

## PAYMENT SERVICES GUIDE

All times quoted are based on the UK time zone. Business days are Monday to Friday, excluding UK bank holidays. Our office hours are 8am to 8pm UK time, Monday to Friday.

### SENDING MONEY FROM YOUR ACCOUNT AT NEDBANK PRIVATE WEALTH

Our payment cut-off times for outgoing transactions can be found below.

PAYMENT TYPE	OUTBOUND	
	MANUAL	ONLINE   MOBILE
SENDING MONEY WITHIN THE UK (GBP) - UP TO £50,000	12:00	16:00
SENDING MONEY WITHIN THE UK (GBP) - OVER £50,000	12:00	12:00
SENDING MONEY WITHIN THE UK (ALL OTHER CURRENCIES)	12:00	12:00
SENDING MONEY OUTSIDE THE UK	12:00	12:00
INTER-ACCOUNT TRANSFERS (SAME CURRENCY)	16:00	Available 24/7

If your payment request is received after the cut-off time, or on a UK bank holiday, the payment will be held over until the next business day. Please note, there may be instances when we are unable to complete payment processing checks within the cut-off time schedule. We will process such payments on a best endeavours basis.

Payments with a cumulative daily total of £500,000 and above require additional security checks. Payments will not be processed until we have contacted you to verify your payment. We may request supporting documentation.

### SENDING MONEY TO YOUR ACCOUNT AT NEDBANK PRIVATE WEALTH

Money received by us before the cut-off time of 16:00 will be credited to your account on the same business day.

Money received after the cut-off time, or on a UK bank holiday, will be held over until the next business day.

Please note, there may be instances when we are unable to complete payment processing checks within the cut-off time schedule. We will process such payments on a best endeavours basis.

When sending money to your accounts held with Nedbank Private Wealth, please refer to our correspondent details which can be found under Payment Information in the [literature downloads](#) section of our website.

[Isle of Man accountholders](#)

[Jersey accountholders](#)

[London accountholders](#)

If you are in any doubt as to how to remit funds to your Nedbank Private Wealth account or have any other queries, please contact our client service team by email at [client.services@nedbankprivatewealth.com](mailto:client.services@nedbankprivatewealth.com) or by telephone on + 44 (0)1624 645000.

### PAYMENT CHARGES

Nedbank Private Wealth does not make a charge for receiving incoming payments. However, other banks may make a charge for sending the payment, or acting as an intermediary for the sending bank. We would advise you to check with your bank before sending money to us.

You can find further information about the fees for sending money from your Nedbank Private Wealth account in our Tariff of Charges, which can be found in the [literature downloads](#) section of our website.