



Reference guide

IMPORTANT INFORMATION ABOUT YOUR BARCLAYS INTERNATIONAL BANKING RELATIONSHIP

July 2023

 **BARCLAYS** | International Banking



Contents

Contact us	3
An overview of the key documents you may receive	4
Frequently asked questions	6
Summary of other key terms	13

Thank you for choosing Barclays Bank

Welcome

This guide is meant to serve as a quick reference document and is not a legal document. It is not a substitute for the Additional Terms for Barclays International Banking or the Barclays Bank Terms, both of which you should read carefully.

This guide should only take about 20 minutes to read.



Contact us

If you have any questions

Please do not hesitate to get in touch with your Barclays Contact. Alternatively, you can contact a member of our team using the contact details below:

New to International Banking

Call us on our International toll free number +800 800 88885

Alternatively, call us on +44 (0)1624 684316.

Existing Clients

International toll free number +800 800 88885 (or on our standard international number +44 (0)1624 684444)

For everyday questions visit our [online help centre](#)

UK toll free phone number 0800 9012022.

Website

international.barclays.com

United Kingdom Jersey

Barclays Bank PLC has its principal business address at 1 Churchill Place, London E14 5HP and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 122702). International Banking

Barclays Bank PLC, Jersey Branch has its principal business address at 13 Library Place, St Helier, Jersey, Channel Islands, JE4 8NE and is regulated by the Jersey Financial Services Commission.

Isle of Man

Barclays Bank PLC, Isle of Man Branch has its principal business address at Barclays House, Victoria Street, Douglas, Isle of Man, IM1 2LE and is licensed by the Isle of Man Financial Services Authority.

An overview of the key documents you may receive

Account opening

- **Your Application Form(s)**, which gives us the mandate to provide you with our Barclays International Banking Services (which we refer to as: a) the Barclays International Banking Service and b) Barclays International Banking Service for Foreign Nationals UK ("the FNUK Service")) as well as our investment services.
- **The Digital Welcome Letter**, which includes your account details and links to other important documents.
- **The Barclays Bank Terms**, which are legal terms governing the provision of our investment services.
- **The Additional Terms for Barclays International Banking**, which are legal terms governing the provision of our Barclays International Banking Service and FNUK Services. Please [see page 6](#) of this guide for more information about these different services.
- **Our Fee Schedule(s)** which cover our Barclays International Banking and FNUK Services as well as our investment services (if we provide these services to you).
- **Rates and Fees** for our banking services, also available on our website ([UK Tariff Guide](#) and [Isle of Man and Jersey Tariff Guide](#)).
- **Best Execution Policy** setting out how we arrange and execute transactions, also available on our website [here](#).
- **Data Privacy Notice** on how we collect, hold and process personal data, also available on our website ([UK](#) and [Isle of Man and Jersey](#)).

Providing Investment Services

- **Client Fact Find Questionnaire**

This is where we collect information such as your current financial circumstances, risk appetite and knowledge and experience to help us determine your investment objectives.

- **Portfolio Investment Strategy Form**

If we provide you with discretionary investment management or advisory services, this is where we agree with you the rules and restrictions we'll follow when working towards your investment objective.

- **Suitability Letter**

If we make any personal recommendations to you, this will explain how these meet your investment objectives.

Communications

You may choose how you receive these, for example electronically or via post.

- **Reports, confirmations and statements**

We'll periodically send these to you to keep you updated on your portfolio or account.

- **Notices** of any material changes to the way that we provide our services.

- **Marketing or other information** if there are products or services we think might interest you and if you have agreed to receive this from us.

- **Accessibility Statement** on adjustments we may make to meet any needs you may have, available on our website ([UK](#) and [Isle of Man and Jersey](#)).

Frequently asked questions

What's the difference between the Barclays International Banking Service and the FNUK Service?

The Barclays International Banking Service is available to clients who live outside of the UK and want to receive banking services from us. It is aimed at clients who can deposit and maintain a minimum of £100,000 in savings, investments with us (or currency equivalent). We aren't able to provide this service to customers across all countries and we will tell you where this is the case.

The FNUK Service is aimed at clients who have come to live and work in the UK from abroad. It is also aimed at clients who can deposit and maintain a minimum of £100,000 in savings, investments and/or annual individual gross base salary with us (or currency equivalent).

For both services (subject to certain financial thresholds, which can be viewed here) we may

also offer what we refer to as "relationship services". This is where you will be provided with a dedicated relationship manager who will help you with your financial planning and other needs – including referring you to an investment advisor if you want to receive investment as well as banking services.

How do the Additional Terms for Barclays International Banking interact with the Barclays Bank Terms you have also agreed to?

