

# Clearer statements for easier explanations

BusinessOne makes it easy to manage expenditure. Each month you will receive an individual cardholder statement. A copy of this will be sent to the company's main point of contact in their monthly statement pack, along with a total business summary.

## Individual Cardholder statement

All your business expenses are on this statement, cutting administration dramatically. There is no need to reconcile receipts, petty cash, personal card statements or other proof of purchase documents. Better still; all transactions are listed with a merchant name against them, rather than a cheque number, making life a lot easier when reconciling payments.

**If you have any questions about your statements, please call the RBS BusinessOne Helpline**

**0845 300 8460**

8am-6pm Monday to Friday and 9am-1pm on Saturday

# Reading your statement

## Company Statement

COPY

**RBS**  
The Royal Bank of Scotland

**onecard**

Sample Street  
Mr A B Sample  
1 Sample Street  
Sampleton  
S4M P13

1 COMMERCIAL CARDS DIVISION  
Cards Customer Services  
PO Box 5747  
SOUTHEND-ON-SEA SS1 9AJ  
Telephone: 0845 300 8460  
Facsimile: 0170 227 8312  
8am - 6pm Monday-Friday  
9am - 1pm Saturday

2 Card Number 0000 1111 2222 3333

3 Company Sample Ltd  
Credit Limit £3,000

**Summary 20 February 2009**

Balance brought forward from previous statement	£0.00
Payments to your account	£95.94
Spending on your account, plus any adjustments	£1,900
<b>New Balance</b>	<b>£1,900</b>
Payment Due	£1,900

Payment should reach your account by 28 February 2009

- 1 Commercial Card address and contact numbers – our contact details in case you ever need to call us.
- 2 Company Number – please have this to hand if you ever need to call us, so that we can deal with your query as quickly as possible.
- 3 Credit Limit – means the maximum total amount you can owe on your account, inclusive of any interest and charges.

# Reading your statement

## Individual Card Statement

RBS		onecard			
The Royal Bank of Scotland					
SAMPLE CARDHOLDER 1 Sample Ltd 1 Sample Street Sampleton S4M P13		COMMERCIAL CARDS DIVISION Cards Customer Services PO Box 5747  SOUTHEND-ON-SEA SS1 9AJ Telephone: 08453008460 Facsimile: 01702278312 8am - 6pm Monday-Friday 9am - 1pm Saturday			
12 March - 24 March 2009					
Post Date	Tran Date	Bank Reference	Your Ref	Transaction Description	Amount
12 MAR	12 MAR	11111113		DEBIT Test transaction	150.00
4	5	6		7	8
TOTAL ACTIVITY					£150.00
					9

onecard 0000 1111 2222 3333 Page 2 of 2

- 4 **Post Date** – the date a transaction reaches your account.
- 5 **Tran Date** – this shows the date you made a transaction.
- 6 **Bank Reference** – please quote this reference if you wish to query a transaction.
- 7 **Transaction Description** – shows details of the merchant where you made your purchase.
- 8 **Amount** – shows the transaction amount.
- 9 **Total** – shows the total outstanding balance for the cardholder including any refunds the cardholder may have received.

If you have any questions about your statements, please call the RBS BusinessOne Helpline

**0845 300 8460**

8am-6pm Monday to Friday and 9am-1pm on Saturday