

## Pre-Contract Credit Information

### 1 Contact details

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| Creditor.<br>Address.<br>Telephone number(s).<br>Fax number.<br>Web address. | Bank of China (UK) Limited<br>1 Lothbury, London, EC2R 7DB<br>+44 (20) 7282 8763<br>+44 (20) 7282 8959<br><a href="http://www.bankofchina.com/uk">www.bankofchina.com/uk</a> |
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### 2 Key features of the credit product

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| The type of credit   | Credit Card  |
| The total amount of credit.<br><br>This means the amount of credit to be provided under the proposed credit agreement or the credit limit. | We will set your credit limit based on the information you provide and once we have reviewed your individual circumstances and tell you what it is. It will vary from customer to customer. We may change it at any time and will let you know about any change. It is important that you stay within your credit limit. All transactions you make will reduce your available credit and all repayments you make will free up any credit on your account.  |
| How and when credit would be provided.   | Once your account is opened: <ul style="list-style-type: none"> <li>• a card will be issued to you and you must activate your card;</li> <li>• you may then use your card and security credentials to pay for goods and services from merchants who accept the card. You must keep your security credentials safe as they give access to your credit; and</li> <li>• we may also allow you to use your card to obtain cash advances. On any cash advances you make within the UK or at any of our branches abroad we will charge a handling fee of 2%, plus a fixed fee of £2. On any cash advances you make outside the UK and not within our banking group abroad we will charge a handling fee of 2% plus a fixed fee of £3 (plus conversion fee of 2% in a currency that is not pound sterling).</li> </ul>  |
| The duration of the credit agreement.  | This agreement has no fixed or minimum duration.   |
| Repayments.<br><br>Your repayments will pay off what you owe in the following order.   | Where you have a balance on your card you will have to make a repayment each month on or before the payment date shown on your statement. The minimum amount you must pay us each month will be the greater of: <ul style="list-style-type: none"> <li>• the sum of: (1) 5% of the principal amount you owe us, <u>plus</u> (2) all interest, fees and/or charges you owe us (such as the annual fee, cash advance fee, late payment fee, penalty fee or administration fee); <b>plus any previous unpaid minimum payment</b> or</li> <li>• £10 or</li> <li>• <b>Full amount if less than £10.</b></li> </ul> <p>We use any repayments you make to pay off transactions that appear on your statement starting with those on which we charge the highest rate of interest, and so on down to the lowest rate of interest. Your repayments will pay off what you owe in the following order:</p> <p>(A) For accounts that are not in arrears:</p> |

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|   | <ul style="list-style-type: none"> <li>• interest, fees and charges</li> <li>• cash advances</li> <li>• purchases</li> </ul> <p>Within each category, the funds received will be paid to clear the oldest balance first.</p> <p>(B) For accounts that are in arrears:</p> <ul style="list-style-type: none"> <li>• cash advances</li> <li>• purchases</li> <li>• interest, fees and charges</li> </ul> <p>Again the funds received will be paid to clear the oldest balance in each category. Once your account is no longer in arrears, the order explained in paragraph (A) will apply.</p> <p>If you pay more than the amount due shown on your statement, we will apply payments to amounts that appear on your statements, and then to amounts that have not yet appeared on your statements in the same order as we would in respect of those amounts that do appear on your statements.</p> <p>Overpayment is not permitted – any excess repayment in excess of the total amount owed, excess payment will be returned to your payment originated account or your registered Bank of China (UK) Limited payment account.</p> |
| <p>The total amount you will have to pay.</p> <p>This means the amount you have borrowed plus interest and other costs.</p> | <p>The total amount is based on the following assumptions:</p> <ul style="list-style-type: none"> <li>• We both keep to the terms of this agreement</li> <li>• on the first day of the agreement no annual fee for Personal credit card and £40 for Company credit card is paid by you immediately;</li> <li>• on opening your account, you make one purchase with your card to the value of £1,200;</li> <li>• you repay this with interest by 12 equal monthly instalments which are paid on time; and</li> <li>• during the year you don't carry out any more transactions and your interest rate doesn't change.</li> </ul> <p>For a:</p> <p><b>Personal Classic Card:</b> you will pay £1,314.00.</p> <p><b>Personal Gold Card:</b> you will pay £1,284.12.</p> <p><b>Company Card:</b> you will pay £1,324.12</p>   |

