payment to Katie Thompson Ref: Fhhs Pay	1,448.41		38,149.16
		On-Line Banking Bill Payment to Kate Buck Ref: Fhhs Pay	1,786.33		36,362.83
		On-Line Banking Bill Payment to Victoria J Freeman Ref: Fhhs Pay	2,085.97		34,276.86
		On-Line Banking Bill Payment to Rebecca Tetley Ref: Fhhs Pay	2,462.35		31,814.51
		On-Line Banking Bill Payment to Peter Birkett Ref: Directors Fee	4,500.00		27,314.51
3 Oct	STO	Standing Order to Hugh Niven Ref:- Fhhs	641.66		26,672.85
	STO	Standing Order to Julie Smith Ref:- Director Fee	2,500.00		24,172.85
	STO	Standing Order to Tahir Hameed Ref:- Director Fee	5,000.00		19,172.85
	STO	Standing Order to Curch Rd Saltash Ref:- Fhhs Rent	11,306.67		7,866.18
					Continued

Date	Des	cription	Money out £	Money in £	Balance £
Balance	bro	ught forward from previous page			7,866.18
3 Oct		On-Line Banking Bill Payment to Victoria Louise TR Ref: Fhhs Exp Sept	52.37		7,813.81
		On-Line Banking Bill Payment to Margaret Butfield Ref: Expenses Sept22	359.98		7,453.83
		On-Line Banking Bill Payment to Adrenalin Quarry Ref: Fhhs-Ord246557	17.50		7,436.33
		On-Line Banking Bill Payment to Print Copy Scan LT Ref: Fhhs-Inv78142	37.03		7,399.30
		On-Line Banking Bill Payment to Livewire Youth Pro Ref: Fhhs -LW686	216.00		7,183.30
		On-Line Banking Bill Payment to Natalie Wilson Ref: Fhhs-Inv 62	230.00		6,953.30
		On-Line Banking Bill Payment to The Pioneers Proje Ref: Inv491 Fhss	280.00		6,673.30
		On-Line Banking Bill Payment to Peck Trading Ltd Ref: Fhhs01	615.17		6,058.13
		On-Line Banking Bill Payment to Jackson Lift Servi Ref: F165-Inv JS804940R	797.00		5,261.13
		On-Line Banking Bill Payment to Charlotte Kelly Ref: Fhhs-Inv45	800.00		4,461.13
		On-Line Banking Bill Payment to Ict4 Ltd Ref: Fountain -Sept	1,471.97		2,989.16
		On-Line Banking Bill Payment to Kenwyn Electricals Ref: Fountain-Aug	2,539.20		449.96
		On-Line Banking Bill Payment to Michael Lavelle Ref: Fhhs-Inv Fhhs01	2,605.64		-2,155.68
		On-Line Banking Bill Payment to Findel Education R Ref: 4760206949-Aug	3,519.45		-5,675.13
		On-Line Banking Bill Payment to Noahs Ark Family P Ref: Fountain	3,933.00		-9,608.13
		On-Line Banking Bill Payment to Inveniet Opus Ref: Fountain Head	8,532.85		-18,140.98
		Internet Banking Transfer From Account 40196576 at 20-44-22 Pay Bills		50,000.00	31,859.02
4 Oct	_	CHAPS Transfer to Zambra-Field Ren 109007 HM and JC	437.50		31,421.52
	_	CHAPS Transfer to Zambra-Feild Ren 110705 Sally Zamb	437.50		30,984.02
					Continued

