

## Personal Savings Accounts

# Barclays offer Euro Savings Account and US Dollar Currency Deposit Account

This leaflet will tell you a bit more about our Euro Savings Account and US Dollar Currency Deposit Account available and help you decide whether they are right for you.

Contained within this leaflet is our:

- Additional Terms and Conditions for the Barclays Euro Savings Account and US Dollar Currency Deposit Account
- Rates for Euro Savings Account and US Dollar Currency Deposit Account for Personal Customers
- Other important information
- FSCS Information Sheet which contains important details on the deposit guarantee scheme

### What currency savings accounts are available?

We offer two types of currency savings accounts:

- Euro Savings Account
- US Dollar Currency Deposit Account. For details of interest see the section titled 'Rates for Euro Savings Account and Currency Deposit Account for Personal Customers'.

### What are the benefits of opening a currency savings account?

Our currency savings accounts allows you to easily manage your savings alongside your other Barclays accounts. You can access your money without any notice periods, and it may also help you avoid a potential exchange rate loss.

### What features does the currency savings account offer?

Charges for deposits and withdrawals may apply – see Euro Savings and Currency Deposit Account – Our Bank Charges Explained.

### How do I open a currency savings account?

- To open an account you'll need to pop into your local Barclays branch.
- You must be at least 18, resident in the UK and you will need a Barclays sterling current account.

### How do I pay money into my currency savings accounts?

#### Payments from within the UK:

- You can transfer funds from a Sterling account or from a foreign currency account
- You can deposit a cheque denominated in US dollars or euros from another bank account.

Please refer to the section titled 'Rates for Euro Savings Account and Currency Deposit Accounts for Personal Customers' for further information.

**Note:** cheques drawn on a UK Bank in Sterling (or Sterling cash) should be paid into a Sterling account.

#### Payments from Overseas:

- Inter-bank transfers. This is a way of receiving money into your currency savings account from overseas, by giving the sender your full banking details. Instructions can be made for the money to be paid directly into your currency savings account. This payment order will have a value date (that is the date, agreed in advance, when the transaction will actually take place) on which your account will be credited with the cleared funds. You can draw immediately against these funds on the value date.

### Currency Cheques

If you deposit a cheque drawn in a foreign currency on an account outside the UK, we will need to negotiate or collect it as a foreign cheque.

## Negotiations

Should you require funds earlier than the collection process, then we may be able to negotiate the cheque. Negotiations are only available in a limited number of currencies and countries and are subject to approval that we may advance you funds.

For a negotiation we will collect the cheque as per the process described above, but advance funds to you when our International Cheques department process the cheque. As we are advancing funds to you we will charge you interest based on the typical number of days within which we expected the cheque to clear at a margin above the Bank Of England Bank Rate for the currency. The interest fee and our charges will be deducted from the proceeds<sup>1</sup> credited to your account. Should we need to convert the proceeds of the cheque to another currency to credit your account then we will use the Foreign Exchange Negotiation rate available at the time of processing. Please note this FX rate will incorporate the interest fee we will apply.

## Collections

This is the standard way of getting payment for an international/currency cheque. We will present the cheque to the bank the cheque is drawn on and credit your account once we have received cleared funds<sup>1</sup> from the other bank. The time this takes will vary depending on both the bank and the country we have to present the cheque to. This could be up to six weeks. The cleared funds received may not match the value of the cheque as the overseas bank may take a charge. Once Barclays has received funds we will deduct our charges and credit your account with the net proceeds. Where we need to convert the funds into the currency of your account then the relevant Foreign Exchange Rate on the day we process the payment will be used.

## How do I make withdrawals and payments from my currency savings account?

In the UK you can make payments and withdrawals in a number of ways. These include:

- Sterling withdrawals – by transferring currency into a Sterling account and then withdrawing funds in the usual way
- Currency cash withdrawals – by popping into your local Barclays branch in the UK. Euro and US dollars may be available on the day of ordering.

The fees for each of these services will vary – please refer to Our Bank Charges Explained section for details.

## Sending Money Overseas

### Barclays International Payments Service

The service provides a flexible means of sending funds overseas and has been designed to meet your needs in terms of cost and speed. Payments are sent using an electronic bank-to-bank transfer, which is suitable for both urgent and less time-critical payments and enables the secure transfer of funds from the UK to overseas beneficiaries.

