User Terms

Payit



TOMORROW BEGINS TODAY

NatWest

The meaning of certain words used in these terms:

The **Payer** is the company, organisation, business or individual You're due a payment from.

We/Us are the National Westminster Bank Plc, registered in England and Wales under number 929027 with our registered office at 250 Bishopsgate London EC2M 4AA. We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We're entered on the Financial Services Register and our firm reference number is 121878. You can contact Us at Payit@natwest.com.

Your Bank is the bank or building society that holds the current account or savings account You want to pay Your payment into.

Open Banking means the UK's Open Banking initiative, which NatWest is a participant in. You can find out more information about Open Banking at www.openbanking.org.uk.

Where We refer to **You** this includes each holder of the account into which You want to receive a payment using Payit™. You also includes any third parties authorised to act on Your behalf where the term relates to giving Us instructions. You/Your refers to any one, both or all of You depending on the context.

1. Introduction

These terms apply to the agreement between You and Us to use Payit™. Nothing in these terms affects the operation of the account You hold with Your Bank.

2. What is Payit™?

Payit™ is an online service We provide that allows You to claim a payment You're due from a Payer. You don't need to be a NatWest customer to use this service.

3. What do I need to do to before I can use Payit™?

To use Payit™ and receive Your payment You must first:

- Have received an email from either Us, Payit™, or received a communication from the Payer who is due You a payment which includes an option to use Payit™ to receive Your funds;
- Correctly answer the security question (the Payer will have provided You with the answer); and.
- Correctly input the six digit secure code that you'll receive by SMS from Us (the SMS will be sent to the mobile phone number You previously provided to the Payer).

If You answer the security question incorrectly or input the six digit secure code incorrectly, You won't be able to use Payit™ and You must contact the Payer to arrange an alternative way to receive Your payment.

4. How do I receive my payment?

After You correctly provide the answer to the security question and the six digit secure code, you'll have two choices to receive Your payment:

A. Log into Your bank's online banking via Payit™ using Your log in details. You can then choose which account You would like the payment to be paid to; or

B. Provide Us with the account number and sort code of the account You want the payment to be paid to.

The payment will be paid using the Faster Payments Service. If the Payer uses our Immediate Faster Payments service, then the payment will usually be available in Your account immediately. If the Payer uses our next day payment service and the payment is submitted before 6:30pm, then the payment will usually be available in Your account on the following business day.

Please note:

- The account You choose to receive the payment into must be a UK Sterling account and should be held in the same name that the Payer holds for You. If the name on the account does not match the first name and surname that the Payer holds for You, it's possible that the payment You are due won't be made to your account.
- To use Option A to receive Your payment, Your Bank must be listed in the list of banks who offer this service. You'll be asked to select Your Bank from a list of banks. You can only use Payit™ to receive a payment from the Payer if Your Bank is on that list. You'll be asked to confirm the name of the Payer, the payment amount and Your Bank. This will be Your consent to Us to initiate the payment. You'll then be redirected to Your Bank's webpage or mobile banking app where you'll be asked to log in in the usual way and select which account You want to pay the payment to. Your Bank will only display the accounts You're able to receive a payment into using Open Banking. You should contact Your Bank if You can't see an account You would expect to see. You'll need to check that all the payment details are correct as We can't check them for You.
- After You confirm You want the payment to be paid, We can't stop the payment being paid.
- We'll tell You on the screen if Your payment has been initiated successfully or not.

5. Keeping your details safe

When using Payit™, don't leave the device You're using unattended and make sure that any information displayed on Your device is kept secure.

6. What happens if something goes wrong?

- We aren't responsible for the value of the payment. We receive the value of the payment from the Payer. If the payment value is incorrect, We are not liable to correct the error. You need to contact the Payer.
- If You make a mistake and give Us incorrect account details to pay the payment to, We won't refund You.
- We won't be liable to refund You for any losses caused by circumstances beyond our control (e.g., the situation was abnormal or unforeseeable).
- If You don't receive Your payment, You need to contact the Payer.

7. Your information

The Payer will provide Your email address and mobile phone number to Us so that We can forward You an email to begin Your claim journey, and for Us to send You a one-time pass-code via text message to Your mobile phone.

If You choose to use option A (outlined in section 4 above), receipt of Your payment will be facilitated through Open Banking, and We may use a 3rd party to connect to Your Bank. This 3rd party will obtain and provide Us with Your:

– Name (as it is recorded by Your Bank),
– Sort Code, and
– Account Number of the account You want Your payment to be paid into.

As part of this process, Your Bank may provide more information than is requested. If this is the case, We will only use and store the information outlined above. Our 3rd Party won't store this information beyond 24 hours and it will not be used for any other purpose.

If You choose to use option B (outlined in section 4 above), You will need to provide Your sort code and account number to Us by manually inputting this information.

In either case, information We use will be stored in accordance with GDPR requirements. For more information on how We process Your information and Your rights, please see our Privacy Notice which can be found at https://personal.natwest.com/personal/privacy-policy.html.

Payit™ uses strictly necessary cookies only. For more information on cookies, please see our Privacy Notice on cookies which can be found at https://personal.natwest.com/global/cookie-privacy.html?channel=personal.

8. Financial Conduct Authority

The Financial Conduct Authority is the regulator for financial services firms in the UK. If You need to contact them You can do so by calling them on 0800 111 6768 (or +44 207 066 1000 from outside the UK), writing to them at 12 Endeavour Square London E20 1JN or visiting www.fca.org.uk/contact.

9. Making a complaint

If You're not completely happy with Payit™, please email Us at payit@natwest.com and We'll do our best to resolve Your issue as soon as We can.

If You're not satisfied with our response then You may be able to refer Your complaint to the Financial Ombudsman Service, which is an independent organisation that tries to resolve complaints between customers and financial organisations where We've not been able to resolve the complaint ourselves. The Financial Ombudsman Service can be contacted at Exchange Tower, London E14 9SR, 0800 023 4567 (from a landline) or 0300 123 9123 (from a mobile) or complaint.info@finanical-ombudsman.org.co.uk.

You may also be entitled to use the European Commission's Online Dispute Resolution platform to resolve your complaint. The platform can be found at ec.europa.eu/odr.

10. The law that applies to these terms

English law applies to these terms. If there's a dispute between You and Us, You can take legal action against us in any UK court. These terms and any communications We send to You will be in English.

National Westminster Bank Plc. Registered Office: 250 Bishopsgate, London EC2M 4AA. Registered in England and Wales. Registered Number: 929027. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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