

Summary of changes to your Barclays Bank PLC terms and conditions

The updated terms give you the same key rights and protections that you have under the previous terms. We have focused on making sure that our terms are fair, clear and to the point. However, we've made some changes that we should tell you about, including changes which better reflect how things actually work in practice. We summarise these changes below.

Changes to the terms and conditions that apply to both the investment services and banking services we provide

Clarifications on which Barclays entity provides you with certain services

(Introduction page 1)

We have clarified that our terms do not provide for any banking services that Barclays Bank UK PLC, may provide to you. These are subject to separate terms and conditions under your separate Barclays Bank UK Customer Agreement.

Definitions

(Definitions & Interpretation page 4)

We have made some changes to the definitions of certain words and expressions that we use in our terms which help clarify your and our rights and responsibilities under them.

How we can contact you

(Section A, Part 1, clause B)

We have made clear that, where Regulatory Requirements allow us to, we will provide information to you electronically, including via our website.

Authority of Barclays Bank PLC bankers to give instructions on your behalf

(Section A, Part 1, clause 4)

Due to an internal reorganisation, all investment services you receive continue to be provided by Barclays Bank PLC, however if Barclays Bank UK PLC provides you with any banking services under a separate Customer Agreement, those banking services will continue to be provided to you by Barclays Bank UK PLC.

As Barclays Bank PLC and Barclays Bank UK PLC are separate legal entities, which you have separate agreements with, in order for us to help you manage aspects of your relationship with Barclays Bank UK and to facilitate the provision of our investment and other services to you after the transfer, we have in our terms a new express authority from you to your Barclays Bank PLC bankers to give certain instructions to Barclays Bank UK PLC. We're calling this the "Barclays Private Bank Instruction Mandate". It makes clear that you can instruct us to issue instructions to Barclays Bank UK PLC about your products and services with Barclays Bank UK PLC and the sharing of data to help manage their and our services to you.

In limited cases the Barclays Private Bank Instruction Mandate also allows us to give instructions to make payments to and from your Barclays Bank UK PLC current accounts without getting your prior instruction first. This is limited to situations where it is necessary in connection with your investment transactions e.g. if money is needed to be transferred to fund or support an investment transaction you have instructed Barclays Bank PLC to make.

**Authority of Barclays Bank PLC
bankers to give instructions on
your behalf (continued)**

Representatives of Barclays Bank PLC will have to follow your instructions unless there is an obvious error or reason for us to refuse to act on your instructions.

Your Barclays Private Bank Instruction Mandate will be confirmed to Barclays Bank UK PLC and they can rely on it. There will be no changes to the services provided to you.

If you don't want to give us the Barclays Private Bank Instruction Mandate you can terminate or change it as set out in the terms. If you do we won't be able to give instructions to Barclays Bank UK PLC or instruct payments to help with funding or supporting your transactions and you will have to instruct Barclays Bank UK PLC directly. If your Investment Account is not in funds we might not be able to execute your transactions.

**Repaying your Barclaycard
(Section A, Part 1, clause 4.16)**

We have introduced new wording, to make clear that if you have a credit card with Barclays Bank UK and you authorise a Barclays Bank UK customer services representative to instruct a payment from a bank account held with Barclays Bank to repay the amounts owed on your credit card, we will follow your instructions to make the payment.

**Refusing your instructions
(Section A, Part 1, clause 6.1 & 6.2)**

We have clarified that we are also able to refuse your instructions in relation to any existing product or service, or refuse payment into an existing account if, acting reasonably, we consider that by carrying out the instruction we, or another Barclays Group company, would be exposed to material reputational risk, including cases where the instruction conflicts with our publicly announced commitments or policies regarding certain sectors, industries, activities or environmental, social and governance matters.

We have also added a new clause to clarify that we can refuse your instructions to purchase any new products or services. Requests for any additional new products or services will be assessed on a case-by-case basis.

**Delaying your payments
(Section A, Part 1, clause 6.4)**

We have introduced wording giving us the right to delay any Payment Order for up to four business days if we have reasonable grounds to suspect it has been made as a result of fraud or dishonesty from someone other than you.

**Terminating Payment Accounts
(Section A, Part 1, clause 12)**

We have increased the notice period we will give you for terminating a Payment Account from two months' to 90 days' notice.

We have also updated the reasons we can terminate Payment Accounts without giving advance Personal Notice so that we may only do this if: we are legally required to; we reasonably it is being used or is likely to be used in connection with a serious crime; the FCA, the Treasury or the Secretary of State require us to; or we reasonably believe that you have committed an offence relating to providing goods or services to a third party.

