



第一銀行 **First Bank**

# First Commercial Bank, London Branch

## Important information about our services

This document sets out important information you need to know about our services.

- Services we may provide to you (page 2)
- Guide to documents you may receive (page 3)
- Important information for you as our client (page 4)

This document is not a substitute for our Terms and Conditions, which you should read carefully, as they form the basis of your legal agreement with us.

### About us

First Commercial Bank Ltd ("FCB", "we" or "us") is responsible for providing the services to you.

FCB is authorised in the United Kingdom by the Prudential Regulation Authority (PRA), subject to regulation by the Financial Conduct Authority (FCA) and the PRA, with firm reference number 204655.

### Contact us

If you have any questions, please get in touch with using the following details:

Telephone: +44 (0)20 7417 0000

Email: [i921cashier@firstbank.com.tw](mailto:i921cashier@firstbank.com.tw)

Address: 29 Wilson Street, London EC2M 2SJ

## Services we may provide to you

This section sets out general information about some of the services which we offer.

### Banking Services

#### Current Account

- An account into which you can deposit money and from which payments and withdrawals can be made
- **No interest is paid on current accounts unless we agree otherwise with you**
- No overdraft is permitted

#### Savings Account

- An account into which you can deposit money and from which payments and withdrawals can be made
- Where we have agreed to pay interest, interest on credit balances is paid at the rates we set from time to time
- No overdraft is permitted

#### Time Deposit

- A deposit of money that is repayable to you after a specified period of time or on a specified date
- Where we have agreed to pay interest, interest is paid at the rates we set from time to time
- If we permit a withdrawal before the specified time or date, there will be a reduction in the interest payable
- No overdraft is permitted
- You can say whether you would like your time deposit to renew automatically or to be transferred to your current account on expiry

All accounts can be opened in Pounds Sterling, United States dollars or Euros. Minimum balances apply. No interest is paid on balances below the minimum.

Currency	Minimum balance
Pounds Sterling	£500
United States Dollars	\$1,000
Euros	€1,000

Please note that we do not accept or pay cash. Deposits, payments and withdrawals are made by cheque, bank transfer, direct debits etc.

## Guide to documents you may receive

At onboarding	On an ongoing basis	Applicable throughout our relationship
<p><b>Account Application Form</b> By signing and returning this, you agree to our Terms and Conditions. In this form, you provide us with key information such as your contact details and specify what services you would like.</p> <p><b>Terms and Conditions</b> These are the legal terms governing our relationship with you.</p> <p><b>Welcome Pack</b> We provide this at the start of our relationship with you to explain our fees and how to use your account.</p>	<p><b>Tariff of charges</b> This details our standard fees and charges. You can ask us for the latest copy of this at any time.</p> <p><b>Account Statements</b> We will send these to you by post or email, unless otherwise agreed.  Statements are provided monthly or at such other interval as agreed with you.  Please check your statements and tell us as soon as possible if anything is wrong or if you do not recognise any entries.</p> <p><b>Time deposit notification</b> We will notify you in advance by post or email about the expiry of the period of a time deposit.</p>	<p><b>Depositor Information Sheet and Exclusions List</b> This sets out further information about the UK Financial Services Compensation Scheme and how it applies.</p> <p><b>Privacy Notice</b> This sets out how we process information and your personal data.</p> <p><b>How to complain about our services</b> You can speak to your relationship manager or submit a complaint in writing. You may also be able to complaint to the Financial Ombudsman Service. Please see further details at the end of this document.</p>

## Important information for you as our client

What you need to know	Further explanatory information
<b>Customer type</b> You are a retail banking customer	You benefit from the UK's regulatory protections for retail banking customers.
<b>How we communicate with each other</b> We will send you communications by post or email using the details you have provided to us in your Account Application Form	<p>You must tell us as soon as possible about any error in our communications.</p> <p>You can give us instructions in writing through the contact details we provided to you, or (if we have agreed this with you) by email or via our online banking platform. Written instructions must bear your signature.</p> <p>You can contact us at any time using the contact details above.</p>
<b>We can refuse your instructions</b> We will take reasonable steps to notify you of this and may give you the reasons for our refusal.	<p>We can refuse to act on an instruction if:</p> <ul style="list-style-type: none"><li>• We doubt its authenticity</li><li>• We consider it to be unclear</li><li>• It might cause us to break any law, regulation or applicable rule</li><li>• It would cause your account to be overdrawn</li><li>• We suspect that you will be unable to make the relevant payment</li></ul> <p>we have reasonable grounds to suspect an instruction to make a payment out of your account, has been made as a result of fraud or dishonesty from someone other than you; or is connected to fraud.</p> <p>We will inform you if we refuse to act on an instruction and explain why, unless it would be unlawful to inform you or might affect any security measures.</p>
<b>You must tell us if your situation changes</b>	You must keep us up-to-date about the information provided in your Account Application Form in relation to your name, status, residence and domicile.

