

## Business Online Banking

Business Online Banking provides 24-hour access for Business Customers to transact on their accounts hassle-free.

### Account Features

- **Real-time balance and transaction reporting**
- **Make faster payments and transfers at your convenience**
- **Robust security**
- **There is no service charge for Business Online Banking** (see Fees section for more details)
- **Fast access to your accounts**
- **24/7 support from a London call centre**

### Important Information Summary

This document summarises the important features of Business Online Banking. It should be read carefully together with the Online Banking Terms and Conditions detailed within the Metro Bank "Our Service Relationship with Business Customers" brochure before you apply. If there is anything you do not understand, please ask any member of the Metro Bank Team.

#### FEES

There is no service charge for Business Online Banking but transaction fees may apply. Please refer to your Relationship Manager for more information.

### SECURITY PRECAUTIONS

To minimise the risk of fraud, you are obliged to take reasonable security precautions as set out in the Terms and Conditions. These may include but are not limited to:

- keeping your security details safe and secure
- not sharing your login details with other users
- browser security updates should be applied at regular intervals by the Browser/Operating system provider e.g. Microsoft
- installing anti-virus software and updating it regularly
- installing appropriate firewall software
- refraining from accessing the account from a computer in a public place
- not opening emails from unknown sources
- logging off by using the exit screen link
- exiting the service when leaving a computer terminal unattended

**If you become aware of any potential security breaches, you must notify us immediately.**

### ACCESS

Business Online Banking is compatible with the following operating systems

- Windows 7
- Windows Vista
- Windows XP
- Windows 2000

#### System Requirements

- Your PC must meet the minimum system requirements for the version of the operating system

#### Internet Browser

- Internet Explorer 6.0 or above
- Mozilla Firefox 3.0 or above
- Safari
- Google Chrome

#### Internet Connectivity Requirements

- High Speed access via broadband or ADSL, Mobile broadband via a 3G network

#### Screen Resolution Requirements

- 1024 x 768

### METRO BANK ONLINE BANKING ENABLES THE FOLLOWING PAYMENTS AND TRANSFERS

- **Faster Payments** – fast and secure ad-hoc and standing order payments
- **Metro Bank Payments** – payments to a 3rd party Metro Bank account
- **Account to Account Transfers** – transfer money between your Metro Bank accounts (see Fees section for more details)

### THINGS YOU SHOULD CONSIDER

The full range of Business Online Banking services is only available to Business Customers who hold a Current Account with Metro Bank PLC.

Access Business Online Banking facilities at [metrobankonline.co.uk](http://metrobankonline.co.uk) or call our UK-based call centre on **0345 08 08 500** 24 hours a day for further details or assistance.

**Store Opening Hours:** Monday - Friday **8am - 8pm** • Saturday **8am - 6pm** • Sunday **11am - 5pm**  
**Local UK Call Centre:** **0345 08 08 500**

[metrobankonline.co.uk](http://metrobankonline.co.uk)