When you sign your Application Form to start your Barclays International Banking Service relationship, you are agreeing to both the Barclays Bank Terms and the Additional Terms for Barclays International Banking.

The Barclays Bank Terms govern our general relationship with you and, where applicable, any other services provided to you – such as investment services (for example, advisory services).

The Additional Terms for Barclays International Banking cover specific points you need to be aware of when we are providing either the Barclays International Banking Service or the FNUK Service.

Do you have to hold a certain amount of money with us to benefit from the Barclays International Banking and FNUK Services?

Yes.

Both the Barclays International Banking Service and the FNUK Service are aimed at customers who can deposit and maintain a minimum of £100,000 in savings and/or investments (or currency equivalent) with us. For FNUK services, we will also accept an annual individual gross base salary of £100,000 (or currency equivalent).

Where you can't maintain this amount, you will be charged a fee (please see our FAQ on [page 10](#) of this guide titled "Do you have to pay a fee for Barclays International Banking Service or the FNUK Service?").

The levels of service we provide also depend on the value of the investments you hold with us. More information can be found [here](#).

How do you receive investment services?

If you want to receive investment services (for example, advisory or discretionary investment management services) you can either:

- (where applicable) speak to a relationship manager who will refer you to an investment advisor to discuss your investment service needs; or
- contact us using the contact details provided on [page 3](#) of this guide.

How can you give an instruction?

You can instruct us through your Barclays Contact or using our [contact details](#).

If your instruction relates to a time-sensitive deadline (for example, the end of an investment subscription period), you must give us reasonable time to act on your instruction.

Stopping instructions

We start processing instructions once we receive them, so we might not be able to stop or change them. If you want to stop or change an instruction, contact your Barclays Contact. If we're able to cancel your instructions, we may charge a fee.

We can refuse your instructions

We'll do our best to execute your instructions as soon as possible, but we do not always have to execute them (for example, if your instructions were not complete or clear, or if we do not think they came from you). We'll normally, at the earliest opportunity, tell you our reasons for refusing instructions and what you can do to correct any errors.

We may also refuse your instructions, if it might expose us (or another Barclays company) to legal action or censure, such as sanctions, from any government, regulator, or law enforcement agency.

How often will we send you reports or statements?

We may upload to our online systems or send you the following if we provide you with the relevant service:

- **Bank account statements** (banking services) monthly
- **Valuation report** (discretionary investment management services) every 3 months
- **Client asset statements** (custody services) every 3 months unless we are giving this information to you in another statement
- **Cash account statements** (all investment services) every 3 months
- **Transaction confirmations** (all investment services) transaction-by-transaction, or if elected, periodically.

Please tell us as soon as possible if you think there's something wrong on a statement, report or confirmation.

What do you do if you suspect fraud or a mistake?

Tell us **as soon as possible** by informing your Barclays Contact or using [our contact details](#), or any details we give to you with your card, security information or physical device (if applicable).

You should also tell us if you

- have lost your card, security information or any other Barclays physical device which we have provided to you
- notice a lost, mistaken or unauthorised payment.

Your security information can include passwords, security keys and personal identification numbers (PIN). You must not give these to anyone else.

Do you have to pay a fee for Barclays International Banking Service or the FNUK Service?

If you don't maintain an average of £100,000 or more in savings and/or investments or an individual gross base salary with us for four consecutive months, you'll need to pay a monthly fee as shown in our Tariff Guide. We'll contact you if your average balance or individual gross base salary falls below £100,000 to let you know when the fee will start to be applied.

Alternatively, if you're paying a monthly fee and the average value of your savings and/or investments or your individual gross base salary increases to £100,000 or more for four consecutive months, you'll no longer be charged a monthly fee.

The link to our Tariff Guide can be found on [page 4](#) of this guide or on our [website](#).

What happens if you do not pay any money due to us?

We may charge default interest detailed in the fee documents.

We may use the cash or sell assets within your account to meet unpaid charges (and we'll give you notice before we do).

We can also take legal or other action to recover the debts you cause by non-payment of charges.

What do you do if you do not want a specific product or service or want to end our relationship?

You can normally end the agreement for any service or product, or your relationship with us, by giving us at least 30 calendar days' written notice.

We can also generally do the same for individual products and services. For our banking services, we'll usually give you 2 months' notice.

We can do this immediately under serious circumstances (for example, if we reasonably believe you have used the accounts or services illegally for criminal activity).

What protection is there if the bank is unable to meet its financial obligations?

Where we hold your assets in custody, we'll keep your assets separate from ours. We'll maintain records that show that the assets we're holding belong to you so that investments can be traced back to you if we become insolvent.

