

**7 September to 6 October 2024**

## Your Statement

**Account Name**

Green Power Home Services Ltd

**Sortcode**

40-33-01

**Account Number**

92831694

**Sheet Number**

270

### Your BUSINESS CURRENT ACCOUNT details

Date	Payment type and details	Paid out	Paid in	Balance
	))) <b>BALANCE BROUGHT FORWARD</b>			<b>2,939.58</b>
	JETS TRADING LTD			
	GLOUCESTER	21.70		
	BP David lovell			
	Green power	650.00		2,267.88
20 Sep 24	DD CAPIFY	740.83		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240920		7,642.45	
	BP gemma darling			
	green power	700.00		
	BP D Chadwick			
	Expenses	500.00		
	BP Levled heights ltd			
	Green power	750.00		
	BP HMRC CORP TAX CUMB			
	623C9824809207	1,000.00		
	CR A Blamires			
	Balance		9,661.50	
	VIS PAYPAL *BQLIMITED			
	35314369001	297.00		
	VIS Hotel at Booking.c			
	Cambridge	85.00		
	VIS MIDDLESBROUGH UK G			
	01619287017	2,540.98		
	VIS L & C SKIP HIRE LT			
	MIDDLESBROUGH	264.00		
	VIS The Frocester			
	Gloucester	130.00		
	))) The Winchester			
	Merthyr Tudfu	3.10		
	))) CASTLE HOTEL			
	MERTHYR TYDFI	4.50		
	))) CASTLE HOTEL			
	MERTHYR TYDFI	4.50		
	))) The new crown			
	Merthyr Tudfu	4.99		
	))) The new crown			
	Merthyr Tudfu	4.99		
	))) The new crown			
	Merthyr Tudfu	4.99		
	))) CO-OPERATIVE FOOD			
	EASTINGTON	13.80		
	<b>BALANCE CARRIED FORWARD</b>			<b>12,518.16</b>

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### Your BUSINESS CURRENT ACCOUNT details

Date	Payment type and details	Paid out	Paid in	Balance
	<b>BALANCE BROUGHT FORWARD</b>			<b>12,518.16</b>
	))) WM MORRISONS STORE			
	BRISTOL 084	19.25		
	))) Y DIC PENDERYN			
	MERTHYR TYDFI	1.99		
	))) SANS CONVENIENCE S			
	MERTHYR TYDFI	13.49		
	BP James sherer			
	green power	300.00		
	BP OT Energy Ltd			
	Battery fit	500.00		
	BP Mr ct armstrong			
	Green power	400.00		
	BP Jack Sullivan			
	Greenpower	350.00		10,933.43
21 Sep 24	BP MARTIN J HOYLAND			
	DIRECTORS LOAN	300.00		
	BP peter faires			
	expenses	100.00		
	BP andea stevenson			
	m hoyland 55	65.00		10,468.43
22 Sep 24	CR WHITELEY S			
	INVOICE DEPOSIT		1,500.00	
	BP Sullivan consultan			
	Geeen power	3,000.00		
	BP D Chadwick			
	Warren park	820.00		8,148.43
23 Sep 24	CR CHQ IN AT 401517		2,300.00	
	DD TAKEPAYMENTS LTD	18.00		
	DD PREMIUM CREDIT LTD	108.00		
	DD CAPIFY	740.83		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240923		10,595.02	
	BP peter faires			
	greenpower	900.00		
	BP MARTIN J HOYLAND			
	DIRECTORS LOAN	800.00		
	BP Oliver hart			
	Expenses	290.00		
	BP Acorn mobility ser			
	Green power	1,000.00		
	BP choice group ltd			
	choice group	1,750.00		
	VIS GABLES HOTEL			
	FALFIELD	127.50		
	<b>BALANCE CARRIED FORWARD</b>			<b>15,309.12</b>

