



# A GUIDE TO USING THE CURRENCY ORDER SERVICE FOR HOME DELIVERY

## Currency Order Services

### (a) Currency Order Service for Home Delivery

We can provide most currencies, including Sterling, to most UK home addresses. If we are unable to deliver to you, we will notify you after you have placed your order and offer you an alternative service, or refund your money. If you require your order to be delivered to a non-residential property, you must ensure that the delivery is signed for.

Orders for Private and Commercial Current Account holders who also hold a Private Current Account must be placed by telephone. Commercial Current Account holders without a Private Current Account must order by post or email and provide a signed instruction.

We will advise you of the Bank's current exchange rate upon request at the point of order.

Orders placed by 2.30pm will be processed and delivered the next business day. Any orders placed after this time, will be processed on the following business day. There is a £7,500 daily limit for this Service; anything exceeding this will be delivered on consecutive days or to two separate addresses. If you want your order to be delivered on a future date you can specify a delivery date up to 7 business days from the date of order; your order will be subject to the exchange rate on the date of the order rather than the date of the delivery.

Currency availability is subject to prevailing market conditions and in exceptional circumstances may not be available for next business day delivery.

Your currency order will be fulfilled and delivered by a third party.

The charges for this service are:

**Sterling** – processing fee of 1.5% of value (min £5)

**Foreign currency** – no fee

If your personal circumstances mean that you're unable to access, or have limited access to, a Bank, Post Office or ATM, please contact your Private Banker.

Payment for your order will be taken direct from your Sterling or Currency Account; you will be debited by the close of business on the next business day by electronic payment.

### (b) Currency Order Service for Home Delivery - Buy Back Service

If you have used the Currency Order Service, you can use this service to sell your unused currency notes back to us. Any currency notes being returned that are deemed defaced or damaged will not be accepted and will be returned to you.

Currency Buy Back can be arranged for orders placed through this service by returning the currency via Royal Mail Special Delivery to: Eurochange Limited, PO Box 435, Stevenage SG1 9GA. You must provide an original order number when returning the currency.

Currency being returned will be credited back to the original debiting account.

We cannot accept any liability for orders sent via mail; we recommend that you insure your currency in transit.

If you would like this document in another format such as Braille, large print or audio, please let us know.

*Coutts*

Coutts & Co is registered in England and Wales No. 36695. Registered office 440 Strand, London WC2R 0QS.  
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Financial Services Firm Reference Number 122287. Calls may be recorded.