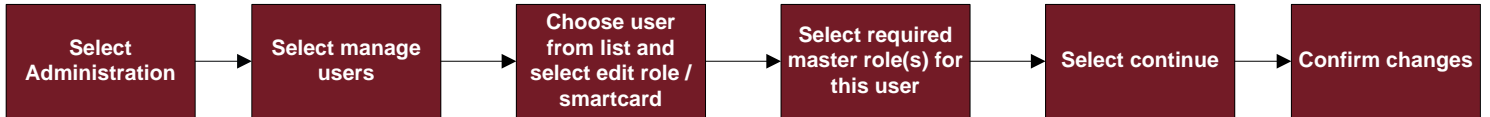


A Guide to International Payment Functionality on Coutts Bankline

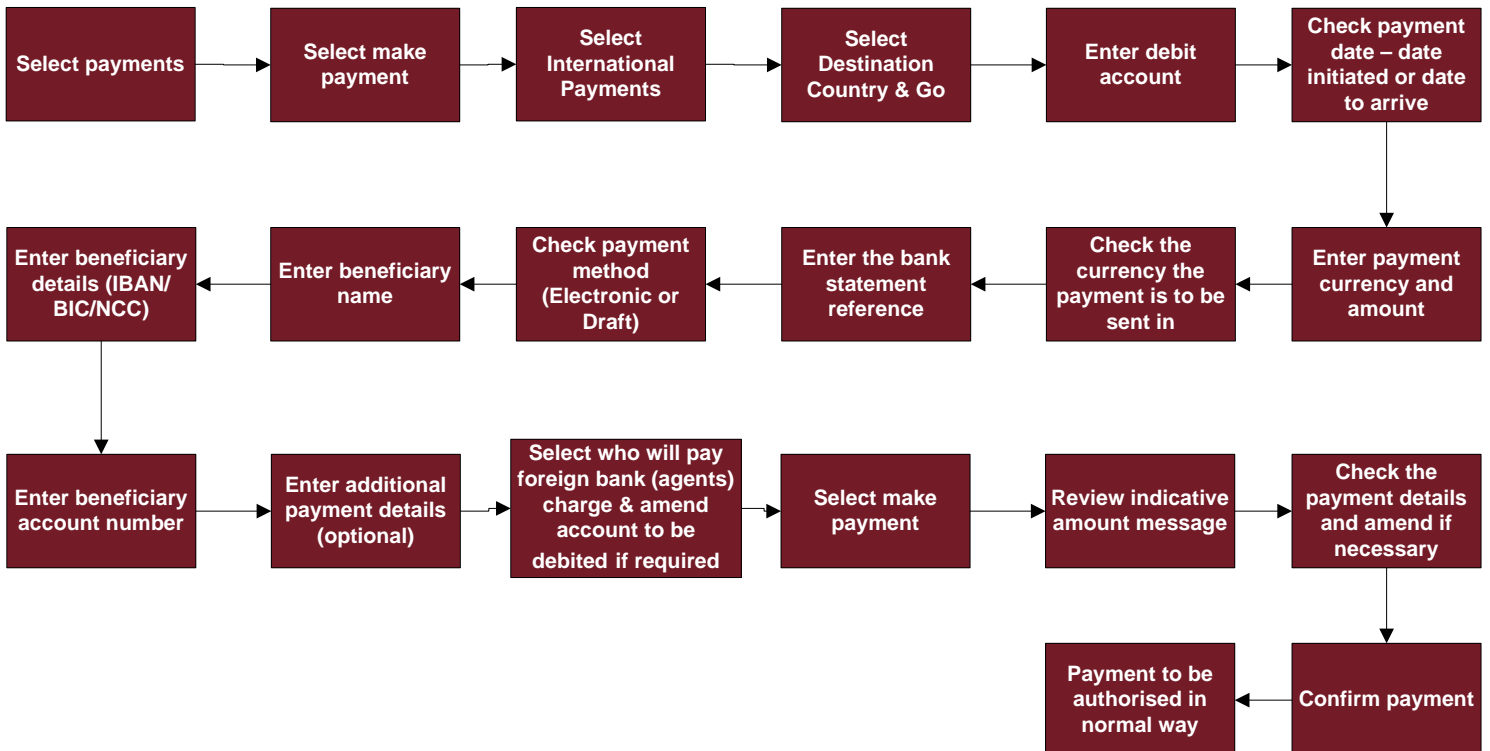
To be able to start making International payments on Coutts Bankline, you may need to allocate the International privileges to those users that need to create and/or authorise International payments. The recommended master roles that include the International Payments options are SuperUser Pymts, Key All Pymts, Auth All Pymts, Key & Auth All Pymts and/or Auth Own CHAPS & Int'l.



The above changes may require smartcard authorisation

Making an International Payment

To make an International Payment, follow the steps below:



Important Information

To ensure that payments are not delayed, available funds must be in the account the payment is originating from, prior to the payment being made. The latest time an International payment can be sent on Bankline is 14:30 and a foreign draft 12:00.

When keying an International payment, please include the final destination bank details only, as all routing will be carried out by Bankline.

The date field will default to the date that the payment is keyed. Please note that most currency payments are subject to a two day settlement period so will not debit and credit the relevant accounts until two working days after they are keyed. The exceptions are Euros, US Dollars & Canadian Dollars, where these are local currencies, as these are settled on the same day provided the payment is keyed by 14.30.

Once submitted by you, an International payment will immediately show the status of 'accepted'. This means that we have accepted the payment for processing. If the payment is subsequently rejected for any reason, the status of the payment will be amended to reflect this.

The standard tariff for making an International payment via Coutts Bankline is £25 and £20 for a foreign draft. Should you require your beneficiary to pay the Coutts charge for any international payment going outside the EEA, please reduce the payment amount you are sending by £25 to cover the charge. Please note, with the introduction of the Payment Services Regulations, if you are remitting funds in the EEA where there is no currency exchange, the only permitted charging option for that payment will be 'shared'. This means you will pay for the charges levied by Coutts and the beneficiary will pay the charges levied by the beneficiary bank for receipt of the funds.

All Coutts International charges will be collated on a quarterly basis and charged to the billing account you have registered on Bankline. Please contact the Bankline Help Desk should you wish to change your billing account.

All payments to Canada must include a beneficiary address – if a payment instruction is received without the beneficiary address details, the payment could be held up by the beneficiary bank until this information is supplied, or the payment could even be returned.

Only two currencies can be used in a payment instruction. i.e., the payment currency must be the same as either the debit account currency or the currency the payment is to be sent in.

When entering the details for a Draft the beneficiary name and address fields are mandatory. However, the Bank Identification Code and Beneficiary Account Number fields are not.

Exchange rates applied to International payments can be obtained by calling BusinessLine on 020 7770 0070.