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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>15,309.12</b>
	VIS TESCO PFS 4044			
	STOCKTON-ON-T	16.51		
	))) TESCO STORES 5109			
	STOCKTON-ON-T	86.44		
	))) GLOUCESTERSHIRE GA			
	GLOUCESTER	4.09		
	))) CARDIFF GATE FOREC			
	CARDIFF	5.65		
	))) WELCOME BREAK			
	HOPWOOD	6.90		
	))) GLOUCESTER SERVICE			
	GLOUCESTER	3.55		
	))) SAINSBURYS S/MKTS			
	PORTISHEAD	1.40		
	))) MCDONALDS 942			
	NEWPORT	6.18		
	))) ONE STOP 1028			
	INGLEBY BARWI	4.55		
	))) SHELL THIRSK			
	THIRSK	6.64		
	VIS UBER *EATS			
	HELP.UBER.COM	45.31		
	))) BP MEIR SERVICE ST			
	STOKE ON TREN	19.83		
	))) ONE STOP 1028			
	INGLEBY BARWI	47.83		
	))) SHELL STAKESBY ROA			
	WHITBY	3.50		
	))) CO-OP GROUP FOOD			
	STOCKTON ON T	47.36		15,003.38
24 Sep 24	DD LEASEPLAN UK LTD	15.00		
	DD LEASEPLAN UK LTD	660.17		
	DD CLOSE-COVERSUREELY	364.82		
	DD CAPIFY	740.83		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240924		5,936.63	
	BP Mr neale			
	Greenpower	1,370.00		
	BP ross stott			
	green power	425.00		
	BP lola cole			
	inv 100	425.00		
	BP taylor marks			
	greenpower	180.00		
	<b>BALANCE CARRIED FORWARD</b>			<b>16,759.19</b>

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<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>16,759.19</b>
BP	Amber Morgan			
	Green power	111.50		
BP	leanne abbott			
	Green power	240.24		
BP	charlie revolute			
	commission	750.00		
BP	C crockfotd			
	Green power	575.00		
BP	Sam Bird			
	Personal account	1,116.11		
BP	Jj helm			
	Green power	1,000.00		
BP	Oh electrical ltd			
	Green power	2,000.00		
BP	Oliver hart			
	Green power	1,290.00		
BP	Cj sullivan			
	Green power	400.00		
BP	DAVE VERNER			
	DIRECTORS SALARY	1,000.00		
BP	mr a gavanhan			
	green power	1,400.00		
CR	HALLIWELL M			
	Woodvale buxton		2,225.00	
OBP	Midsummer			
	PRQ00063YQFVVZR	112.80		
VIS	SAHP LTD			
	MALDON	885.00		
)))	TESCO PFS 2176			
	BRENTWOOD	26.70		
)))	ONE STOP 1028			
	INGLEBY BARWI	2.80		
)))	587-MYDENTIST GREE			
	01642 766444	73.50		
)))	SHELL INGLEBY ARNC			
	NORTHALLERTON	22.20		
VIS	INT'L 0024419162			
	ADOBE *ADOBE			
	DUBLIN	13.14		
BP	Mr ct armstrong			
	Green power	600.00		
BP	James sherer			
	green power	100.00		
25 Sep 24	DD ALLSTAR	1,234.18		
	<b>BALANCE CARRIED FORWARD</b>			<b>6,031.02</b>

