



## CAF Bank features and benefits

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Thank you for choosing CAF Bank for your everyday banking needs. If you have any questions please do not hesitate to call our Customer Services team on 03000 123 456.

### About CAF Bank

CAF Bank is the bank dedicated to charities and the not-for-profit sector. CAF Bank aims to provide first class banking services to charities at the lowest cost possible.

CAF Bank is a subsidiary of Charities Aid Foundation (CAF) – a registered charity whose mission is to motivate society to give, connecting donors with the charities they want to support, large and small across the country. As a result, any surplus CAF Bank makes is donated to CAF and therefore stays within the sector.

CAF Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

### Reliable yet innovative

We were founded in 1986 as the first and only bank to offer our services exclusively to charities and not-for-profit organisations. Today, charities have over £1bn of their funds deposited in over 25,000 CAF Bank accounts.

### How we add value

We have been working with charities for over 30 years, delivering solutions based on the needs of the sector, so we are well placed to help you manage your money. Our aim is to make it simple and straightforward so that you can spend your time on the causes you care about.

- secure online banking offering dual authorisation
- Business card – lets you make secure card payments in pounds and in a foreign currency and make cash withdrawals in pounds in the UK and in foreign currency outside the UK from a network of cash machines wherever you see the Mastercard® symbol
- easy access savings accounts
- counter services at HSBC branches in England and Wales and Royal Bank of Scotland branches in Scotland
- Bacs bureau and sponsorship services
- dedicated UK-based Customer Service team
- loans and arranged overdrafts
- card payment processing
- CAF Donate – CAF's online donation platform for charities

### Fees

CAF Bank offers simple to use online banking to help you manage your money on a day-to-day basis.

We keep our rates and fees under constant review, and aim to offer the best possible value for charities' money, while keeping costs as low as we can.

There will be a monthly fee for maintaining each CAF Cash Account you hold. This is a flat fee which does not vary with the account balance. Please see our *Tariff of Charges and Terms and Conditions* for details.

## CAF Cash current account

Simple and straightforward day-to-day banking, designed exclusively for charitable organisations, is what we are good at.

Our interest-bearing CAF Cash Account provides transactional banking for your everyday requirements with ease of access.

So whether you need to send money electronically within the UK, send money outside the UK, make everyday card payments or set up standing orders to third parties, this account aims to satisfy your day-to-day banking needs including:

- earn interest on account balances in credit
- online banking – with dual authorisation for added security
- Business card – with all the usual convenience of a debit card
- term loans with rates from as little as 2.1% over Bank of England base rate<sup>1</sup>
- Bacs bureau services for payments and collection of Direct Debits
- access to a wide branch network for deposits via HSBC branches in England and Wales, and Royal Bank of Scotland branches in Scotland using a paying in slip
- access to card payment processing facilities
- standing-order, cheque and paying-in book facilities

## Receiving money

You can receive money into your CAF Bank accounts by online or electronic transfer or by cash or cheque paid over the counter at any HSBC branch in the UK or RBS branches in Scotland. You can also post cheques directly to HSBC or RBS.

## Sending money

You can use a variety of methods to send money:

- make card payments 24/7 with a CAF Bank Mastercard® Business card
- securely through online banking
- send money outside the UK by completing our Sending money outside the UK form
- Bacs bureau and sponsorship for payments and collection of Direct Debits
- CHAPS bank transfer
- Direct Debit
- standing order
- Faster Payments
- make cash withdrawal from an international network of cash machines wherever you see the Mastercard symbol
- cheque

### Send money to your other CAF Bank accounts

You can send money to your other CAF Bank accounts on demand as long as your account remains in credit.

### Bacs bureau

The CAF Bank Bacs bureau service is a simple and fast way to send and receive money automatically from your CAF Cash Account, securely by dual authorisation, using the payment processing platform. The service is a safe, efficient and cost effective means of automating your everyday payment processing needs.

<sup>1</sup> Loans subject to accepted application and credit assessment.

## Loans

Finding a loan tailored to meet the needs and circumstances of your organisation is not always easy. As a trusted provider that understands the requirements of charities we can help you through the process, enabling you to concentrate on your cause.

Whether you're looking to undertake a project, refinance an existing agreement, purchase or refurbish a property or need working capital to expand your services, our experienced relationship managers will work with you to develop the right financial solution.

We assess each application on its own merit. We are committed to being a responsible lender and all loans are subject to a comprehensive assessment process.

Please note that we do not provide loans other than for business purposes. We do not provide regulated consumer credit agreements or regulated mortgage contracts.

## Arranged Overdrafts

If a loan is not suitable for your charity, an arranged overdraft as part of your CAF Cash Account may better meet your shorter-term needs.

## Card payment processing

We can give you access to payment processing services giving you the option to accept payments from all major credit cards and debit cards direct into your CAF Bank accounts. Working with our third party supplier our competitive rates will help you offer your donors an additional payment or donation method. Please note you will need to be Payment Card Industry (PCI) compliant to take advantage of this service.

For further information please refer to the PCI website at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)

Having a card terminal will allow you to take:

- payments in a charity shop
- payments for services provided
- payments for memberships and tickets

## CAF Gold deposit account

Our CAF Gold deposit account provides instant access to your savings.

This allows you to build your funds without committing to a notice period. The easiest way to access your money is by operating the account alongside a CAF Cash Account and you can send and receive money between the two accounts.

This can be done easily online or by telephone, leaving you time to focus on the causes that are important to you. It is also possible to send money to other UK bank accounts held by your organisation.

## CAF Bank Online

You can manage your account with our simple-to-use online banking service, a safe and secure way to manage your day-to-day transactions over the internet.

