

CHANGES TO OUR TERMS AND CONDITIONS

We want to let you know about some changes we are making to our terms and conditions for deposit and current accounts ('Terms'). We have set out what is happening in a summary below. Please read these carefully.

Please note the changes will take effect on 30 June 2025.

The updated Terms can be found on our website: <https://www.nbk.com/london/terms-and-conditions.html>

What do I need to do?

If you are happy with the changes, you don't need to do anything.

If you are not happy with the changes, you can close your account without charge, subject to any applicable notice periods. Please let us know immediately, or by 29 June, otherwise we shall assume you have accepted the changes.

SUMMARY OF CHANGES

Authorised Push Payment (APP) scams

We notified you previously about new rules introduced by the UK Payment Systems Regulator on 7th October 2024 about refunding customers who fall victim to APP scams. An APP scam is when you're tricked into paying money to someone who isn't genuine. Or for a different purpose from what you meant. It covers payments made in the UK (from your NBKI-London account only) using Faster Payments or CHAPS.

What does this mean for me?

There are no changes to your rights previously communicated. If you fall victim to an APP scam, you can make a claim up to £85,000 for payments made on or after 7th October 2024. We have simply reflected these rights within the main Terms. Please visit our website for more details for frequently asked questions relating to APP for more details or alternatively contact your Relationship Manger. <https://www.nbk.com/london/support-centre/security-tips.html#type-of-fraud>

Helping you stay safe from scams

Sometimes, we might need to delay a payment you make if we suspect it's part of an APP scam. You can find out more about this in your new Terms. It's one of the ways we help keep you safe and secure when you bank with us.

Introducing new services

- Confirmation of payee (COP)- this helps make sure you send a payment to the right account, and we have introduced wording within the Terms covering this additional service. Please visit our website for more details for frequently asked questions relating to COP for more details or alternatively contact your Relationship Manger. <https://www.nbk.com/london/support-centre/frequently-asked-questions.html#confirmation-of-payee>

More information

If you have any questions about the changes, or anything about your banking with us, get in touch via your Relationship Manager. You can call us on 0207 224 2277 or +44 207 224 2277 from abroad. Alternatively, you can also come in and talk to us face to face in our branch.