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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>6,031.02</b>
	DD RAC MOTORING SERV	30.99		
	DD CLOSE-VANLINEDIR	187.01		
	DD CAPIFY	740.83		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240925		2,335.04	
	VIS MIDDLESBROUGH UK G			
	01619287017	1,284.00		
	VIS MIDDLESBROUGH UK G			
	01619287017	438.33		
	VIS MIDDLESBROUGH UK G			
	01619287017	1,575.00		
	VIS MIDDLESBROUGH UK G			
	01619287017	915.00		
	VIS MIDDLESBROUGH UK G			
	01619287017	3,329.56		
	VIS LEADS.IO LTD			
	MARKET HARBOR	36.00		
	))) M6 TOLL			
	LICHFIELD	16.60		
	))) CO-OP GROUP 180237			
	SHENFIELD	13.70		200.96 D
26 Sep 24	CR CHQ in via Mobile		1,000.00	
	DD MIDSUMMER	42.00		
	DD GOOGLE IRELAND LTD	681.50		
	DD GOOGLE IRELAND LTD	713.31		
	DD GOOGLE IRELAND LTD	500.00		
	DD CAPIFY	740.83		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240926		7,201.38	
	BP Triple Solar Limit			
	INV/2024/04322	1,314.00		
	BP Oliver hart			
	Expenses	213.00		
	BP Sullivan consultan			
	Geen power	1,000.00		
	VIS GABLES HOTEL			
	FALFIELD	310.00		
	VIS BOOKING.COM			
	LONDON	136.99		
	VIS HOLIDAY INN EXPRES			
	EXETER	5.95		
	))) SHELL PEAR TREE CR			
	ASHBURTON	18.09		
	<b>BALANCE CARRIED FORWARD</b>			<b>2,324.75</b>

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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	))) <b>BALANCE BROUGHT FORWARD</b>			<b>2,324.75</b>
	MILLER & CARTER			
	EXETER	5.45		
	))) HOLIDAY INN EXPRES			
	EXETER	5.95		
	))) HOLIDAY INN EXPRES			
	EXETER	5.95		
	BP peter faires			
	expenses	30.00		
	VIS INT'L 0038784624			
	INSTAPAGE			
	HTTPSINSTAPAG			
	USD 299.00			
	@1.3329 Visa Rate	224.32		
	DR Non-Sterling			
	Transaction Fee	6.16		
	VIS INT'L 0038784623			
	MCAFEE*AUTORENEWAL			
	866-622-3911	109.99		
27 Sep 24	DD CHES ICT	165.97		1,936.93
	DD CAPIFY	740.83		
	DR DEBIT INTEREST			
	TO 05SEP2024	0.51		
	DR TOTAL CHARGES			
	TO 05SEP2024	39.12		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240927		23,757.79	
	BP Sullivan consultan			
	Geeen power	14,000.00		
	BP james thake			
	Green power	1,250.00		
	CR LOYNES R J			
	LOYNES		1,395.00	
	BP peter faires			
	expenses	2,500.00		
	BP OT Energy Ltd			
	Expenses - CEF	294.00		
	BP peter faires			
	expenses	100.00		
	VIS BARILLA LIMITED			
	01590671997	235.20		
	VIS BOOKING.COM			
	LONDON	64.78		
	VIS SAHP LTD			
	MALDON	2,982.60		
	<b>BALANCE CARRIED FORWARD</b>			<b>4,716.71</b>

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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>4,716.71</b>
	VIS DNH*GODADDY.COM EU			
	GODADDY.COM	8.39		
	))) YOURPARKINGSPACE			
	CANARY WHARF	6.00		
	))) WH Smith Cullompton			
	Cullompton	19.99		
	))) SHELL UK LTD			
	TAUTON DEANE	5.35		
	))) CCS*Torbay Taxi 21			
	Brixham	9.40		
	))) THE TALK OF THE TO			
	PAIGNTON	2.74		
	))) THE TALK OF THE TO			
	PAIGNTON	2.74		
	))) THE TALK OF THE TO			
	PAIGNTON	2.74		
	))) THE TALK OF THE TO			
	PAIGNTON	2.74		
	))) THE TALK OF THE TO			
	PAIGNTON	2.77		
	BP MARTIN J HOYLAND			
	DIRECTORS LOAN	300.00		4,353.85
28 Sep 24	CR FRANCESCA COHEN			
	INV-0015996		1,440.00	
	BP D Chadwick			
	Commision	1,000.00		
	BP Mr ct armstrong			
	Green power	100.00		
	BP Jack Sullivan			
	Greenpower	300.00		4,393.85
29 Sep 24	BP andea stevenson			
	m hoyland 55	65.00		
	BP MARTIN J HOYLAND			
	DIRECTORS LOAN	150.00		
	BP MARTIN J HOYLAND			
	DIRECTORS LOAN	120.00		4,058.85
30 Sep 24	DD CAPIFY	740.83		
	SO HOME COLL			
	000474	12.00		
	CR TEYA SOLUTIONS LTD			
	5019590TEYA240930		20,802.97	
	BP Iwoca hydrogen			
	Green power	1,500.00		
	<b>BALANCE CARRIED FORWARD</b>			<b>22,608.99</b>

