NatWest

Payit®

Payit™ Account Information Services User Terms



The meaning of certain words used in these terms:

Account Provider is the bank or building society that holds the account you want to share your account data from.

Account data includes but is not limited to your account name, number and sort code, any other name by which you refer to your account, your account balance, and your account transactions (including details of incoming and outgoing payments).

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.

The **Recipient** is the individual or company, business, or organisation you're sharing your account data with.

We/us are the National Westminster Bank Plc (NatWest), 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.

Where we refer to '**you**' this includes each holder of the account from which you want to share your account data with. '**You**' also includes any third parties you've 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.

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1. Introduction:

These Terms apply to the agreement between you and us to use Payit by NatWest for sharing your account data with the Recipient for the purposes of confirming your account information. Nothing in these Terms affects the operation of the account you hold with your Account Provider or with the Recipient.

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2. W hat is Payit™?

2.1. Payit is an online service that allows you to simply and securely connect to your Account Provider via Open Banking and give us consent to share your account data held by your Account Provider with the Recipient for the purpose of confirming your account information.

1.1.1. W hen you give your consent, you allow Payit to access information from your bank account. The service used will depend on what the Recipient has selected:

- For the **Standard Account Information Service**, we share your transaction information with the Recipient exactly as we receive it. In this scenario, Payit acts as a data processor and processes your information only on the Recipient's instructions.
- For the **Premium Account Information Service**, Payit will first organise and summarise your transaction information to meet the Recipient's requirements. In this scenario, Payit acts as a data controller and uses your information as explained in our Privacy Notice.

2.2. By using Payit you agree to these Terms and you give us your explicit consent to access your account and share your account data with the Recipient who will use that information to confirm your account information (and keep a record of this) in accordance with the terms agreed between you and them regarding use of your personal data.

2.3. You will not be charged a fee for using the service. However, fees may be charged by your Account Provider in connection with your use of this service in accordance with your Account Provider's terms and conditions.

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3. H ow does it work?

3.1. You don't need to be a NatWest customer to use this service but your account must be a UK sterling account.

3.2. If you choose to share your account data with the Recipient, you'll be asked to select your Account Provider from a list of banks, this will be your consent for us to access your account data and share it with the Recipient. You can only use Payit to share your account data if your Account Provider is on that list.

3.3. You'll be asked to verify yourself with your Account Provider. This means you'll be taken to your Account Provider's log in page and asked to log in in the usual way. We won't see, store or use any of your log in details for any account you hold with an Account Provider.

3.4. You will then be asked to select which account you want to share your account data from. Once we have accessed your account data, we will provide you with a summary of it.

3.5. Your Account Provider may choose not to share your account data in line with the terms and conditions of your account with them. You should contact your Account Provider directly if there is any issue with your request to share your account data.

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4. K eeping 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.

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5. W hat happens if something goes wrong?

5.1. We aren't responsible for any of the account data which is shared with the Recipient. We do not check the information for accuracy, legality, or otherwise. It is your responsibility to check that the information is accurate and up to date. If the account data is incorrect, we are not responsible for correcting the error, you should contact your Account Provider about any incorrect information.

5.2. You are responsible for selecting the account from which you want to share your account data from using Payit. If you select the wrong account, we will not be responsible for any loss you suffer as a result.

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6. Service availability:

6.1. We rely on your Account Provider's and the Recipient's systems working properly, enabling us to securely connect, retrieve and send the information.

6.2. Your Account Provider may restrict our access to your account(s) for reasons outside of our control. If this happens, it may not be possible for us to ask your Account Provider to share your account data on your behalf and you should provide the requested account data to the Recipient using different means.

6.3. We try to ensure that Payit is available to you at all times, although we can't promise that it will always be available or work perfectly for example, in the case of updates, maintenance, or a fault in the systems used to provide it. These events are sometimes outside of our control.

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7. Liability:

7.1. Except where the law doesn't permit, we won't be responsible for any losses.

7.1.1. C aused by circumstances beyond our control as the situation was abnormal or unforeseeable (for example, due to extreme weather, terrorist activity or industrial action).

7.1.2. Y ou suffer relating to loss of opportunity, loss of goodwill, loss of business or loss of profit arising in any circumstance; or we could not have reasonably predicted.

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8. C hanges to these Terms:

We may make changes to these Terms at any time. By continuing to using these services, you are agreeing to the updated Terms.

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9. 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.

10.Making a complaint:

10.1. 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.

10.2. 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 or visiting www.financial-ombudsman.org.uk/contact.

11.T he law that applies to these terms:

English law applies to these Terms. If there's a dispute between 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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