### 3 Costs of the credit

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| The rates of interest which apply to the credit agreement. | <p>We will charge interest on all balances that result from transactions as follows:</p> <p><b>Personal Classic Card:</b> 1.325% per month equivalent to 17.1% per annum which is applied on a daily basis.</p> <p><b>Personal Gold Card:</b> 1% per month equivalent to 12.7% per annum which is applied on a daily basis.</p> |
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|   | <p><b>Company Card:</b> 1% per month equivalent to 12.7% per annum which is applied on a daily basis.</p> <p>You can enjoy up to 50 days interest free period (including cash advances) if you pay your balance in full and on time, plus have paid the previous month's balance in full and on time.</p> <p>If you do not pay the full amount that you owe by the due date for payment, we will charge you interest daily from the date of the transaction on the balance outstanding for all transactions including charges, and any other fees payable by you, until the outstanding balance has been paid in full.</p> <p>We can change the interest rates that apply to your account. We may make changes if there is a change (or we reasonably expect that there will be a change) in the costs we incur in providing the account (including funding costs) or in regulatory requirements. We may also make changes for reasons that are personal to you and based on factors such as an increase in the risk that you might be unable to repay what you owe us.</p> <p>We will give you at least two months' advance notice of a change to the interest rate unless the change is to your advantage (for example when we reduce your interest rate). In this case, we will still give you notice but we may make the change more quickly.</p> <p>We will tell you about changes by putting messages in your monthly statement, or by sending you a separate written notice by post or electronically (which includes e-mail, text messages or similar).</p> |
| <p>Annual Percentage Rate of Charge (APR).</p> <p>This is the total cost expressed as an annual percentage of the total amount of credit.</p> <p>The APR is there to help you compare different offers.</p> | <p><b>Personal Classic Card: 18.50% APR.</b></p> <p><b>Personal Gold Card: 13.50% APR.</b></p> <p><b>Company Card: 20.9% APR.</b></p> <p>The APR is calculated on the following assumptions:</p> <ul style="list-style-type: none"> <li>• on the first day of the agreement the relevant annual fee for your product is paid by you immediately;</li> <li>• on opening your account, you make one purchase with your card to the value of £1,200;</li> <li>• you repay this with interest by 12 equal monthly instalments which are paid on time;</li> <li>• during the year you don't carry out any more transactions and your interest rate doesn't change; and</li> <li>• interest is charged at the standard rate.</li> </ul> <p>The APR is based on the interest rate for purchases. If you use your card in a way that results in a different type of transaction (for example, to make a cash withdrawal), then the APR may be higher.</p>   |
| Related costs   |   |
| Any other costs deriving from the credit agreement.   | <p>We will charge an annual fee of:</p> <p><b>Personal Classic Card: No Fee</b></p>   |