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Green Power Home Services Ltd

**Sortcode**   **Account Number**   **Sheet Number**  
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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>22,608.99</b>
BP	Eco Angels ltd inv-4827	390.00		
BP	Eco Angels ltd inv-4879	776.40		
BP	Eco Angels ltd Inv-4963	1,899.60		
BP	peter faires expenses	1,000.00		
BP	Triple Solar Limit INV/2024/04395	660.00		
BP	wemoveall inv 6924	60.00		
BP	Sullivan consultan Geeen power	1,000.00		
BP	Oliver hart Expenses	792.00		
VIS	PREMIER INN PAIGNTON SOUT	65.00		
VIS	MIDDLESBROUGH UK G 01619287017	4,747.75		
)))	BERKELEY SERVICE S GLOUCESTERSHI	4.79		
)))	MORR TOTNES TOTNES	4.79		
)))	SHELL UK LTD TAUTON DEANE	3.30		
)))	SAINSBURYS S/MKTS DARTMOUTH	3.00		
)))	SAINSBURY'S S/MKT DARTMOUTH	15.35		
)))	BEEFEATER 40534785 PAIGNTON	5.10		
)))	BEEFEATER 40534785 PAIGNTON	5.10		
)))	MCDONALDS 1588 EXETER	6.48		
ATM	CASH HSBC SEP30 Brentwood @16:10	100.00		
BP	charlie revolute green power	750.00		
VIS	UBER *EATS HELP.UBER.COM	38.07		
VIS	EXPERIAN UK WWW.EXPERIAN.	14.99		
	<b>BALANCE CARRIED FORWARD</b>			<b>10,267.27</b>



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### Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>10,267.27</b>
	))) TESCO PFS 2176			
	BRENTWOOD	21.20		
	))) SWAN			
	BRENTWOOD	13.05		
	))) SHELL THIRSK			
	THIRSK	18.10		
	))) GARDENERS ARMS			
	BRENTWOOD CM1	5.30		
	))) WOOLLEY EDGE S/B			
	WOOLEY EDGE	3.40		
BP	C crockfod			
	Green power	575.00		
BP	Sam Bird			
	Green power	1,261.08		
BP	Joseph sullivan			
	Green power	380.00		
BP	Jj helm			
	Green power	1,000.00		
BP	Cj sullivan			
	Green power	400.00		
BP	ross stott			
	Green power	500.00		
BP	lola cole			
	Green power	300.00		
BP	taylor marks			
	Green power	300.00		
BP	Amber Morgan			
	Green power	60.00		
BP	leanne abbott			
	Green power	290.24		
BP	MARTIN J HOYLAND			
	DIRECTORS LOAN	1,000.00		
BP	nikki driscoll			
	expense	2,650.00		
BP	peter faires			
	expenses	1,500.00		
BP	charlie revolute			
	expense	290.00		
BP	OT Energy Ltd			
	Expenses - fuel	350.00		
01 Oct 24	DD CLUBWISE	38.99		650.10 D
	DD PARSONS CONTAINERS	102.08		
	DD GOCARDLESS	2,160.00		
	DD APF/NOVA INSURANCE	1,001.70		
	<b>BALANCE CARRIED FORWARD</b>			<b>3,952.87 D</b>