- Payments from sterling or currency accounts or against forward contracts.
- Payments in any freely traded currency to virtually any destination (depending on the Service Level chosen).
- A flexible, reliable, secure and competitive service.

We have two levels of service for payments globally and the additional option of SEPA Credit Transfers for payments within the Single Euro Payments Area (31 EU/EEA countries). The service you choose will depend on how much you want to send and how quickly the payment is needed:

- **Standard service.** For non-urgent payments to virtually any destination around the world. There is no maximum value. Payments are dispatched at the very latest on the working day following receipt of instructions by the bank.
- **Priority service.** For urgent payments to virtually any destination worldwide. There is no maximum value. Payments are dispatched same day for instructions received before 2pm. Payments are dispatched with the earliest possible value date<sup>2</sup>.
- **SEPA (Single Euro Payments Area) Credit Transfer.** For payments in Euros only to any of the 27 European Union countries plus the three European Economic Area Countries (EEA – Iceland, Liechtenstein, Norway) and Switzerland. There is no maximum value. Payments reach the beneficiary by the end of the working day following the time of receipt of the instructions by the bank (eg. if you submit an instruction to us on Monday, the beneficiary will be credited by the end of Tuesday at the latest). SWIFTBIC (Bank Identifier Codes) and IBAN (International Bank Account Number) are mandatory.

Payment instructions received via Royal Mail are not subject to these dispatch timescales described. These timescales only affect payments received via our branch counters.

### Other International Payment Services

To help keep your costs to a minimum, we also offer International Drafts as a method of sending non-urgent payments around the world. These are available in any amount and in a wide range of foreign currencies.

You can make International Payments from Currency Savings Accounts through Online Banking. The specific currencies and countries that support International Payments through Online Banking are available on request.

To use either of these services and for further details about International Payment Services and International Drafts, call into or telephone your local Barclays branch. For details of our charges, please see Euro Savings and Currency Deposit Account – Our Bank Charges Explained.

<sup>1</sup> All funds credited to your account are subject to recourse, which means we may debit your account for the value of the cheque should we subsequently be advised the cheque was fraudulent. If the currency of the cheque is different to that of your account we will use the current Foreign Exchange rate at the time and therefore the amount we debit will not match the amount we paid into your account.

<sup>2</sup> The date, agreed in advance, on which the transaction will actually take place.

# Barclays Euro Savings and Currency Deposit Account

## Additional Conditions

These additional conditions relate to the Euro Savings Account and Currency Deposit Accounts and supplement and amend the general conditions of your Retail Customer Agreement with us (Barclays Bank UK PLC). In the event of any inconsistency between these additional conditions and the general conditions of the Retail Customer Agreement, these terms will apply in relation to the Euro Savings Account and Currency Deposit Accounts.

These additional conditions should be read in conjunction with the Euro Savings and Currency Deposit Account – Our Bank Charges Explained. This document sets out the standard tariffs that will apply to bank transfers, cash credits/withdrawals and also for the negotiation and collection of cheques.

### 1. Availability

- 1.1 To have this account you must be at least 18 and resident in the UK for tax purposes. You can have this account in either sole or joint names. All customers must already hold a Sterling Current Account with Barclays Bank UK PLC in the UK.
- 1.2 The account is also available to trustees of personal funds, executor(s) of estates and administrators of estates.
- 1.3 The account cannot form part of an Openplan or mortgage arrangement.

### 2. Euro Savings Account and Currency Deposit Accounts Terms

#### *Payments into and out of the account*

- 2.1 Payments and receipts on your account have a value date (a date on which funds are actually available for use). For foreign exchange transactions please see your Retail Customer Agreement for details. All payments from the account are subject to the laws and usages affecting the currency in question.
  - 2.2 With some Foreign Currency Accounts, you will need to give Barclays advance notice to make a withdrawal, and may not be able to make the withdrawal in cash. Details of the relevant currencies and notice periods are available on request from your local branch.
- #### *Interest*
- 2.3 Interest is calculated daily on the cleared credit balance on the account, and will be applied on the standard quarterly settlement dates in March, June, September and December. Tax may be deducted as required by current legislation.
  - 2.4 For all other Currency Deposit Accounts, rates will be reviewed regularly and may be varied as provided in the Retail Customer Agreement.
  - 2.5 The interest calculation is based on either a 360 day year or a 365 day year depending on the currency. Details are given in the section titled 'Rates for Euro Savings Account and Currency Deposit Accounts for Personal Customers' within this leaflet.
  - 2.6 Current interest rates and tiers, including the minimum balance for credit interest purposes, are set out in the section titled 'Rates for Euro Savings Account and Currency Deposit Accounts for Personal Customers' within this leaflet. No interest will be paid for each day that your account balance is below this minimum balance.
  - 2.7 If there is excessive activity on your account we will ask you to open a Current Account in the same currency.
  - 2.8 Regular Payments (i.e. Direct Debits or standing orders) are not allowed on this account.
  - 2.9 You will receive statements as set out in the Retail Customer Agreement.
  - 3.0 We may change any of the terms of these additional conditions at any time in accordance with the provisions of the Retail Customer Agreement.