What you need to know	Further explanatory information
<b>Joint accounts</b> We will act on the instructions of any account holder	All account holders are responsible for every transaction on the account and for money owed to us. If an account holder dies or is incapacitated, we will continue to hold the money to the order of the other account holders.
<b>Banking services</b> You can apply to open a current account, savings account and/or time deposit.  We will hold money in your account as a bank deposit and not in trust under the FCA's client money rules. This means that if First Commercial Bank fails, you will not be entitled to a share of distribution under the FCA rules. Instead, you may be entitled to the protections under the UK Financial Services Compensation Scheme (see below).	<i>Interest</i> No interest will be earned on any current account (unless we agree otherwise).  We may agree to pay interest on savings accounts and time deposits at the interest rates set by us from time to time.  Interest will usually be paid gross (without deducting tax).  <i>No overdrafts</i> You cannot overdraw on your account.  <i>Internet banking</i> If we agree to provide internet banking facilities to you, this will be subject to our separate internet banking terms.
<b>Fees and charges</b> Our standard fees and charges can be found in our Tariff of Charges.	We may amend the Tariff of Charges from time to time. We will give you at least 2 months' notice before the change comes into effect or by notice displayed in our London branch.  If you do not accept changes to the Tariff of Charges, you have the right to terminate our relationship.
<b>Deposits into your account</b> We do not accept cash. Deposits can be made by cheque or bank transfer.	Cheques paid into your account will be subject to cheque clearing cycles.  Funds received by sterling cheque will not normally be available for withdrawal until at least 4 business days later.

What you need to know	Further explanatory information
<p><b>Withdrawals from your account</b> You can withdraw by cheque, withdrawal slip or bank transfer</p>	<p>If we permit a withdrawal from a time deposit before the specified expiry, there will be a reduction in the interest payable.</p>
<p><b>Payment services</b> You must send us payment instructions in writing or via our online banking platform (if you have access to it)</p>	<p>Payment instructions must contain the following information:</p> <ul style="list-style-type: none"> <li>• Recipient's Bank Name, Address and SWIFT/National code</li> <li>• Recipient's full Name, Address, Bank Account Number and where applicable Sort Code and/or IBAN (International Bank Account Number)</li> <li>• The transaction date or (in the case of recurring payments) start date</li> <li>• Your Account Number, Name and Address</li> <li>• Your signature matching that which we have on file (unless you are using our online banking platform)</li> </ul> <p><b>Where an unauthorised payment is made from your account, you must tell us as soon as you realise. If you do not tell us within 13 months, you may not be entitled to redress.</b></p> <p><i>UK payments in sterling</i> When you ask us to make a payment from your account to another UK account and, by the end of the same business day, we believe or suspect it has been made as a result of fraud or dishonesty on the part of someone other than you, then we may delay your payment for up to four business days whilst we ask questions.</p> <p><i>International payments</i> We will provide funds to our correspondent bank in the relevant country. Please note that you will be responsible for all charges and costs. We will not be further responsible for the payment once the correspondent bank has the funds.</p>
<p><b>Set-off</b></p>	<p>We will notify you promptly if we have exercised this right of set-off</p>

What you need to know	Further explanatory information
<p>If you owe us money, we can set this off against any credit balance on your account without prior notice to you.</p> <p><b>Your responsibilities – taking care</b>  You must take reasonable care of your cheque book and security details</p>	<p>You must write cheques so that they are not easy to alter.</p> <p>You must look after your security details and keep them private.</p> <p>You must notify us without delay if you believe that:</p> <ul style="list-style-type: none"> <li>• A cheque has been forged</li> <li>• There has been unauthorised or fraudulent use of your account</li> <li>• Your cheque book or security details have been stolen</li> <li>• Your account has been misused or is at risk of misuse</li> </ul> <p>You will be liable for up to £35 of any unauthorised payment before you have told us of any loss, theft, unauthorised use etc. You will be liable for more than this (and potentially all losses) if you have acted fraudulently or not looked after your cheque book or security details properly. You will not be liable for up to £35 if the loss, theft etc. was not detectable by you prior to the payment.</p>
<p><b>Your responsibilities – authorised push payment fraud</b>  You must tell us if you suspect you have been the victim of an APP scam so that we can assess if you are entitled to a refund</p>	<p>You may be tricked into sending money to someone you didn't mean to pay or for a purpose which turns out to be different than you thought. These are known as authorised push payment scams or "APP scams". You may be entitled to a refund in relation to payments made by you as part of an APP scam. Many types of disputed payments are not APP scams, including where you have a commercial disagreement with someone.</p> <p>You can find full details of the facts that we consider when assessing a claim in the Terms and Conditions, but you should be aware of the following key points:</p> <ul style="list-style-type: none"> <li>• You must tell us as soon as possible if you suspect you have been the victim of an APP scam.</li> </ul>

