

Businesscall

What is Barclays Intermediaries Businesscall?

Barclays Intermediaries Businesscall is a free telephone banking service for clients of International Corporate Banking. This service is provided at no additional charge, you only pay the cost of the telephone call to us at the appropriate rate.

What does Barclays Intermediaries Businesscall offer?

A dedicated telephone and email service

Barclays Intermediaries Businesscall offers a prompt, professional and personalised guidance and enquiry service that can handle a wide range of your corporate servicing requirements in a multi-currency environment.

A confidential and secure service

Confidentiality and security are paramount. All callers will be required to answer security questions relating to the five pieces of information held for each person or employee that is elected to use the telephone banking service (security questions can only be asked if the caller has completed the correct forms and is set up for the service).

We also offer a voice security service which uses your voice print to confirm your identity, making your calls with Businesscall quicker, easier and even more secure. Our Businesscall team can register you for the service when you call and have been verified with your security questions.

Access to corporate and Treasury Services

You will have access to a wide range of corporate services. The services provided have been split into two levels reflecting distinct degrees of security and access to information on your accounts. You can decide who, within

your business has access to which level, depending on the needs of your business structure. Services within the two service levels are listed below.

Should you require this service, International Businesscall can introduce you to our dedicated Treasury Team, who can assist with your treasury needs.

Availability and opening hours

You can contact Barclays Intermediaries Businesscall on the following contact numbers:

Guernsey	+44 (0)1481 705 600
Isle of Man	+44 (0)1624 684 684
Jersey	+44 (0)1534 867 000
London	+44 (0)207 114 7200

You can also contact Barclays Intermediaries Businesscall on the following email addresses:

Isle of Man	iombusinesscall@barclays.com
Jersey	jsybusinesscall@barclays.com
Guernsey	GSYbusinesscall@barclays.com
London	londonbusinesscall@barclays.com

Lines are open from 9am to 5pm Monday to Friday (UK time). The service is unavailable at weekends and on UK bank holidays. Call costs may vary – please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.

¹ Please note that some services may not be available in all jurisdictions

Standard services

Standard services carry no risk of divulging sensitive client information and can therefore be carried out for all callers without the need for identification and verification.

Services available¹

- Information about the hours of service
- Information about the location of outlets
- Details of general telephone numbers
- Details of general fax numbers
- Tariff enquiries
- Interest rates
- Enquiries regarding account-opening requirements
- Product information
- Current indication of exchange rates and fixed-term deposit rates
- Information on how to access Barclays Intermediaries Corporate website
- Register a complaint

Service level one

Service level one transactions and enquiries are low risk and can be made available to anyone who has memorable data recorded on the Barclays Intermediaries Businesscall telephone banking system. To be provided with the services within this category, the caller will be asked identification and verification questions, before any secure information is divulged. Once they have passed through security successfully, they can be provided with the following services.

Services available¹

- Place a stop on a card or cheque(s)
- Confirm that a card is ready for collection at branch
- Change statement frequency
- Balance and transaction enquiries
- Complaints
- Request to change requirements for cheque and credit books, for example request to change from a 60-cheque book to a 240-cheque book
- Confirm that cheque book(s) are ready for collection at branch
- Regular payment enquiries

- Foreign exchange information
- Sundry general enquiries
- Account-opening update
- Request for information/stationery to be sent to the address on record
- Information and enquiries about commission charged and/or pre-notification of charges
- Information and enquiries about interest received or paid/ to be charged or paid
- Request an answer on a special presentation cheque
- Transaction enquiry (sterling and currency), for example whether a payment has been received
- Unpaid cheque query
- Request copies of audit letters
- Card Enquiries

Service level two

Service level two transactions and enquiries have a higher level of risk and can only be made available to someone who has been duly authorised.

Once they have passed through security successfully, they will be provided with the following services in addition to the areas covered in service level one.

Additional services available (to level two callers only)¹

- Any enquiry where a request is made for information or stationery to be sent to an alternative address
- Change address
- Cancel a regular payment or standing order/recall a regular payment
- Payment to an account in the same name (sterling and currency) at the same branch/sort code (first party transfer)
- Request card/PIN to an alternative address
- Place funds on Treasury Deposit and provide reinvestment instructions
- Transfer money between business accounts in different currencies for immediate value, or forward value (within the terms of an agreed dealing facility)
- Cash collections up to £300
- Account Closure Requests

¹ Please note that some services may not be available in all jurisdictions

How do I apply for Barclays Intermediaries Businesscall?

To apply, each individual must complete and sign a copy of the Barclays Intermediaries 'Businesscall member verification details form'. The member should then place the form in an envelope marked 'only open under dual control', print their name on the back and sign across the seal.

In addition, the Barclays Intermediaries 'Businesscall new member application form' must be completed and signed in accordance with the company mandate. This form should include all individuals who have completed the member verification details, and a level of service must be entered by each name, that is, service level one or level two.

For existing Barclays Intermediaries Businesscall users in order to add an additional company to your telephone banking, only the Businesscall New Member Application form must be completed and signed in accordance to the company mandate.

If you are a new client and have received these forms with your account opening pack, please return the forms along with your completed new account forms and your telephone banking will be set-up upon the opening of your account.

All completed forms should then be placed inside an envelope and posted to:

Businesscall, Eagle Court, 25 Circular Road, Douglas, Isle of Man, IM1 1AD unless part of New Account pack in which case please return the forms with your account opening documents to Banking Operations Eagle Court, 25 Circular Road, Douglas, Isle of Man, IM1 1AD and your telephone banking will be set-up upon opening of your account(s).

For existing customers your telephone banking will be set-up within 72hrs.

This item can be provided in Braille, large print or audio by calling 0800 400 100* (via TextDirect if appropriate). If outside the UK please call: +44(0)1624 684 684**.

* Lines are open 9am to 5pm Monday to Friday (UK time). Calls to 0800 numbers are free if made from a UK landline.

Call costs may vary – please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.

Barclays offers private and overseas banking, credit and investment solutions to its clients through Barclays Bank PLC and its subsidiary companies. Barclays Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 122702) and is a member of the London Stock Exchange and Aquis. Registered in England. Registered No. 1026167. Registered Office: 1 Churchill Place, London E14 5HP.

Barclays Bank PLC, Jersey Branch has its principal business address in Jersey at 13 Library Place, St Helier, Jersey and is regulated by the Jersey Financial Services Commission. Barclays Bank PLC, Isle of Man Branch has its principal business address in the Isle of Man at Eagle Court, 25 Circular Road, Douglas, Isle of Man and is licensed by the Isle of Man Financial Services Authority. Barclays Bank PLC, Guernsey Branch has its principal place of business at St Julian's Court, St Julian's Avenue, St Peter Port, Guernsey, and is licensed by the Guernsey Financial Services Commission for Banking, Lending, Credit & Finance and Investment Business.