

A Charter for Responsible Lending

We, Bank of Scotland, are committed to being responsible when lending money to our customers. This charter is a written statement, which outlines our position when dealing with customers.



- 1 We aim to provide products where the pricing, features and risks are clear and easily understandable.
- 2 We may share with other lenders positive and negative data on credit cards in accordance with the Data Protection Act, to reduce the risk of over indebtedness.
- 3 Before we lend you any money or give you a credit limit, we will assess whether we feel you will be able to repay it.
- 4 We will show you an example of how long it will take to pay off your full balance, if only the minimum monthly payment is paid.
- 5 All applications will be assessed consistently using the information available, including application and credit bureau information.
- 6 We will carry out thorough anti-money laundering and fraud prevention checks.
- 7 Before you become a customer, we will give you the main features of the credit card in a summary box.
- 8 We will manage any increase or decrease in credit limits responsibly
- 9 We will treat cardholders who get into financial difficulty sympathetically and work with them to come up with solutions to the problem.
- 10 In the event of financial difficulties, where agreed, we will work with external debt counselling agencies, with the aim of agreeing a debt-management plan.