

# Barclays Collect Customer Terms and Conditions

## Additional Conditions

### To be retained by the customer.

These additional conditions apply to Barclays Collect Service and supplement the general conditions of your Business Customer Agreement with us (Barclays Bank UK PLC). If these additional conditions conflict with the general conditions of your Business Customer Agreement, these additional conditions will apply.

You must comply with any user guides, instructions, tariffs or security advice which we advise apply to the Barclays Collect Service, and we may change any user guides for the Barclays Collect Service by giving notice to you as set out in your Business Customer Agreement.

In these additional conditions, references to 'we' and 'us' refer to Barclays Bank UK PLC. References to 'you' and 'your' refer to you and include, where appropriate, the individuals you have authorised to give instructions on your behalf or any other individuals you've authorised to undertake any other actions under the Barclays Collect Service.

Capitalised words used in these Additional Conditions shall, unless the context otherwise requires, have the following meanings;

- **Barclays' Cash Centre** means the designated premises for the delivery of Deposits.
- **Business Day** is a day in the country where the account is held, on which banks are generally open for business, excluding weekends and local public holidays.
- **Carrier** means the cash in transit carrier we shall use to collect the Deposits.
- **Cash Limit** means £7500 or any other amount agreed by us pursuant to clause 1.3(a) for each collection under the Barclays Collect Service.
- **Complex Mandate** means a banking mandate which requires more than one authorised signatory to register for a new product.
- **Deposits** means cash, coin and cheques.
- **Platform** means Barclays Online Banking.
- **Service** means the collection and subsequent processing of deposits to the designated accounts which you hold with us.
- **Simple Mandate** means a banking mandate which requires one authorised signatory to register for a new product.
- **Business Banking Tariff** means the separate document provided to you setting out what we charge for banking services, including the charges applicable for the Barclays Collect Service.
- **Wallet** means a sealed wallet used for Deposits

## 1. The Barclays Collect Service

We will provide the Barclays Collect Service subject to these additional conditions.

- 1.1 We shall be responsible for arranging the carrier services and shall enter into a separate contractual relationship with the Carrier.
- 1.2 Deposits must be in sterling only.
- 1.3 Deposits must be contained within a Wallet with our accompanying paying-in slip. A separate paying-in slip will be required for (1) cheques and (2) cash and coin, as further detailed in the user guide. The amount of coin that can be deposited is up to £1K, in up to 50 coin sachets per collection. Each coin sachet must not exceed the 'do not fill' above this line marker. If this occurs we reserve the right to return the deposit and withdraw you from the service. In Northern Ireland, customers are prohibited from depositing cheques and may only deposit one Wallet. The Wallet should contain notes and can contain up to 8 small coin bags or up to £20 in coin in a note bag. If the limit is breached we reserve the right to return the deposit and withdraw you from the Service.
- 1.4 The value of the cash and coin deposited must not exceed the Cash Limit.
  - (a) Barclays may notify you of the option to select an increased Cash Limit up to the value of £20,000 and the Bank may (but is not obliged to) agree to increase the Cash Limit. If the Bank does not agree to increase the amount of the Cash Limit then the Cash Limit will remain at £7500 or any other amount notified to you by us.
  - (b) You are not permitted to make deposits consisting solely of cheques.
  - (c) Cash Limit must not be exceeded. If the Cash Limit is exceeded, Barclays reserves the right to return the deposit and withdraw you from the service.
- 1.5 Cheques contained in the Wallets will be deemed to have zero value for the purposes of determining the Cash Limit. You must not include more than 50 cheques in each collection. Cheques will also be deemed to have zero value for the purpose of determining the collection charge as referenced in the tariff.
- 1.6 The Barclays Collect Service may only be used for the Deposits. We will not be liable to you for any additional items that you place in to the Wallets.
- 1.7 Availability of the Barclays Collect Service is subject to you meeting the following conditions to our reasonable satisfaction prior to the commencement of the Barclays Collect Service:
  - (a) Your designated collection address must not be a residential address and must be acceptable to us and the Carrier;
  - (b) You must have full access to the Platform;