Description	Money out £	Money in £	Balance £
e brought forward from previous page			30,984.02
<ul> <li>AFTS Payment Re Charges</li> <li>109007 HM and JC Zambra</li> </ul>	21.00		30,963.02
<ul> <li>AFTS Payment Re Charges</li> <li>110705 Sally Zambra</li> </ul>	21.00		30,942.02
© Commission Charges For The Period 15 Aug /12 Sep	8.50		30,933.52
<b>Giro</b> Direct Credit From Oxford and Cambrid Ref: St Petroc Field Re		917.00	31,850.52
On-Line Banking Bill Payment to Inveniet Opus Ref: Fountain-Inv 2751	990.00		30,860.52
On-Line Banking Bill Payment to Louise Denford Ref: Fhhs Exps	23.50		30,837.02
On-Line Banking Bill Payment to Constanza Barahona Ref: Fhhhs Exps	160.00		30,677.02
On-Line Banking Bill Payment to Margaret Butfield Ref: Expenses 06Oct-22	344.42		30,332.60
Balance carried forward			30,332.60
Total Payments/Receipts	232,809.92	201,967.87	
	AFTS Payment Re Charges     109007 HM and JC Zambra     AFTS Payment Re Charges     10705 Sally Zambra      Commission Charges For The     Period 15 Aug /12 Sep      Direct Credit From Oxford and     Cambrid     Ref: St Petroc Field Re      On-Line Banking Bill Payment to     Inveniet Opus     Ref: Fountain-Inv 2751      On-Line Banking Bill Payment to     Louise Denford     Ref: Fhhs Exps      On-Line Banking Bill Payment to     Constanza Barahona     Ref: Fhhhs Exps      On-Line Banking Bill Payment to     Constanza Barahona     Ref: Fhhs Exps      On-Line Banking Bill Payment to     Margaret Butfield     Ref: Expenses 06Oct-22  Balance carried forward	e brought forward from previous page  AFTS Payment Re Charges 109007 HM and JC Zambra  AFTS Payment Re Charges 110705 Sally Zambra  E Commission Charges For The Period 15 Aug /12 Sep  Giro Direct Credit From Oxford and Cambrid Ref: St Petroc Field Re  On-Line Banking Bill Payment to Inveniet Opus Ref: Fountain-Inv 2751  On-Line Banking Bill Payment to Louise Denford Ref: Fhhs Exps  On-Line Banking Bill Payment to Constanza Barahona Ref: Fhhhs Exps  On-Line Banking Bill Payment to Margaret Butfield Ref: Expenses 06Oct-22  Balance carried forward	e brought forward from previous page  AFTS Payment Re Charges 109007 HM and JC Zambra  AFTS Payment Re Charges 110705 Sally Zambra  E Commission Charges For The Period 15 Aug /12 Sep  Giro Direct Credit From Oxford and Cambrid Ref: St Petroc Field Re  On-Line Banking Bill Payment to Inveniet Opus Ref: Fountain-Inv 2751  On-Line Banking Bill Payment to Louise Denford Ref: Fhhs Exps  On-Line Banking Bill Payment to Constanza Barahona Ref: Fhhhs Exps  On-Line Banking Bill Payment to Margaret Butfield Ref: Expenses 06Oct-22  Balance carried forward

Anything wrong? If you notice any incorrect or unusual transactions, see the next page for how to get in touch with us.

#### Bank of England Base Rate Information

Rate effective from 22 Sep 2022 was	2.250%
Rate effective from 04 Aug 2022 was	1.750%

#### 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.

# Important information about compensation arrangements

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors – including most individuals and businesses – are covered by the scheme.

We will issue the FSCS information sheet and exclusions list which set out in detail what is, and is not, covered by the FSCS, once a calendar year usually with your account statement

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

# Important information about going overdrawn without an agreed overdraft limit or exceeding your agreed overdraft limit

An unarranged overdraft rate of 29.5% will apply if there is not enough money in your account(s) to make a payment and so cause an unarranged overdraft on your account(s).

#### What is an unarranged overdraft?

An unarranged overdraft occurs where either:

- a) you go overdrawn on your account without agreeing an overdraft with us first; or
- b) you exceed your agreed overdraft limit.
- c) not every Barclays product will allow you to go overdrawn or exceed your agreed overdraft limit. Please check your terms and conditions for more information.

If you try to make any payment from your account and you don't have the funds available, or if we have reasonable grounds to believe that you won't have sufficient funds on the date that the payment will be made from your account, we will treat this as a request to make, or extend, the use of our unarranged overdraft facilities. It's within our discretion to process the payment or return it unpaid.

## What can you do to help avoid or limit an unarranged overdraft?

**Get In Touch.** If you become aware in advance that payments may take your account into an unarranged overdraft, please contact us as early as possible so that we can discuss the ways we could help. This will maximise the chances of us being able

- a) understand any changes in your business and explore the options available:
- b) consider options for authorised borrowing facilities;
- c) facilitate payments being made;
- d) limit the costs associated with unarranged borrowing;
- e) address any concerns that you may have.

Register for Text Alerts. Business banking customers can register for our 'Near Limit' Text Alert which is designed to help you avoid going overdrawn (if you don't have an agreed overdraft limit), or exceeding your agreed overdraft limit, by notifying you when your balance falls below a figure you specify. Once you have signed up for this Text Alert, if your account goes into an unarranged overdraft, we'll send you a Text Alert the following working day (Monday – Friday) to let you know. By acting on this information you have the opportunity to clear your unarranged overdraft.