You may be eligible for compensation depending on the services provided to you. Please speak to your Barclays Contact if you want to know what is eligible or for more information about this.

For accounts held in the UK

Barclays Bank PLC is covered by the Financial Services Compensation Scheme (FSCS), the UK's statutory deposit guarantee scheme. Compensation for eligible investment and banking business is subject to the £85,000 limit per person per Barclays Group company. For more information about the FSCS scheme, amounts and scope of cover and how to claim please see the [FSCS website](#).

For accounts held in Jersey

Compensation is generally available for eligible deposits up to £50,000, subject to conditions. The maximum total compensation is capped at £100,000,000 in any five-year period. For more information, please see Deposit Compensation Scheme website for [Jersey](#).

For accounts held in the Isle of Man

Compensation is available for deposits only and is limited to:

- 100% of the first £50,000 of net deposits (i.e., loans may be netted off against any deposits you have with us) per individual depositor; or
- £20,000 for most other categories of depositor.

For more information, please see the Depositors' Compensation Scheme [website](#) for Isle of Man.

How do you make a complaint?

Contact your Barclays Contact.

You can also contact us using the [contact details](#). You can also find more information on our [website](#).

If we're unable to resolve a complaint to your satisfaction, you may be able to refer your complaint to a financial ombudsmen for independent assessment. A financial ombudsman is a free and independent organisation that specialises in settling disputes between clients and financial firms.

You can find more information on how to contact the relevant financial ombudsman for the UK, Jersey and Isle of Man on our [website](#).

Summary of other key terms

Services		
Topic	Summary	Learn more
Service and service levels	<p>We provide the following services as part of our Barclays International Banking Service and FNUK Service:</p> <ul style="list-style-type: none"> • Core international banking services: this service provides access to telephony (Mon-Fri 9am-5pm), online and mobile banking services. • Relationship services: this is where you'll be provided with a dedicated relationship manager who will help you with your financial planning and other needs – including referring you to an investment advisor if you want to receive investment services as well as banking services. <p>The level of service you receive will depend on the value of savings and/or investments that you hold with us, your annual individual gross base salary (the FNUK service only) that is credited with us and a number of other factors.</p> <p>We can change the service levels we provide to you, but we'll contact you before doing so.</p> <p>Please see page 6 of this guide for more information.</p>	<p>Additional Terms for Barclays International Banking pages 1 and 2</p>

Services		
Topic	Summary	Learn more
Client categorisation	<p>We'll categorise you as a retail client. This means you'll get the highest degree of consumer protection. It also means that you'll not be able to invest in more complex products that are only available to professional clients. You'll need to ask us to re-categorise you if you'd like to be treated as a professional client. We can only do this if you meet certain criteria and procedures relating to your expertise, experience and knowledge.</p> <p>There are risks involved in any investment. Please see Section B, Schedule 2 (Investment risk warnings) of the Barclays Bank Terms.</p>	Barclays Bank Terms page 35
Investment suitability review	<p>If we provide any discretionary investment management or advisory services to you, we'll use the information provided in the Client Fact Find Questionnaire and the Portfolio Investment Strategy Form as set out on page 5 of this guide) to agree with you:</p> <ul style="list-style-type: none"> • Your investment objectives: What do you want to achieve with your assets? Consider your personal and financial circumstances, risk appetite, knowledge and experience. • Your investment strategy: These are the rules we'll agree with you that we'll follow when working toward your investment objective. For example, you might not want us to invest in certain types of instruments. <p>We need to make sure this information is up-to-date to ensure that we can continue to act in your best interests. You'll need to tell us if anything changes (such as your financial circumstances).</p> <p>We'll carry out an assessment on an annual basis, or more frequently if we think it is appropriate. If we cannot get this information from you, we may stop providing you with the services.</p>	Barclays Bank Terms pages 40 and 42

Services

Topic	Summary	Learn more
Discretionary investment management	If we provide this service, we'll make decisions for you based on your agreed investment objectives, subject to any restrictions we have agreed with you in your investment strategy. You can ask us for a list of transaction and product types that we may invest in on your behalf.	Barclays Bank Terms page 40-41
Advisory services	<p>If we provide this service to you, we'll give you personal recommendations based on the investment objective and investment strategy, but you'll make the decision to buy, hold, or sell any assets. We'll only act on your instruction, and you can choose not to follow our advice.</p> <p>Our advisory services consist of "one off" and ongoing" advice:</p> <ul style="list-style-type: none">• "One-off" advice means we'll assess whether the product is suitable for you at that point in time, but we'll not check that products are suitable for you on an on-going basis.• "Ongoing" advice means we'll assess whether the product is suitable for you on an ongoing basis and we'll check this (at least) annually. <p>Our recommendations are restricted to a range of products limited to certain issuers or providers.</p>	Barclays Bank Terms page 42-43
We may trade FX for you	We may execute or arrange transactions in FX contracts with you. If we arrange for you to enter into transactions with third parties, you might need to enter into further contractual agreements with them.	Barclays Bank Terms page 54-55