- (c) You must not be an existing Business Direct Deposit Service (BDDS) customer;
- (d) You must have a valid and up to date e-mail address and mobile telephone number registered with us;
- (e) Successful registration for Barclays Collect via Barclays Business Online Banking or your usual relationship point;
- (f) Satisfaction of all our requirements under the portal designated by us for this service;
- (g) Your acceptance of these Additional Conditions and Business Banking Tariff;
- (h) You must be one of our existing customers and you have given us a mandate in a form which is acceptable to us.

## 2. Collections

- 2.1 We will arrange for the Barclays Collect Service to be provided by a Carrier. We will credit payments into your nominated account as specified on the paying-in slips, provided that such nominated account has been registered for the Barclays Collect Service on your registration form. If the details of your nominated account are unclear on a paying-in slip or your nominated account is not registered for the Barclays Collect Service. We reserve the right to return the deposit and withdraw you from the Service.
- 2.2 All collection addresses must be verified before they can be used as part of the Barclays Collect Service. We reserve the right to remove all unverified addresses from the service.

## 3. Processing Deposits

- 3.1 We aim to deliver Deposits collected by our Carrier for processing at Barclays' Cash Centre on the day following a collection from your premises but we cannot guarantee actual delivery times to Barclays' Cash Centre.
- 3.2 We will process Deposits on the Business Day of delivery to Barclays' Cash Centre provided that the Carrier delivers the Deposit to Barclays' Cash Centre before 3:00pm for processing on that same Business Day. Any Deposits received by Barclays' Cash Centre after 3:00pm or on a non-Business Day will not be processed until the following Business Day. Any Deposits received will be credited as set out within your Business Customer Agreement. Cheques will be placed in the clearing cycle and credited to your account as set out in the Business Customer Agreement.
- 3.3 If we find that there is a discrepancy between the sum you have advised on the paying-in slip and the contents of any Wallet, we will correct the paying-in slip and the amount paid into your account. We will notify you of all amendments to your paying-in slips.
- 3.4 If you inform us promptly upon becoming aware of a discrepancy between the sum you have advised on the paying-in slip and the amount paid into your account, we will promptly investigate your claim. The records maintained by us will be conclusive evidence of the content of the Wallets. Following the results of our investigation we will refund any amount due to you, or reclaim any amount due from you within 5 days from the day after we have concluded our investigations.

- 3.5 Subject to condition 3.2, if we find that any cheque contained within any Wallet requires investigation we reserve the right to withhold or delay (as applicable) processing of the entire Wallet until such time that we have completed our investigations.

## 4. Information about you

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your account(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to [barclays.co.uk/control-your-data](https://www.barclays.co.uk/control-your-data) or you can request a copy from us.

## 5. Your obligations to us

- 5.1 In the event that your cash and coin are lost or stolen in transit, you will be responsible for providing evidence within 14 days of becoming aware of the loss or theft and which within our sole discretion we consider to be satisfactory. Such evidence may include the amount of the Deposits as noted on a duplicate paying-in slip, relevant receipts and any other evidence as we may require.
- 5.2 In the event that your cheques are lost or stolen in transit or clearing you will be responsible for obtaining duplicates.
- 5.3 You must not disclose any information about the Barclays Collect Service that could jeopardise the operational security of our Carrier, its employees or agents.
- 5.4 If you breach any of these additional conditions, we can claim from you any losses, costs or expenses that we reasonably incur as a result of your breach.
- 5.5 You must ensure that at all times the list of users who have access to the Barclays Collect Service and the Platform is kept up to date and you are solely responsible for the management of user access permissions.
- 5.6 You must ensure that any changes to the details contained in your original registration are updated on the Platform and remain up to date.
- 5.7 You will continue to have responsibility for the Deposits up to and until you pass physical possession of the Deposits on to our Carrier.
- 5.8 You confirm to us that you are the owner of the Deposits and will indemnify us for any claims damages or losses which we may incur in the event that there are any disputes regarding the ownership of these Deposits.
- 5.9 It is your responsibility to check for counterfeit notes. If counterfeit notes are found, we will deduct the value from the total credit amount, forward the items to the appropriate authorities and notify you of the discrepancy. As they are deducted from the credited amount, this may mean you see a different charge for the collection from what you were expecting.