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<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	<b>BALANCE BROUGHT FORWARD</b>			<b>3,952.87 D</b>
DD	DVLA-VU12UAS	28.00		
DD	DVLA-LD17WTE	29.31		
DD	LEASEPLAN UK LTD	1,128.16		
DD	O2	79.63		
DD	OODLE CAR FINANCE	227.02		
DD	CAPIFY	740.83		
CR	TEYA SOLUTIONS LTD 5019590TEYA241001		22,867.97	
BP	george kamin			
	green power	120.00		
BP	Joseph sullivan			
	expenses	85.59		
BP	Oliver hart			
	Green power	1,120.00		
BP	Oliver hart			
	Expenses	364.00		
BP	Sean dear			
	Rent green power	3,000.00		
BP	Tommy carr			
	commission	2,200.00		
BP	George Bird			
	Green Power	65.00		
BP	repz limited			
	inv-0484	350.00		
BP	Joseph sullivan			
	expenses	293.67		
BP	Sam Bird			
	Personal account	142.00		
VIS	BARILLA LIMITED			
	01590671997	360.00		
VIS	DELIVEROO			
	LONDON	24.78		
VIS	WWW.PAY-DARTFORD-C			
	01132123372	7.50		
)))	ASHDENE SERVICE ST			
	HURST GREEN	4.90		
)))	SHELL SOUTH WEALD			
	BRENTWOOD	5.50		
)))	ESSO ROTHWELL			
	KETTERING	22.25		
CR	CHOICE GROUP LTD			
	Choice group		1,500.00	
BP	rom valley			
	SI-2352	1,260.00		
	<b>BALANCE CARRIED FORWARD</b>			<b>8,756.96</b>

## Business Banking Customers

### Interest and Charges

Your Business Banking Terms & Conditions cover how and when we apply interest and charges.

Details of our charges are available in our Business Price List or your individual price list if we've agreed one with you. Details of the debit interest we charge and credit interest we pay are available from our website – see Additional Information below. None of our business current accounts pays interest when in credit unless we individually agree a rate with you.

### Overdrafts

#### Arranged overdraft:

This is where we agree in advance to provide an overdraft limit on your account before you make any transactions that take your account overdrawn, or over your existing arranged overdraft limit. Interest rates are individually agreed and will apply until otherwise agreed or the overdraft is cancelled. Rates are linked to the Bank of England base rate but if the base rate falls below zero, we'll treat it as zero.

For details of our fees and charges, please refer to your Business Overdraft agreement.

#### Unarranged overdraft:

This is where you make a payment or we take an amount from your account and you don't have enough money in the account to cover it or it exceeds your existing arranged overdraft limit. When you don't have an arranged overdraft limit, we'll charge our Business Standard Debit Interest Rate on any debit balances. When you have an existing arranged overdraft and go over its limit, we'll charge interest at the rate we've agreed with up to your arranged overdraft limit and will charge our Business Standard Debit Interest Rate on any balance over your arranged overdraft limit.

For information on our debit interest rates, see Additional Information below.

### Your debit card

For debit card charges, please refer to the Business Price List. This details the standard charges for our business accounts, but doesn't apply if we've agreed different prices with you. For information about how foreign currency transactions are converted to sterling, please refer to the Business Banking Terms & Conditions.

### Additional Information

A copy of our Business Price List and the Business Banking Terms & Conditions can be found on our website at [business.hsbc.uk/legal](https://business.hsbc.uk/legal).

Information on our savings accounts interest rates and Business Standard Debit Interest Rate can be found on our website at [business.hsbc.uk/interest-rates](https://business.hsbc.uk/interest-rates).

This information is also available in our branches or by calling us on 03457 60 60 60 (+44 122 626 0878 if you're calling from outside the UK). Lines are normally open Monday to Friday, 8:00am to 8:00pm and Saturday, 8:00am to 2:00pm (subject to change over certain periods). If you need a Text Relay service, you can download the 'Relay UK' app and call our number from within it.