Services		
Topic	Summary	Learn more
You may set up a joint account	<p>You might want to set up a joint account.</p> <ul style="list-style-type: none"> • Where you and at least another person are joint account holders, you're each responsible for the money owed to us (unless we agree otherwise in writing). • Any of you can give us instructions, for example: sell assets, withdraw assets, close any account, apply for an arranged overdraft. • If we think there's a dispute or conflict of interest between joint account holders, we'll ask for individual instructions from each of you. • We'll send the information about the account to the person named first on the account unless you request differently. Any of you can receive notices from us on behalf of the other account holders. • You can ask us to remove someone from a joint account or convert the account to a sole-person account. We might need permission from all the account holders to be able to do either of those options. • If a joint account holder dies, the other joint account holder(s) can continue using the account. The money is not part of the deceased person's estate. However, we may have to act on the instructions of the deceased person's personal representative or liquidator. 	<p>Additional Terms for Barclays International Banking page 3 Barclays Bank Terms page 25</p>
Cancelling the service or product contract	<p>If you change your mind, you may cancel a service contract with us within 14 calendar days (subject to exceptions). The cancellation period starts:</p> <ul style="list-style-type: none"> • on the date on which we agree to provide that service / product, or • if later, the date that you receive the terms. <p>To cancel, inform your Barclays Contact or use our contact details. We'll return any sums received from you within 30 calendar days (although this may be subject to costs and charges incurred). We'll not charge you any cancellation fees.</p>	<p>Barclays Bank Terms page 22</p>

Rates and fees

Topic	Summary	Learn more
Costs and Charges	<p>For our Barclays International Banking Service and FNUK Service whether or not you pay a fee will depend on whether or not you maintain an average of £100,000 or more in savings and/or investments with us for four consecutive months. Please see page 4 of this guide for more information. For FNUK services, we'll also accept an annual individual gross base salary of £100,000 (or currency equivalent).</p> <p>Where we provide you with investment services, we'll give you the information on costs and charges (for example fees, commissions, debit interest) both before and after we provide you with the relevant service</p> <p>Please see page 4 of this guide for where to find the latest copy of this information. You can ask us for a copy of those documents. We may also agree with you separate costs and charges in writing from time-to-time.</p> <p>You must pay any costs and charges you incur. We'll tell you in advance if we are going to increase these costs and charges.</p>	Additional Terms for Barclays International Banking pages 2 and 3 Barclays Bank Terms pages 17, 24
Impact of a joint account on the level of services you receive and fees you may pay	<p>Where you open an account with us under either the Barclays International Banking Service or the FNUK Service as a joint account, we'll use the average value of savings and/or investments held jointly with that person and in either of your sole names to work out if you're entitled to a relationship manager and whether a monthly fee is payable.</p>	Additional Terms for Barclays International Banking page 3

Topic	Summary	Learn more
Applying interest (Banking services only)	<p>We may apply different rates of interest to our services and products. Please see our Banking Rates and Fees which are published on our website (see page 4 of this guide), or you can ask your Barclays Contact for details.</p> <p>We'll deduct tax from any interest, other income and payments paid to you where there's a regulatory requirement for us to do so.</p>	Barclays Bank Terms page 81
Changes to interest rates	<p>We use 'reference interest rates' as a basis for working out tracker interest rates. A reference interest rate is always set by another institution, for example the Bank of England's Base Rate. If you have a tracker rate on a savings account, we'll tell you:</p> <ul style="list-style-type: none">• which reference rate it tracks, and• how the rate you get relates to the reference rate (for example your rate might stay at 1% above the Bank of England's Base Rate). <p>We'll put the new rate on our website within 3 working days of the rate on your account changing for:</p> <ul style="list-style-type: none">• changes to interest rates on products or services that track a reference interest rate, or• changes we make in interest rates that are favourable to you and you have not been told about in advance.	Barclays Bank Terms page 30