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| <p>Conditions under which the above charges can be changed.</p> | <p><b>Personal Gold Card:</b> No Fee</p> <p><b>Company Card:</b> £40 per cardholder registered on the account</p> <p>which will be payable by you. These amounts will be debited from the account when your account is opened and annually thereafter.</p> <p>On any cash advances you make within the UK or at any of our branches abroad we will charge a handling fee of 2%, plus a fixed fee of £2.</p> <p>On any cash advances you make outside the UK we will charge a handling fee of 2% plus a fixed fee of £3.</p> <p>We will charge you a conversion fee of 2% when you make a transaction, withdraw cash, or pay us in a currency that is not pounds sterling.</p> <p>We reserve the right to charge you an administration fee of £25 to cover the cost of processing any cheque that is not honoured or paid.</p> <p>Other administration fees payable by you are:</p> <ul style="list-style-type: none"> <li>• £5 for each replacement card we issue;</li> <li>• £3 for a copy of a statement;</li> <li>• £12 for a copy of the original sales voucher;</li> <li>• £12 for a late payment;</li> <li>• £12 when there are insufficient funds in your account to collect the payment due.</li> </ul> <p>If you have insufficient funds in your account to collect the payment due and this results in late payment you will incur both of the last two charges in this instance.</p> <p>We may change our charges, including by introducing a new type of fee or charge, if there is a change (or we reasonably expect that there will be a change) in the costs we incur in providing the account (including funding costs) or in regulatory requirements.</p> <p>We will give you at least two months' advance notice of a change unless the change is to your advantage. In this case, we will still give you notice but we may make the change more quickly. You may tell us before the changes take effect that you want to end the agreement and repay all amounts you owe.</p> <p>[If we need to make a change as a matter of urgency or due to circumstances outside of our control, in such circumstances we may give you less than 2 months' notice]</p> <p>We will tell you about changes by putting messages in your monthly statement, or by sending you a separate written notice by post or electronically (which includes e-mail, text messages or similar).</p> |
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| Costs in the case of late payments. | Where missed or late payments result in the minimum payment not being paid on time, we will continue to charge interest at the rates outlined above.<br><br>You will be charged £12 if you fail to pay the minimum payment on time.  |
| Consequences of missing payments.   | Missing payments could have severe consequences and make obtaining credit more difficult. We may also take legal action against you if payments are not made. If an action is successful, we may apply to enforce that judgment in a number of ways including getting a charging order against your home, which could lead to your home being repossessed. |

#### 4 Other important legal aspects

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| Right of withdrawal.   | You have a right to withdraw from this agreement for any reason within a period of 14 days starting the day after the day on which: <ul style="list-style-type: none"> <li>• you receive your card, or</li> <li>• you receive a copy of your agreement,</li> </ul> whichever is the latest.  |
| Early repayment.   | You can repay all or part of the credit early at any time.   |
| Consultation with a Credit Reference Agency.<br><br>Right to a draft credit agreement. | If we inform you that your application has been unsuccessful on the basis of information from a credit reference agency, we will also inform you of the details of the credit reference agency.<br><br>You have the right, upon request, to obtain a copy of the draft credit agreement free of charge, unless we are unwilling at the time of the request to proceed to the conclusion of the credit agreement. |

#### 5 Additional information in the case of distance marketing of financial services

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| (a) concerning the creditor   |   |
| Registration number.  | Bank of China (UK) Limited is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority<br>Financial Conduct Authority firm reference number 467410.<br>Company number 06193060  |
| The supervisory authority.  | The Financial Conduct Authority   |
| (b) concerning the credit agreement   |   |
| The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement.<br><br>The law applicable to the credit agreement and/or the competent court.<br><br>Language to be used in connection with the credit agreement. | English law.<br><br>Your credit agreement will be governed by English law. The courts of England will have jurisdiction over all disputes in arising out of and /or in connection with the credit agreement, unless you live in Scotland (in which case the Scottish courts will have jurisdiction) or Northern Ireland (in which case the Northern Irish courts will have jurisdiction).<br><br>The agreement and all communications in relation to it will be in English. If the agreement is translated into any language other than English, or any communications are made other than in English, the agreement and any communications in the English language text shall prevail. |

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| (c) concerning redress                                  |   |
| Access to out-of-court complaint and redress mechanism. | <p>If you make a complaint, we will aim to resolve it as quickly as we can. Please write to Bank of China (UK) Limited, Card Centre, 1 Lothbury, London EC2R 7DB or email to <a href="mailto:cardcentre.uk@bank-of-china.com">cardcentre.uk@bank-of-china.com</a> or call +(44) 020 7282 8763</p> <p>You can ask us for a copy of our Internal Complaints Procedure leaflet at any time.</p> <p>If we are unable to resolve a complaint to your satisfaction, , you have a right to refer it to the Financial Ombudsman Service by writing to Financial Ombudsman Service, Harbour Exchange Square, London, E14 9SR. Telephone: 0800 023 4 567 (free on mobile phones and landlines) or 0300 123 9 123, or +44 20 7964 0500 if calling from abroad, or email <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>. You can find more information on their website: <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a></p> |