Ending the relationship, services or products <i>(Section A, Part 1, clause 12.4)</i>	We have clarified that we can also terminate the Agreement or any Investment Service, if we reasonably believe a Derivative Event of Default has occurred (which is explained further in this notice).
Your right to cancel <i>(Section A, Part 1, clause 16)</i>	We have clarified that notice to cancel any product or service must be sent Electronically (or by post where this is not possible).
Changes to managed interest rates on Cash Accounts <i>(Section A, Part 1, clause 22)</i>	We have updated wording to make it clearer that if the balance on a Cash Account is below £100, we don't need to tell you before we make a change to a managed interest rate.
Joint accounts <i>(Section A, Part 1, clause 23)</i>	We have made clarifications to explain that: <ul style="list-style-type: none"> • if (i) we know or suspect that there may be a dispute, or conflict of interest, we may seek instructions from each of you; (ii) for certain high-risk instructions (including changes to account details, payment mandates, or closure instructions, we may require confirmation from all Account holders; and (iii) in the case of a dispute between you, we will not choose between inconsistent instructions from joint Account holders and except where Regulatory Requirements say otherwise, we will require agreement between both joint Account holders in relation to any instruction. • Where Investment Services are provided to joint Account holders but each holder has a different authority to act on the Account, we will agree with the joint holders of the Account the knowledge, experience and understanding that will be taken into consideration for the relevant Investment Service, which will be communicated separately.
Security and set-off <i>(Section A, Part 1, clause 25)</i>	We have clarified that the right of set-off of a member of the Barclays Group includes nominees of the Barclays Group.

Changes we've made to the terms and conditions that affect the investment services we provide

Client reporting in relation to Discretionary Management Service, Contingent Liability Transactions or Leveraged Financial Instruments <i>(Section B, Part 1, clause 12 and Section B, Part 2, clause 3)</i>	Due to regulatory changes, we have removed the requirement to report to retail clients when (a) the overall value of their Discretionary Management Service portfolio depreciates by 10% or more and (b) when Contingent Liability Transactions or Leveraged Financial Instruments depreciate in value by 10% or more.
Suitability and appropriateness of transactions <i>(Section B, Part 4, new clause 15.6)</i>	<p>We have added a new clause to make clear that where we execute or Arrange a transaction for you on a non-Advised basis and you are a retail client in relation to that transaction, we may be required to apply the Consumer Duty in connection with the transaction but:</p> <ul style="list-style-type: none">• We may not be able to execute or Arrange the transaction if we are unable to obtain sufficient information from the issuer or manufacturer of the relevant investment; and• For non-advised services we do not assume any responsibility to ensure any investment you make on this basis continues to offer you fair value under the Consumer Duty. <p>The Consumer Duty is a recently implemented regulatory requirement relating to the treatment of retail customers.</p>
Derivatives and FX contracts <i>(Section B, Part 5)</i>	We have amended this section to better reflect and clarify how we transact in Derivatives and FX contracts with you and more details of the terms that will apply where we do, including explaining what situations will lead to a "Derivative Event of Default" (which will allow us if we choose to, to terminate your Agreement) as well as clarifying that your rights to cancel under the Agreement do not apply to Derivative transactions.
Safekeeping Services <i>(Section B, Part 8, clause 1-10)</i>	We have clarified that unless we have expressly agreed with you, we will not provide any safekeeping services in relation to physical Assets or physical documents of title (for example, physical share certificates or bonds issued in bearer form).
Paying away to charity of Unallocatable Fractions and undistributed entitlements <i>(Section B, Part 8, clause 3.4 & 4.4)</i>	We have increased the amount we are able to pay away to a registered charity from £5 to £25.
95 day notice accounts <i>(Section B, Part 9, clause 2.4)</i>	We've added a clause to our terms to explain that where we place client money in client money accounts which have a fixed term or require periods of notice, we can't access the funds until the relevant notice period expires, in each case that won't exceed 95 days.
Reclaim Fund <i>(Section B, Part 9, clause 2.11)</i>	<p>Please note this change applies to UK accounts only.</p> <p>We've added a clause to the terms to explain that, in certain circumstances, we might transfer any cash or investments in your account to a Reclaim Fund, which is authorised to accept cash and investments under a dormant assets scheme in the UK. You still have a right to the money, and you can get it back.</p>

Changes to the terms and conditions relating to your bank account

Authorised push payment (APP) scams

(Section C, Part 2, clause 12)

Please note that this change applies only to eligible payments between UK accounts.

On 7 October 2024, a new UK-wide regulation came into effect. We've been complying with that regulation since then.

What is an APP scam?

An APP scam is when you have been tricked into making a payment and the person you're paying isn't who you thought they were, or the payment is for a different reason than you expected.

Key points you need to know

The new regulations only apply to sterling payments made between UK accounts using Faster Payments or CHAPs.

The new regulations only apply to payments made by individuals, "microenterprises" (businesses that employ fewer than 10 people and either have an annual turnover or balance sheet that is less than €2 million) or small charities (with an annual income of less than £1 million).

The maximum amount you can claim is £85,000. Any refunds we pay to you may be subject to a £100 excess. This means you may not receive a refund if your claim is for under £100.

If you're entitled to a refund, we'll usually give this to you within 5 business days but, if we need more information, we may take up to 35 business days.

You will need to report the scam to us as soon as you become aware of it and within 13 months. You will also need to provide the information we need to investigate your claim.

When you might not receive a refund

There are some circumstances where you may not be entitled to receive a refund under the new regulation, for example: you've ignored a warning from us or the police; you were involved in the scam, or you did not report the scam to us promptly when you became aware of it.

Borrowing on your Bank Account

(Section C, Part 3, clause 1.8)

We have clarified that the requirement to repay in relation to overdrafts also includes any unauthorised overdrafts you have with us.

We are committed to helping our clients and understand that at times, you may require additional support. If needed, we can provide this in braille, large print or audio. Please get in touch with your usual Barclays contact or use the details on the 'Contact Us' page of our website if you would like to discuss your circumstances or share feedback.

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.