You can register for Text Alerts through Online Banking, in any of our branches or over the phone. Visit

barclays.co.uk/business-banking/ways-to-bank/mobile-bankin q for more information. Terms and conditions apply.

**Go online for more support.** For useful tips to keep on top of your cashflow, helpful downloadable tools, and a simple guide to borrowing, visit barclays.co.uk/business-banking/borrow For details relating to unarranged borrowing, please refer to your banking services tariff guide.

 For Business Banking customers, this can be found online at https://www.barclays.co.uk/business-banking/accounts/ rates-and-charges

Any reference to Bank of England Base Rate or Barclays Base Rate is the same rate. In the event that either of these rates is less than zero, the rate will be shown as zero on your statement. This does not affect our rights and obligations under our terms and conditions. If you require further information on the calculation of your interest rate, please contact us.

#### Interest

Interest is calculated daily on the cleared balance of your account at the close of business. We'll let you know if interest is calculated on the statement balance rather than the cleared balance. The cleared balance includes only credits and debits that have cleared. Ask your branch or Barclays Business Team for details of clearance times and the dates when we pay or charge interest. The rates of interest shown are current at the time of printing this statement and may have changed during the period of the statement.

In accordance with UK tax legislation, from 6 April 2016 interest is paid gross. For UK resident individuals (including sole traders or partnerships), if you are a UK taxpayer you may have to pay tax on interest earned in excess of your Personal Savings Allowance. For information and guidance please refer to HMRC's website.

The management of your tax affairs is your responsibility, including making any required declarations to the relevant tax authority(ies), where you are tax resident. If the statement shows that we have applied interest to your account, we'll give you on request details of the rate(s) of interest used and a clear explanation of how the interest was calculated. Details of Barclays interest rates for business customers are available at barclays.co.uk/business-banking.

Any reference to Bank of England Base Rate or Barclays Base Rate is the same rate. In the event that either of these rates is less than zero, the rate will be shown as zero on your statement. This does not affect our rights and obligations under our terms and conditions. If you require further information on the calculation of your interest rate, please contact us.

#### Online

barclays.co.uk

#### On the phone

0345-605-2345

Talk to an advisor 7am - 11pm or use our 24-hour automated service

#### Write to us

Barclays, Leicester LE87 2BB

#### Your branch

LEICESTER, LE87 2BB

# Lost and stolen cards

#### 01604 230 230

- 24 hours

#### Tell us straight away if:

- you do not receive a Barclays card you were expecting
- any of your cards are lost, stolen, or damaged
- you think someone else may know your PIN.

Call charges will apply (please check with your service provider). We may monitor or record calls for quality, security, and training

#### Follow us



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www.linkedin.com/ Barclays Business Banking

### Helpful Information continued

#### Using your debit card in the UK and abroad

We will charge you a 2.75% Non-Sterling Transaction Fee when making purchases, making a cash withdrawal, or when being refunded. This fee also applies whenever you do not pay in sterling, for example shopping online at a non-UK website.

As we explain in our customer terms, we calculate our exchange rate using the reference exchange rate for the Visa card scheme. In most circumstances, Visa converts transactions into sterling using the Visa Exchange Rate on the day the transaction is authorised. However for a small number of transactions the conversion may happen on the day the transaction is processed. As this may be a day or two later, the exchange rate may be different on that day. You'll find a comparison of our exchange rate for certain currencies as a mark-up against the rate published by the European Central Bank in the Barclays App or at the following website:

https://www.barclays.co.uk/travel/using-debit-cardabroad/ This is updated twice a day. This may help you to decide whether you want to accept the conversion rate offered by the retailer or ATM provider or accept our rate.

# International Bank Account Number (IBAN) and Bank Identification Code (SWIFTBIC)

Your IBAN and SWIFTBIC are shown on the front of your statement. By using them you could reduce charges when receiving international payments in euros. Find out more at: business.barclays.co.uk/bb/ibanInformation.

#### Getting information from Barclays

We send information to Business banking customers with their statements about relevant new offers and products. If you don't get these messages and you'd like to, or if you do and you'd rather you didn't, just call us, or come into a branch. And if you change your mind at any time, just get in touch

You can get this in Braille, large print or audio by calling 0800 400 100 (via Text Relay if appropriate)