What you need to know	Further explanatory information
	<ul style="list-style-type: none"> <li>• We'll only refund you if the payment was made by bank transfer in sterling to another UK account.</li> <li>• We will not refund you if we believe you acted fraudulently when making the refund request or if you acted in a way which was 'grossly negligent'.</li> <li>• If we agree to refund you, we'll generally do this within five working days.</li> <li>• We'll only refund you up to the maximum amount set by our regulators, which is currently £85,000. We may also apply a £100 excess.</li> </ul>
<b>Liability and indemnity</b>	<p>We are not liable for payments made on the basis of incorrect information you have supplied or for any resultant delays or losses.</p> <p>You will indemnify us for any losses or liabilities we might incur as a result of acting on your instructions, including email instructions that appear to be from you.</p> <p>You will be responsible for all losses on your account if you:</p> <ul style="list-style-type: none"> <li>• act fraudulently</li> <li>• deliberately or carelessly fail to keep account security details secret or to look after your cheque book</li> <li>• fail to inform us promptly if there has been unauthorised use of your account or if your cheque book or account details have been stolen</li> </ul>
<b>Cancellation period</b> If you are a new customer, you can cancel your account within the first 14 days after opening your account or, if later, after receiving a copy of the Terms and Conditions	<p>We will not impose extra charges if you cancel within the cancellation period although normal charges for early withdrawal of time deposits will apply.</p> <p>To cancel your account, simply notify us in writing using our contact details above.</p>
<b>Termination</b> You can end your agreement at any time with us by giving us notice in writing. We can also end the agreement by giving you not less than 2 months' notice.	<p>You should provide written notification of termination to us using the contact details in this document.</p> <p>The agreement will only end once you have paid any amounts owing on your account and returned any cheque books to us.</p>



What you need to know	Further explanatory information
	<p>We may terminate our agreement with you and close your account <b>immediately</b> if:</p> <ul style="list-style-type: none"> <li>• you materially or persistently breach the Terms and Conditions</li> <li>• you put us in a position where we might break the law</li> <li>• we suspect you have given us false information</li> <li>• you break the law, or we suspect that you have</li> <li>• you are abusive, threatening or violent towards our staff</li> <li>• you were not entitled to open the account or you become ineligible</li> <li>• you become bankrupt</li> </ul>
<p><b>Changes to Terms and Conditions</b> We may change the Terms and Conditions at any time.</p>	<p>We will give you at least 2 months' prior written notice. You may close your account if you do not accept the changes.</p> <p>If the change is more favourable to you [or is a change in our standard interest rates or exchange rates], we may make the change without notifying you first.</p>
<p><b>If you do not use your account</b></p> <p>If you fail to maintain minimum account balances and there is no activity on your account for 12 months, we will write to you. If no answer is received within 21 days, we may treat your account as inactive.</p>	<p>Inactive accounts may be frozen. If this happens, you can contact us to reactivate the account.</p> <p>We may decide to close any inactive accounts with zero balances.</p>
<p><b>Governing Law</b></p>	<p>English law applies to your agreement with us. English courts have jurisdiction to settle any disputes.</p>
<p><b>Complaints</b> You can make an oral complaint to your relationship manager. Any written complaint should be sent in writing to:</p>	<p>We have written procedures in place for fair and proper handling of your complaints, which you can request from us.</p>

What you need to know	Further explanatory information
<ul style="list-style-type: none"> <li>Head of Compliance, First Commercial Bank London Branch. 29 Wilson Street, London EC2M 2SJ</li> </ul>	<p>If we cannot resolve your complaint to your satisfaction, you may complain directly to the Financial Ombudsman Service at their address below:</p> <ul style="list-style-type: none"> <li>Financial Ombudsman Service, Exchange Tower, London E14 9SR, UK.</li> </ul> <p>Further information about the Financial Ombudsman Service can also be found at <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>.</p>
<p><b>If we cannot meet our obligations</b></p> <p>FCB is covered by the UK Financial Services Compensation Scheme. If you are an eligible claimant, you may be entitled to compensation from the scheme.</p> <p>Generally, the limit for deposit taking and investment business is £85,000 per person per authorised firm.</p>	<p>Further information about the UK Financial Services Compensation Scheme (including information as to who is an eligible claimant) is available from us on request and is also available from the UK Financial Services Compensation Scheme website (see <a href="http://www.fscs.org.uk">www.fscs.org.uk</a>).</p> <p>If we provide you with Banking Services, you can find further information about the UK Financial Services Compensation Scheme in the Depositor Information Sheet and Exclusions List.</p> <p>In the event of our failure, the failure may be primarily administered in accordance with Taiwanese laws. As such, it is possible that any money we hold for you will be treated differently to money belonging to other customers.</p>