Details of the interest rates we pay and charges are also separately available through these channels.

To help us continuously improve our service and in the interests of security, we may monitor and/or record your conversation with us.

## Business and Personal Banking Customers

### Lost and Stolen Cards

If any of your cards are lost or stolen and you're a business account customer, please call 0800 032 7075. If you're a personal account customer, please call 0800 085 2401 or call 0800 085 2403 if you're a Private Banking client or Premier customer. If you're calling from outside the UK, please call us on +44 1442 422 929. Lines are open 24 hours.

### Dispute Resolution

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you're 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 don't take up your problem with us first, you won't be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

## Accessibility

Do you need this information in a different format?

Our online banking services can be used with your own personal assistive technology. You can access your information and contact us via live chat in a way that suits you. Find out more about our online banking at: [hsbc.co.uk/ways-to-bank/online-banking](https://hsbc.co.uk/ways-to-bank/online-banking).

We can send this information in large print, braille, or audio. You can speak to us by visiting one of our branches, or by giving us a call. We also work with third parties such as SignVideo who provide services such as Text Relay and British Sign Language (BSL) Video Relay. Please visit [hsbc.co.uk/accessibility](https://hsbc.co.uk/accessibility) to find out more. Business Banking customers can visit [business.hsbc.uk/accessibility](https://business.hsbc.uk/accessibility) or [business.hsbc.uk/contact-us](https://business.hsbc.uk/contact-us). Personal Banking customers can visit [hsbc.co.uk/accessibility](https://hsbc.co.uk/accessibility) or [hsbc.co.uk/contact](https://hsbc.co.uk/contact).

**HSBC UK Bank plc**, registered in England and Wales number 09928412. Registered office: 1 Centenary Square, Birmingham B1 1HQ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under reference number 765112.

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## Personal Banking Customers

### Interest

Credit Interest is calculated daily on the cleared credit balance and is paid monthly if applicable.

Overdraft interest is charged on the cleared debit balance of your account, it accrues during your charging cycle (usually monthly) and is deducted from your account following the end of your charging cycle. Before we deduct debit interest, we will give you at least 14 days' notice of the amount to be deducted.

### Overdrafts

#### Arranged overdraft:

Where we agree an overdraft limit in advance which lets you go overdrawn to spend up to that limit.

#### Unarranged overdraft:

When you make a payment that takes your account overdrawn if you don't have an arranged overdraft or takes your account over your arranged overdraft limit.

### Monthly cap on unarranged overdraft charges

- Each current account will set a monthly maximum charge for:
  - going overdrawn when you have not arranged an overdraft; or
  - going over/past your arranged overdraft limit (if you have one).
- This cap covers any:
  - interest and fees for going over/past your arranged overdraft limit;
  - fees for each payment your bank allows despite lack of funds; and
  - fees for each payment your bank refuses due to lack of funds.

The monthly cap on unarranged overdraft charges for the HSBC Private Banking Account, HSBC Premier with retained Jade Benefits Bank Account, HSBC Premier Bank Account, HSBC Advance Bank Account, HSBC Bank Account and HSBC Graduate Bank Account is £20.

The monthly cap on unarranged overdraft charges is not applicable to Basic Bank Account, Student Bank Account and MyAccount as these accounts do not incur unarranged overdraft charges.

### Your debit card

For debit card charges and how foreign currency transactions are converted to sterling please refer to the Personal Banking Terms and Conditions and Charges.

### Customer service

You can chat with us 24/7 via Online Banking and the HSBC UK Mobile Banking App. Telephone Banking lines are open 8:00am to 8:00pm 365 days a year. Our 24-hour automated Telephone Banking, Online Banking and Mobile Banking are subject to maintenance periods. Calls may be monitored or recorded for quality purposes.