# Euro Savings Account

Rates effective from 1st September 2016

Summary Box		
Account name – <b>Euro Savings Account</b>		
<b>What is the interest rate?</b>		
Balance	Gross p.a. %	Gross p.a. %
€1 +	0.00	0.00
Interest is paid quarterly on settlement dates in March, June, September and December.		
<b>Can Barclays change the interest rate?</b>		
Yes, rates are variable. We can increase or decrease the interest rates for any of the reasons set out in 'Barclays and you, Terms and Conditions for personal customers'. For more details on when we may change the interest rates and the notice that we'll give you, please see our 'Barclays and you' booklet which can be obtained from any branch or viewed online at <a href="http://www.barclays.co.uk/rca">www.barclays.co.uk/rca</a> .		
<b>What would the estimated balance be after 12 months based on a €1,000 deposit?</b>		
Deposit amount	Estimated value after a year	
€1 +	€1,000	
<b>How do I open and manage my account?</b>		
<p><b>Account opening</b> – Branch only.</p> <p><b>Manage account</b> – In branch, online, mobile and by phone.</p> <p><b>Eligibility criteria</b> – Must be 18 years old or over, resident in the UK for tax purposes and you already hold a Sterling Current Account with Barclays Bank UK PLC in the UK.</p> <p><b>Minimum balance</b> – €1.</p> <p><b>Maximum balance</b> – €10m.</p>		
<b>Can I withdraw money?</b>		
Yes, instant access. For details on fees and charges please refer to Our Bank Charges Explained on page 7.		
<b>Additional information</b>		
<ul style="list-style-type: none"> <li>The Euro Savings Account must be opened in the same name as the existing Sterling Current Account with Barclays Bank UK PLC in the UK.</li> <li>You can have more than one Foreign Currency account at any given time.</li> </ul>		

# US Dollar Currency Deposit Account

Rates effective from 3rd July 2017

Summary Box		
Account name – <b>US Dollar Currency Deposit Account</b>		
<b>What is the interest rate?</b>		
Balance	Gross p.a. %	Gross p.a. %
\$1 +	0.35	0.35
Interest is paid quarterly on settlement dates in March, June, September and December.		
<b>Can Barclays change the interest rate?</b>		
Yes, rates are variable. We can increase or decrease the interest rates for any of the reasons set out in 'Barclays and you, Terms and Conditions for personal customers'. For more details on when we may change the interest rates and the notice that we'll give you, please see our 'Barclays and you' booklet which can be obtained from any branch or viewed online at <a href="http://www.barclays.co.uk/rca">www.barclays.co.uk/rca</a>		
<b>What would the estimated balance be after 12 months based on a \$1,000 deposit?</b>		
Deposit amount	Estimated value after a year	
\$1+	\$1003.50	
<b>How do I open and manage my account?</b>		
<p><b>Account opening</b> – Branch only.</p> <p><b>Manage account</b> – In branch, online, mobile and by phone.</p> <p><b>Eligibility criteria</b> – Must be 18 years old or over, resident in the UK for tax purposes and you already hold a Sterling Current Account with Barclays Bank UK PLC in the UK.</p> <p><b>Minimum balance</b> – \$1.</p> <p><b>Maximum balance</b> – \$10m.</p>		
<b>Can I withdraw money?</b>		
Yes, instant access. For details on fees and charges please refer to Our Bank Charges Explained on page 7.		
<b>Additional information</b>		
<ul style="list-style-type: none"> <li>The US Dollar Currency Deposit Account must be opened in the same name as the existing Sterling Current Account with Barclays Bank UK PLC in the UK.</li> <li>You can have more than one Foreign Currency account at any given time.</li> </ul>		