## 6. Our obligations to you.

- 6.1 We will give you receipts for any Deposits in sealed Wallets received in connection with the Barclays Collect Service which will be our acknowledgment of the Deposits delivered to us by our Carrier. You must retain this receipt as proof of deposit, but this will not be any form of confirmation as to the content of the Wallets.
- 6.2 In the event that cash is lost or stolen in transit, subject to conditions 6.4, 6.5 and 6.6, we will promptly investigate your claim and in the absence of fraud, negligence or wrongful action on your part, we will refund any amount up to the amount of the Cash Limit (as agreed between you and us) within 5 days from the day after we have concluded our investigations. Without prejudice to our rights under condition 9.2, in the event that you notify us that cash has been lost or stolen in transit, then we may suspend (for any period of time) the Barclays Collect Service with immediate effect so that we may review the circumstances and causes of such loss.

If we subsequently recover a lost or stolen wallet and the amount in that wallet is less than the amount which you have notified us has been lost or stolen then you will pay to us on demand the difference between the amount you have notified to us and the amount in the wallet.

We will have no liability to you in connection with lost or stolen cheques.

- 6.3 Subject to conditions 6.4, 6.5 and 6.6, in the event of any failure, delay, or error in us providing the Barclays Collect Service our liability will be limited to the amount of interest due to you and any interest payable by you as a result of our failure, delay or error in us providing the Barclays Collect Service.
- 6.4 We will not be liable to you if we do not provide the Barclays Collect Service or if there is a delay in providing the Barclays Collect Service as a result of anything that we cannot reasonably control. This includes, without limitation, any machine failing to work, partial closure of any payment or settlement system, industrial disputes, war, enemy action and any act, omission or delay of any agent, or any third party.

- 6.5 We will not be liable to you in any circumstances for loss of business, loss of goodwill, loss of opportunity, loss of profit and any type of special, consequential or indirect loss whatsoever.
- 6.6 Our maximum liability to you in connection with condition 6.2 can never in any circumstances exceed the Cash Limit (as agreed between you and us).

## 7. Making a claim

- 7.1 If you wish to make a claim related to this Service you must notify us and give us such details of the loss as we may in our sole discretion request, as soon as you become aware and in any case within 14 days of when you reasonably have become aware of the event or omission on which your claim is based. If you do not do so we will not be liable to you.
- 7.2 In the event that you wish to make a claim then you must provide such information as we may reasonably require to investigate such a claim and you authorise us to disclose such information to the Carrier.

## 8. Charges

Charges will be payable by you for the Barclays Collect Services as further set out in the Tariff. We reserve the right to apply these charges to any of the accounts which you have registered with us for the Barclays Collect Service.

## 9. Termination

- 9.1 You may terminate the Barclays Collect Service free of charge by following the instructions on the Platform subject to you giving us such termination instructions at least 48 hours before the date of the next collection under the Barclays Collect Service. You may incur a late cancellation charge if you terminate within 48 hours of the next collection date.
- 9.2 We may terminate or suspend (for any period of time) the Barclays Collect Service with immediate effect at any time at our absolute discretion. We will give you notice of such termination or suspension as set out in your Business Customer Agreement.

To find out more ask a Barclays Digital Eagle in branch or go to [barclays.co.uk/digitaleagles](https://www.barclays.co.uk/digitaleagles)

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