

Post Office® Services

The Post Office® Service provides simple and convenient ways for Customers of Metro Bank to exchange notes for coins or deposit sterling cash and cheques through the Post Office®, for the onward credit to their Metro Bank account.

This document summarises the important features of the Metro Bank Post Office® Services. It should be read carefully together with the Metro Bank Post Office® Service Additional Terms and "Our Service Relationship with Business Customers" brochure before you apply for the Post Office® Service. If there is anything you do not understand, please ask any member of the Metro Bank Team.

All applications received will be subject to approval by Metro Bank. If you have a Business or Commercial account with us and want to benefit from our Post Office partnership you will need to register for Metro Bank Post Office Services before being able to pay in cash and cheques or convert notes into change at a Post Office branch. You can call us on 0345 08 08 508 or visit us in store and we'll give you everything you need to get started. All applications received will be subject to approval by Metro Bank

KEY INFORMATION	
Cash Deposit* (with Debit Card or Barcode)	<p>You can deposit cash using your Metro Bank debit card or barcoded paying in slip, depending on your mandate requirements. Maximum deposit of £10,000 at one time.</p> <p>You are required to nominate a specific Post Office branch where any of the below apply:</p> <ul style="list-style-type: none"> • your total cash deposits will exceed £20,000 in a single week or £4,000 on any given day • your coin deposits will exceed £500 in a single week or £250 in a single transaction
Cheque Deposit	You can deposit cheques using our cheque deposit envelopes. You will only need one envelope for multiple cheques.
Change Giving	You will need to nominate a dedicated Post Office® for your change collection. We will require the breakdown a typical change order when first setting up the service, subsequent change orders will be managed with the Post Office® and must be ordered 24 hours in advance of collection.

CHARGES		
Each of these services will be subject to a £20 set-up fee per account requested.	Cash Deposit* with Debit Card	£1.00 per £100
	Cash Deposit Barcode*	
	Cheque Deposit	£0.30 per cheque
	Change Giving	£2.50 per £100

ADDITIONAL TERMS
<p>Where services are available at a Post Office®, Post Office Limited is our agent in providing these services to you and they will only be available in England, Scotland, Wales and Northern Ireland. The Post Office® is a registered trademark of Post Office Limited in the UK and other countries. We reserve the right to withdraw or change any services provided by Post Office Limited. Post Office Limited won't be able to give financial or banking advice to you about your account or about our business, products or services. They won't be responsible for our dealings with you and your account.</p> <p>*You can't pay in more than £250 cash in coins in a single transaction. The maximum cash deposit (with debit card or barcode) is £10,000 at any one time. There may be lower limits at individual Post Offices. Speak to your Relationship Manager or check at your local Post Office for more details.</p> <ul style="list-style-type: none"> • Each Post Office® is subject to individual cut off times and these may differ at each Post Office®. Please check with the Post Office® you wish to use to find out more. • Locate your nearest Post Office® using the Post Office® branch finder: https://www.postoffice.co.uk/branch-finder <p>Cash & Cheque Deposits</p> <ul style="list-style-type: none"> • Cash paid in, via debit card, through the Post Office® will be added to your Metro Bank account in real time. Cash paid in, via a barcoded paying-in slip, through the Post Office® will be added to your Metro Bank account one working day after paying it in (subject to Post Office® cut off times).

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ADDITIONAL TERMS (*continued*)

For example if you pay in cash to a Post Office® on Monday before the Post Office® cut off time - your Metro Bank account will be credited on Tuesday morning. But, pay in cash to a Post Office® on a Monday after the Post Office®'s cut off time and your Metro Bank account will be credited by Wednesday morning.

- When using the Post Office® to pay in, cash and cheques cannot be mixed in the same transaction. Separate paying-in slips are required and if depositing cheques, you must use a cheque deposit envelope.
- When cheques are paid in at a Post Office® the timescales may differ from those you would normally expect, using a Post Office® branch typically adds one working day. The cheques will follow the normal cheque clearing cycle once we have received them from the Post Office®.

Change Giving

- You will need to register for the Post Office® Change Giving service. Please speak to your Relationship Manager for further information and allow approximately 14 business days for the Change Giving registration to be completed.
- When using the Change Giving service you must request the provision of coins or notes in the following complete units or multiples thereof up to a maximum of £1,000 in any one day at the specified Post Office® Outlet.

Note or Coin	Available Units
£0.01 and £0.02 coins	£1 and £20
£0.05 and £0.10 coins	£5 and £100
£0.20 and £0.50 coins	£10 and £250
£1 or £2 coins	£20 and £500
£5 notes	£500

- All notes must be grouped by denomination. £5 notes to be bundled in £500 multiples, £10 and £20 notes to be bundled in £500 or £1000 multiples, using elastic bands or equivalent. You may not present coins solely in exchange for receiving notes and if you are requesting notes then only £5 notes will be provided in exchange for notes of a higher denomination and in standard units of £500 (i.e. 100 x £5 notes)
- Mutilated or defaced notes may be refused and all coins must be bagged by denomination, up to the relevant coin bag limit.
- The maximum amount of coin acceptable in a single transaction must not exceed £250.
- The Change Giving service does not allow you to change one currency into another.