# Our Bank Charges Explained

## Day-to-Day Banking Services for Personal Euro and Currency Deposit Accounts

### Payments into your Euro or Currency Account

Facility	Type of payment	Charge
Notes	Euro notes paid into a euro account	Free
	All other currency notes (e.g. US Dollar)	2%, min £10 (no max)
Transfers	Inter-bank transfers into any currency account	<ul style="list-style-type: none"> <li>• &lt;£100 equivalent – nil</li> <li>• £100 and above equivalent – £6</li> <li>• Payments received in euros from Europe up to Euro 50,000 where the remitter has quoted your IBAN and SWIFTBIC – nil</li> </ul>
	Transfer from a sterling account into a euro or currency account in the same name	Free
Cheques	Cheques in all currencies – collection	<ul style="list-style-type: none"> <li>• &lt;£50 equivalent – nil</li> <li>• £50 – £100 equivalent – £4</li> <li>• £100 and above equivalent – 0.25% of cheques value. Min £16 max £40</li> </ul>
	Cheques in all currencies – negotiation dependent on foreign bank	<ul style="list-style-type: none"> <li>• &lt;£50 equivalent – nil</li> <li>• £50 – £100 equivalent – £4</li> <li>• £100 and above equivalent – 0.25% of cheque's value. Min £9, max £60 (plus correspondents' charge £6 which applies only when currency differs from that of the country where the cheque is drawn)</li> <li>• Plus interest charge</li> <li>• No interest charge for cheques drawn on Barclays in the UK</li> </ul>
	Returned Foreign Cheques	£7
	Travellers' cheques	Please refer to your branch for further details
Note: Sterling cash and cheques drawn on a UK bank should be paid into a UK sterling account		

# Making payments from your Euro and Currency Account

Type of payment	Fees
Euro notes from a euro account	Free
Note withdrawal from all other currency accounts	2%, min (no max)
Transfers from a euro or currency account to a sterling account in the same name	Free
SEPA credit transfers (transfers in euro only)	No Barclays fee if payment made via Online Banking £15 payment made via Branch or by phone
International Payment – priority***	No Barclays fee if payment made via Online Banking £40 payment made via Branch or by phone
International Payment – standard***	No Barclays fee if payment made via Online Banking £25 payment made via Branch or by phone
International Drafts	£25
Cancelling an International Payment order (other than one made by cheque)	£25

## How and when we apply our fees

\*\*\*For overseas transactions within the European Economic Area you will pay any Barclays fees and the beneficiary will pay those fees levied by their bank.

For overseas transactions outside of the European Economic Area, depending on the channel you transfer money through, you may be offered other options for the payment of fees levied by Barclays and the beneficiary's bank.

Payments in USD to banks outside of the US may incur a USD Cover Charge of £3 in addition to the overseas delivery charge.

# Rates for Currency Deposit Accounts no longer on sale

Rates correct as at date of print

## Currency Deposit Accounts

### Current interest rates

Currency Type	Balance*	Gross rate p.a.%	AER%
Australian Dollar (AUD)	4,000+	0.50	0.50
Hungarian Forint (HUF)	711,000+	1.50	1.51
Mexican Peso (MXN)	10,000+	2.00	2.01
New Zealand Dollar (NZD)	5,000+	0.10	0.10
Norwegian Krone (NOK)	20,000+	0.10	0.10
Polish Zloty (PLN)	8,000+	0.10	0.10
South African Rand (ZAR)	11,000+	0.63	0.63
Turkish Lira (TRY)	4,000+	1.75	1.76

Interest is calculated based on a 360 day year with the exception of the South African Rand where interest is calculated on a 365 day year. Rates are variable.

\*Credit interest is only paid on cleared balances above \$3,000 (US Dollar) or equivalent.

### Currently we do not pay interest on the following currency types:

Canadian Dollar (CAD)	Japanese Yen (JPY)
Czech Koruna (CZK)	Saudi Arabian Riyal (SAR)
Danish Krone (DKK)	Singapore Dollar (SGD)
Euro (Currency Deposit)	Swedish Krona (SEK)
Hong Kong Dollar (HKD)	Swiss Franc (CHF)
Israeli Shekel (ILS)	U.A.E. Dirham (AED)

### Gross

The rate of interest payable without the deduction of tax.

