

# Triodos Bank.

## Business Accounts

### Eligibility

### Criteria.

We take a genuinely responsible approach to business, transparency and using money more consciously. That's why we assess organisations applying for our accounts to make sure their practices align with our ethos. Applications are subject to an **eligibility check** and, in some instances, an assessment against **Triodos Bank's Minimum Standards**.

We publish these Eligibility Criteria to make our approval process transparent to customers and to give you the information you need to make informed decisions about your money.

<b>Location</b>	<ul style="list-style-type: none"> <li>You must be located and operating within the UK. This may extend to directors, account holders and operators. The Bank can refuse relationships with organisations established or based outside of the United Kingdom.</li> <li>If you have structural, customer relationship or residential connections with tax havens, you may have to demonstrate that this does not exist to minimise tax liability.</li> </ul>
<b>Transaction profile</b>	<ul style="list-style-type: none"> <li>You must have an annual turnover of £50,000 or more (business current account only).</li> <li>If you regularly receive payments from, or send payments to, tax havens, you may have to demonstrate that the funds have not been lodged in a tax haven to minimise tax liability.</li> <li>If you regularly receive payments from or send payments to territories designated as presenting a higher risk of financial crime or terrorism, you will be ineligible unless a case-by-case exception is made (see the 'Compatibility' section below).</li> </ul>
<b>Structure</b>	<ul style="list-style-type: none"> <li>Directors and Account Operators must be 18 or over.</li> <li>You must provide a clear, reasonable and satisfactory rationale for complex or opaque ownership structures or changes to your ownership structure.</li> <li>You must provide sufficient verification for you, your structure, your key persons, ultimate beneficial owners and account operators.</li> <li>Relevant and credible adverse media may render you ineligible for a product or service.</li> </ul>
<b>Sectors</b>	<ul style="list-style-type: none"> <li>We will not provide services to organisations that produce and/or sell products and/or services relating to: dual-use products, soft drug industry, currency exchange, weapons, unregulated financial services, breeding racehorses, promoting hate or violence, obscene or illegal goods or services.</li> <li>As standard we will not provide accounts and services to organisations that operate within, or profit from, the following sectors: <ul style="list-style-type: none"> <li>- Alcohol production (excluding community pubs)</li> <li>- Gambling</li> <li>- Pornography</li> <li>- Tobacco</li> <li>- Conflict minerals</li> <li>- Animal testing</li> <li>- Factory farming</li> <li>- Fisheries</li> <li>- Pharmaceuticals</li> <li>- Fur and speciality leather</li> <li>- Deforestation</li> </ul> </li> </ul>

<b>Sectors cont..</b>	<ul style="list-style-type: none"> <li>- Energy production from non-renewable sources</li> <li>- Genetic engineering</li> <li>- Hazardous substances</li> <li>- Natural resources and mining</li> <li>- Non-Eco hotels and similar accommodation</li> <li>- Non-Organic restaurants, cafes and bars</li> </ul> <ul style="list-style-type: none"> <li>Organisations involved in any of the above sectors may be eligible if they meet the requirements set out in the Compatibility section and can also demonstrate that they have a positive impact on society.</li> </ul>
<b>Compatibility (case by case exceptions)</b>	<ul style="list-style-type: none"> <li>As stated above, some transaction profiles and sectors are not subject to automatic exclusion, but will be subject to further assessment against the Triodos Bank Minimum Standards, to help ensure that Triodos Bank only provide services to businesses and organisations that share our mission to help create a society that protects and promotes quality of life and human dignity for all.</li> <li>Similarly, if your activities are not in the spirit of the criteria, analogous to the criteria, or not compatible with the Bank's ethos, the relationship will be subject to further screening against the Triodos Bank Minimum Standards.</li> <li>The Minimum Standards are available <a href="#">here</a> and lists the non-sustainable products, services and working practices that would exclude an organisation from banking with us.</li> <li>A relationship may also be ended or refused if you are unable to evidence strong due diligence processes, culture, and expertise in relation to your activities and relationships with donors or customers.</li> <li>Whilst we exclude businesses who violate laws and conventions, we may accept organisations who participate in non-violent protest or non-violent direct action. Any such organisation, and their actions, will be assessed on a case by case basis.</li> </ul>

The Eligibility Criteria form part of our Terms and Conditions. Triodos Bank reserves the right to decline an application or close an account if:

- You fail to operate your account in accordance with the Terms and Conditions, this includes failing to meet the Criteria, both at application and throughout the relationship. You must inform Triodos Bank if you no longer meet these Criteria.
- You are unable to provide clear, true, accurate and timely information to demonstrate compliance with the Criteria.
- Your business's products and processes, that are not included in the categories described above, constitute a significant obstacle for sustainable development. Businesses that were historically involved in such activities and do not demonstrate sufficient improvement may also be declined.
- By association or activity, your activities could potentially damage the reputation of Triodos Bank. (e.g. political parties unless single issue parties or cross party groups aligned to Triodos' mission).

In our assessment of whether to offer or continue with the provision of our services to you, we will discuss the matter with you, so far as is feasible and permissible, and where necessary request additional information.

Telephone: 0330 355 0355  
[www.triodos.co.uk](http://www.triodos.co.uk)

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

Triodos Bank UK Ltd. Registered Office: Deanery Road, Bristol, BS1 5AS. Registered in England and Wales No. 11379025. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 817008.