Protections

Topic	Summary	Learn more
Notifying you of changes to our services	<p>We'll usually give you at least 30 calendar days' notice for any changes we want to make to our services, although for certain accounts (e.g. current accounts) we will have to give you 2 months' notice. If we need to notify you of a decrease in interest rates in relation to our banking services, we'll give you at least 14 calendar days' notice.</p> <p>When we give you notice of a change, we'll tell you the date the change comes into effect. We'll assume you accept the change, if within the notice period you have not told us that you want to:</p> <ul style="list-style-type: none">• close your account, or• end the service. <p>If you do not want to accept the change, you must tell us before the date on which the change will happen. If you close your account for this reason, we'll not charge you termination fees. You'll have to pay back any money you have borrowed from us before the Account is closed. Otherwise, we'll treat you as having accepted the change.</p> <p>We don't have to give you notice of changes to the agreement if the change benefits you, or if it is as a result of legal or regulatory requirements.</p>	Barclays Bank Terms page 24
In the event of your death	<p>In the case of your death, your estate will still be bound by our legal agreements until it's ended by your personal representative, or we give notice to your personal representative that it'll end. Your relatives or personal representative should get in touch with your Barclays Contact and we'll guide you through what the next steps are.</p>	Barclays Bank Terms page 26

Protections

Topic	Summary	Learn more
Set-off rights: If you owe us money and we owe you money	<p>A “set-off right” is where we pay you the difference between the amount you owe us and the amount we (including Barclays group companies) owe you.</p> <p>We may use these rights if we think you’ll be unable to pay us when the amount you owe us is due.</p> <p>If we think you’ll do something to prevent us from using our set-off right, we can use it without telling you in advance.</p>	Barclays Bank Terms page 27
Our liability to you	<p>We’re not responsible for your losses while using our products or services, unless:</p> <ul style="list-style-type: none">• it would be unlawful for us not to be liable for the loss, or• the loss was directly caused by our negligence, wilful default, or fraud.	Barclays Bank Terms page 16
Tax advice	<p>We’re not legal or tax advisors, and we do not provide legal or tax advice. You should get your own independent advice for your own circumstances. Any information we provide cannot substitute independent advice. You confirm that you’re in compliance with all tax declarations and reporting obligations for the assets held in your Account, and any income or gains you receive from them.</p> <p>You must tell us if you are:</p> <ul style="list-style-type: none">• a US citizen,• a US resident, or• otherwise subject to US tax on non-US income and gains (such as if you have a US Green Card).	Barclays Bank Terms page 21

Protections

Topic	Summary	Learn more
Keeping your personal data safe	<p>How we collect and process your personal data is set out in our privacy notices. We may share your personal data with Barclays Group companies to onboard you and provide you with the relevant products or services.</p> <p>The data that's shared may include:</p> <ul style="list-style-type: none">• checks for the purposes of security, detecting and preventing fraud and money laundering,• verifying your identity, and• conducting sanctions checks.	<p>Data Privacy Notice Barclays Bank Terms page 19</p>

Closing the account

Topic	Summary	Learn more
You want to end the relationship	You need to give us 30 calendar days' written notice (email or postal mail) to end your relationship, a specific product or service, unless the terms of the product or service state otherwise.	Barclays Bank Terms page 18
We decide to end the relationship	<p>We'll give you at least 30 calendar days' notice if we end the relationship, or we end a product or service. For our banking services, we will usually give you 2 months' notice.</p> <p>If we think that you've broken the terms of our agreement, we can end the relationship immediately and close your account. This might happen if you:</p> <ul style="list-style-type: none">• give us any false information• inappropriately authorise a person to give instructions on your account• fail to comply with the terms of any transaction• breach dealing limits• try to use your account illegally for market abuse or for criminal activity, or you let someone else do this• behave in a threatening or abusive manner to our staff• become bankrupt, or• put us in a position where we might break a law, regulation, code, or other duty that applies to us, or we might be open to action or censure from a governmental entity. <p>We can also close an account or stop a service if you're not eligible for it.</p>	Barclays Bank Terms page 18

Closing the account

Topic	Summary	Learn more
The end of the relationship	<p>Once your account closes or a service or product ends, any related benefits that we provide will also end. On the date the account closes or a service or product ends, you'll pay:</p> <ul style="list-style-type: none">• fees that are due on that date• any of our reasonable expenses from closing the account or ending the service or product, and• any losses we incur as a result. <p>Your assets include your investments and any uninvested cash. If you end your investment services with us and we hold assets for you, you need to tell us if you'd like your assets:</p> <ul style="list-style-type: none">• transferred to another service provider• registered in your own name, or• sold. <p>If we cannot transfer your investments and you cannot sell them, we'll hold the investments in custody for you. You'll be charged a fee for this, but we will not do anything else but hold the investments for you.</p>	Barclays Bank Terms page 19

 **BARCLAYS** | International Banking

