

# **Code of Practice - Investment Guide**

## **Additional information**

### **Payment Services Directive**

The Payment Services Directive (PSD) has been implemented into UK Law through the Payment Services Regulations. These regulations came into effect on 1<sup>st</sup> November 2009 and details of the additional information we are required to provide regarding payments received into your account are detailed below:

#### **Cash payments in**

You can pay cash into your account over the counter at any of our branches or agency offices (up to £3,000 per day). If you pay only cash into your account it will be credited to your account and available for you to withdraw immediately. Interest will be calculated from the day of receipt.

#### **Cheque payments in**

When you pay a cheque into your account it will take six working days to clear from the day after receipt. Interest will be paid from the day after receipt.

If you pay both cash and cheques into your account as a mixed receipt, the cash will be credited to your account immediately and available for you to withdraw, the cheque(s) will take six working days to clear from the day after receipt. Interest on the cash amount will be calculated from the day of receipt. Interest on the cheque amount will be calculated from the day after receipt.

#### **Automated payments in**

If funds are received into your account via BACS, CHAPS or standing order these funds will be available for you to withdraw the day after we have received them. They will be value dated on your account for the day of receipt and interest will be calculated from the day we receive the funds.



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