### AER – annual equivalent rate

This is the interest rate if interest was paid and compounded once a year.

### Tax

In accordance with UK tax legislation from the 6th April 2016, interest is paid gross. If you're 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 [gov.uk/hmrc/savingsallowance](http://gov.uk/hmrc/savingsallowance)

Please note: it is your responsibility to ensure that any tax due on interest payments received is paid to the appropriate tax authority.

### p.a.

Per annum.

### Interest

Interest is calculated daily on the cleared credit balance on the account and will be applied on the standard quarterly settlement dates in March, June, September and December.

# Other Important Information

## Cooling Off

If you are not happy with your account, you have a 14 day period in which to contact us to cancel your account or switch to another account.

This period begins on the date your account is opened or the date you receive your terms and conditions and other account information, whichever is the later. If you contact us within this period to cancel or switch your account, we will refund any account fees you may have paid. However, if you cancel or switch your account at a later date, you will be refunded a proportion of any account fees that you have already paid up to the date of closure.

If you wish to cancel or switch your account, you should tell us by writing to Barclays Bank UK PLC, Leicester Servicing Centre, Leicester LE87 2BB.

## Your Feedback

We want to hear from you if you feel unhappy with the service you have received from us. Letting us know your concerns gives us the opportunity to put matters right for you and improve our service to all our customers.

You can complain in person at your branch, in writing, by email or by telephone. A leaflet detailing how we deal with complaints is available on request in any of our branches, from the Barclays Information Line on 0800 400 100\* or at [barclays.co.uk](http://barclays.co.uk). Alternatively you can write to Barclays, Leicester LE87 2BB.

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR (tel: 0800 023 4567) or [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

The FOS is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the FOS. Visit [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

## The Data Protection Act

Under the Data Protection Act you have a right of access to certain personal records. If you wish to exercise this right, please write to the Data Protection Team, Barclays Bank UK PLC, Knutsford, Cheshire WA16 9EU. A fee will be charged for this service.

# Financial Services Compensation Scheme Information Sheet

Basic information about the protection of your eligible deposits	
Eligible deposits in Barclays Bank UK PLC are protected by:	the Financial Services Compensation Scheme ("FSCS")
Limit of protection:	£85,000 per depositor per bank The following trading names are part of Barclays Bank UK PLC: Barclays, Barclays Business Banking, Barclays Premier Banking, Barclays Smart Investor, Barclays Wealth Management and Pingit.
If you have more eligible deposits at the same bank:	All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000.
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately.
Reimbursement period in case of bank's failure:	20 working days.
Currency of reimbursement:	Pound sterling (GBP, £) or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Barclays Bank UK PLC for enquiries relating to your account:	Barclays Bank UK PLC 1 Churchill Place Canary Wharf London E14 5HP
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St. Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 email: ICT@fscs.org.uk
More information:	<a href="http://www.fscs.org.uk">www.fscs.org.uk</a>

## Additional information

### Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

### General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Barclays Bank UK PLC also trades under Barclays, Barclays Business Banking, Barclays Premier Banking, Barclays Smart Investor, Barclays Wealth Management and Pingit. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under [www.fscs.org.uk](http://www.fscs.org.uk)

### Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

### Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, email: [ICT@fscs.org.uk](mailto:ICT@fscs.org.uk). It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within ten working days from 1 January 2021 to 31 December 2023; and within seven working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within seven working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within five working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under [www.fscs.org.uk](http://www.fscs.org.uk)

### Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

# Financial Services Compensation Scheme Exclusions List

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund (unless they are deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium, sized enterprises)
  - public authority, other than a small local authority.

**For further information about exclusions, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)**

You can get this in Braille, large print or audio by calling **0800 400 100** (via Text Relay or Next Generation Text Relay if appropriate). Barclays also welcomes calls via SignVideo for BSL users. Visit [barclays.co.uk/signvideo](https://www.barclays.co.uk/signvideo)

#### [Call monitoring and charges information](#)

To keep a high quality of service, your call may be monitored or recorded for training and security.

\*Calls to 0800 numbers are free when calling from a UK landline. Charges may apply when using a mobile phone or calling from abroad.

†Lines are open 8.30am-5.30pm Monday to Friday and Saturday 9am-2pm, except bank holidays. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines and will count towards any inclusive minutes you have that cover calls to landline numbers. Call charges may differ, please check with your local provider.

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