

COMMERCIAL BANKING

Payment Cut-off Times

Commercial Banking Online

Domestic payments

Payments must be submitted and approved before the following times to be processed on the same day[†].

Payment type	File import	Single payment
Bacs	16:40	17:00
Faster Payments*	23:25	23:45
CHAPS	15:25	15:45
Sterling Inter Account Transfer**	23:25	23:45

International payments

Payments must be submitted and approved before the following times to be processed on the same day[†].

Payments may be affected by local/national or bank holidays relating to either the destination country or currency being used. This may affect the date that the payment is credited to the beneficiaries account.

Payment type	Value date	File import	Single payment
Currency Inter Account Transfer**	Same Day	15:40	16:00
Non Urgent Euro (SEPA Credit Transfer)	Next Day	15:25	15:45



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International payments including Urgent Euro

The cut-off time for making an International payment in Commercial Banking Online depends on the currency you are sending it in.

Credit currency	Value date	File import	Single payment
AED United Arab Emirates Dirham	Next Day	12:25	12:45
AUD Australian Dollar	Next Day	15:25	15:45
BBD Barbados Dollar	2 Day Value	16:10	16:30
BHD Bahraini Dinar	2 Day Value	16:20	16:40
CAD Canadian Dollar	Same Day	15:10	15:30
CHF Swiss Franc	Same Day	10:55	11:15
CNY Chinese Renminbi	2 Day Value	16:10	16:30
CZK Czech Koruna	Next Day	16:10	16:30
DKK Danish Krone	Same Day	10:55	11:15
EUR Euro (Urgent Euro only)	Same Day	15:25	15:45
GBP Great British Pounds	Same Day	15:10	15:30
HKD Hong Kong Dollar	Next Day	12:25	12:45
HUF Hungarian Forint	Next Day	16:10	16:30
ILS Israeli Shekel	2 Day Value	16:10	16:30
INR Indian Rupee	2 Day Value	16:10	16:30
JOD Jordanian Dinar	2 Day Value	16:10	16:30
JPY Japanese Yen	Next Day	15:25	15:45
KES Kenyan Shilling	2 Day Value	16:10	16:30
KWD Kuwaiti Dinar	2 Day Value	16:10	16:30

Credit currency	Value date	File import	Single payment
MAD Moroccan Dirham	2 Day Value	16:10	16:30
MUR Mauritian Rupee	2 Day Value	16:10	16:30
MXN Mexican Peso	2 Day Value	16:10	16:30
NOK Norwegian Krone	Same Day	10:55	11:15
NZD New Zealand Dollar	Next Day	15:25	15:45
OMR Omani Rial	2 Day Value	16:10	16:30
PLN Polish Zloty	Next Day	16:10	16:30
QAR Qatari Riyal	2 Day Value	16:10	16:30
SAR Saudi Arabian Riyal	Next Day	12:25	12:45
SEK Swedish Krone	Same Day	10:55	11:15
SGD Singapore Dollar	Next Day	12:25	12:45
THB Thai Baht	3 Day Value	16:20	16:40
TND Tunisian Dinar	2 Day Value	16:10	16:30
TRY Turkish Lira	Next Day	16:10	16:30
TTD Trinidad & Tobago Dollar	2 Day Value	16:10	16:30
TZS Tanzanian Shilling	2 Day Value	16:10	16:30
USD United States of America Dollar	Same Day	16:10	16:30
XCD East Caribbean Dollar	2 Day Value	16:10	16:30
ZAR South African Rand	Next Day	15:40	16:00

Importing Files of Payments

- Payment Import displays multiple payments as individual records on the Payment Management screen. The single payment cut off times apply to approval of these payments.
 - File Import combines multiple payments into a single record on the Payment Management screen. This record needs to be approved before the earliest File Import cut-off time of any payment type or currency type in the file.
- µ Subject to appropriate limits being in place and funds being available.
- * Faster Payments
- Faster Payments approved between 23:45 – 23:59 will be treated as being future dated, and processed at 07:00 the following day.
 - Faster Payments approved between 00:00 - 00:14 will be processed at 00:15 on the same day.
 - Future dated payments approved in advance of the payment date will be processed at 07:00 on the specified payment day.
- ** Only accounts party to your organisation's Commercial Banking Online agreement can be used to send and receive funds via a Sterling Inter Account Transfer or Currency Inter Account Transfer. For all other accounts another payment type must be used and will be charged at the applicable rate.

Please contact us if you would like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use Text Relay (previously Tynetalk).

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration Number 119278.

Eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS). We are covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all Business customers will be covered.



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