### Dual authorisation

Managing your account online gives you the benefit of additional security and fraud prevention measures using dual authorisation. Once a transaction has been initiated to a third party, it requires another online user, authorised by your organisation, to approve it before any money leaves your account.

You can:

- view transaction history and balances for all your accounts
- pay variable amounts to your staff and suppliers
- view statements online
- send and receive money between your CAF Cash and Gold accounts
- send money to other UK bank accounts
- set up additional users with various administration permissions
- view Direct Debits
- set up, amend and cancel standing orders
- change your passwords
- order cheque or paying-in books.

### CAF Cash Online QuickPay

This is a free online service that lets you pay variable amounts to your staff and suppliers from your CAF Cash Account. Unlike a standing order, QuickPay allows you to transfer irregular amounts. You can control your payments online and they are sent electronically at no cost to your organisation.

## Interest

You can view our current interest rates at:

[www.cafonline.org/bankrates](http://www.cafonline.org/bankrates)

[www.cafonline.org/banking](http://www.cafonline.org/banking)

## Traditional service

You can, of course, choose to manage your account transactions by telephone, or by sending written instructions signed in accordance with your existing mandate held with CAF Bank.

Our UK based in-house Customer Service team is available to help you Monday to Friday 9am to 5pm on **03000 123 456** (excluding bank holidays). Alternatively you can email us at [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

## Other CAF services

### Savings

We can give you access to savings accounts with variable notice periods from 60 days to 1 year – helping you to meet your current needs and improve your future sustainability.

### Flexible investments tailored to charities

CAF can give you access to a range of charity investment products for long-term reward potential.

### Advice and support

Our team of advisors work with charity leaders and trustees to help their organisations become more sustainable and resilient.

### CAF Donate

CAF Donate is our innovative, multi-channel fundraising service that allows you to fully manage the entire donation experience online, over the phone or by post. For more information please visit [www.cafonline.org/cafdonate](http://www.cafonline.org/cafdonate)

## What you need to know

Here are some questions most frequently asked by new and existing customers. If we haven't answered your question, please email [cafbank@cafonline.org](mailto:cafbank@cafonline.org) or call 03000 123 456

### How safe is our money?

CAF Bank invests deposits with the Bank of England and in 'AAA' rated bonds, and with a range of other carefully selected highly rated financial and non-financial organisations. CAF Bank does not invest in derivatives or structured products.

### Do we receive any statutory protection?

CAF Bank Limited is a member of the Financial Services Compensation Scheme (FSCS) established under the Financial Services and Markets Act 2000. Full details of the Scheme and its restrictions can be obtained on request by contacting the FSCS on 0800 678 1100 or 0207 741 4100, visiting [www.fscs.org.uk](http://www.fscs.org.uk) or writing to FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. Please note that only compensation related queries should be directed to the FSCS.

### How is interest paid?

Interest accrues to your account daily and is credited gross at the end of each quarter.

### **How often do we receive a statement?**

You can apply for online statements where you can view, print and save a PDF copy of your statement. You can also select how often you would like to receive a printed statement from us. By selecting to receive less frequent statements, you can help us reduce paper usage. You can keep track of your day-to-day transactions through our online banking service.

### **We are an unregistered charity – can we open an account with CAF Bank?**

Yes – if you are a charity which is not registered with the CC or the OSCR, including charities which are exempt or excepted from registration, we can open an account for you. You will find clear guidance notes in the application form to help gather the necessary identity and verification documents.

### **Should I choose HSBC or RBS counter service?**

This depends where you intend paying-in your cash and cheques. If you intend on banking in Scotland your banking can be done through RBS, for the whole of the UK this can be done at HSBC branches. If you require both please contact our Customer Service team on 03000 123 456.

### **How do we arrange for existing standing orders and Direct Debits to operate on our new CAF Cash Account?**

Simply complete the *Standing order and Direct Debit transfer to CAF Bank* form so that we can contact your existing bank for full details of your standing orders and Direct Debits. Once they have responded to us we will contact you to confirm which payments to transfer and put everything into place for you.

We recommend that you maintain sufficient funds in your old account until your new CAF Cash Account is fully operational and your funds have been successfully transferred across to your new CAF Cash Account. We expect this process to take four weeks. For donations and standing orders into your account, you need to tell your payees that your banking arrangements have changed.

## **What if I have a complaint?**

At CAF Bank we value your custom highly and trust you will be entirely satisfied with our service. If however, you do have a comment or complaint about us we would like to hear from you. We will do our utmost to resolve your concerns fully and promptly.

If you have a complaint please call our Customer Service team on **03000 123 456** between 9am and 5pm Monday to Friday (excluding bank holidays). The team is fully trained in matters of this nature and all calls are recorded.

Alternatively you can write to us at CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ or email us at [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

If we cannot solve your problem immediately we will write to ensure that we have fully understood your complaint and to advise you who will be investigating it further. We hope to deal with most complaints within four weeks. Where we are unable to do so, we will write to you at the end of four weeks and advise you when we hope to be able to contact you further. If you are dissatisfied with our final response, or if after eight weeks we have been unable to issue our final response, you may have the right to take your complaint to the Financial Ombudsman Service.

## We're here to help

A dedicated team is here to answer questions relating to your bank application

T: 03000 123 456

E: [cafbank@cafonline.org](mailto:cafbank@cafonline.org)

W: [www.cafonline.org/caf-bank](http://www.cafonline.org/caf-bank)

Telephone calls may be monitored or recorded for security/training purposes.  
Lines are open Monday to Friday 9am - 5pm (excluding English bank holidays).

**CAF Bank Limited** is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 204451).  
CAF Bank Limited Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ.  
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