



Meet

Carter Croft

Harrods Bank's very own action man!

Carter Croft is something of an all round action man, and whilst this newsletter goes to press he has just set sail from Geraldton, Western Australia, bound for Tauranga, New Zealand in the circumnavigation Clipper 11-12 race.

This latest adventure is one in a long list of daredevil activities in which he has taken part, including dog sleigh expeditions beyond the Arctic Circle, and two Himalayan treks as well as completing the London Marathon in 1988. He is a qualified scuba diver and yacht master, and a keen skier, so it is no surprise to learn he has had both knees replaced!

Carter became a customer of Harrods Bank over 20 years ago when he had his own dental practice in Harley Street having previously worked in South Africa, and run his own practice in Kendal, Cumbria for 14 years. He says "Harrods Bank have always treated me with respect and delivered a truly personal service, having had the vision to help me get over short term

financial problems in my past. It is a pleasure to bank with Harrods Bank and I will always recommend them to friends and family without hesitation."

During his study years at Guys Hospital Medical School he captained Guys Hospital rugby team followed by playing spells at Blackheath, London Irish, Kendal and Fylde, where he played alongside W.B. Beaumont. He retired from first class rugby in 1977. As well as rugby he is passionate about cricket and played for Kendal CC in the Northern League, and then whilst in London, he was with Brondesbury CC in the Middlesex League. He retired from cricket in 2002.

Having also retired from dentistry, Carter took on a new career and

gained qualifications as a rugby coach. He migrated to Australia to work with the Queensland University rugby team in the Brisbane premier competition, and then travelled further to coach teams in New Zealand, the USA National team, Pro 2 France with Oyonnax and he is currently coach of the Swiss National team. As a player and a coach he has been involved with the game in some 40 countries of the world, over some 50 years.

Carter made his home in the French Alps in 1997, where he built a chalet on the shores of Lake Annecy, where he could indulge in his love of skiing. He has three children all living in different countries, his son close to him in France, one daughter in Berkshire, while the youngest lives in Melbourne, Australia.

Carter is currently taking part in the Clipper 11-12 Round the World Yacht Race having departed from the Solent on 31 July 2011. This is 40,000 miles of ocean racing making the challenge of a lifetime for the 450 crew who are amateurs from all walks of life. Carter is the ship's doctor for his team. The yachts are ten identical, 68-foot, stripped down racing yachts – each sponsored by a city, a region or a country. It will take eleven months to complete the circumnavigation with the race divided into a series of eight legs with 15 individual races in total, for which points are awarded at the end of each race, building towards a championship total. Carter's team 'Visit Finland' are currently sitting in third place as this newsletter goes to press.

We wish Carter well with the rest of his voyage and will keenly track his progress on the website www.clipperroundtheworld.com

Lucky Harrods Bank customers win Olympic tickets and prepaid VISA cards

You may remember back in April 2011 we partnered a VISA competition giving customers the opportunity to win Olympic tickets by using a Harrods Bank VISA card. We are delighted to hear that our customer Mr Ricardo Noronha registered two purchases he had made on his card and won two tickets to see the Table Tennis at the 2012 games. He also won a pre-paid VISA card to the value of £100. Mr Noronha was especially delighted as he had entered the main ticket ballot and had received no allocations, so this was a very welcome surprise. Congratulations to Mr Noronha and we hope you enjoy your ringside seats to this amazing London spectacle!

A second lucky Bank customer, Mr Ralph Williams, also contacted us to tell us he has won a pre-paid VISA card to the value of £20.12. We hope Mr Williams enjoys spending his winnings!



From the General Manager Malcolm McLean

Welcome to our Winter Newsletter.

First, a big thank you for your support towards my bike ride to Paris for the Royal British Legion in September. The trip was a great success and I raised about £2,000 for the 'Poppy Appeal'. Well worth the sore legs!

We have a number of interesting customer articles which I hope you enjoy. It goes to show what a diverse range of customers we have and we are delighted to 'showcase' their ideas and achievements.

I am also very pleased that we have a lucky customer who has won tickets to the London Olympic Games as a result of the VISA competition. Let's hope he has an exciting time and that our athletes can achieve plenty of medals.

The Bank took on three new managers earlier this year and their profiles are on page 3. David Stewart joined as our Senior Manager of Finance and brings wide experience both as a qualified accountant and from various jobs in industry and banking. Suresh Kumar is our new Compliance Manager and has an important role in ensuring the Bank meets its obligations to the regulators and to our customers. Wynn Roberts is our new Relationship Manager and has probably met a number of you already. He is an experienced banker, having spent a large part of his career with Lloyds Bank and subsequently in the IT and insurance sectors. I am sure you will join me in wishing all three every

success in their new appointments and, when you are next in the Bank, you may recognise them from the accompanying photos.

I conclude by wishing all our customers a very happy Christmas and, dare I say, a prosperous New Year.

Thank you for your continuing custom.



Banking the 1908 way!

Our customer Paul Kay who collects antiques, has passed on an old Harrods Banking Department "Terms of Business" leaflet that was first printed in 1908. This has given us a fascinating insight into banking life in the early Twentieth Century and we were interested to make comparisons to the Bank products today.

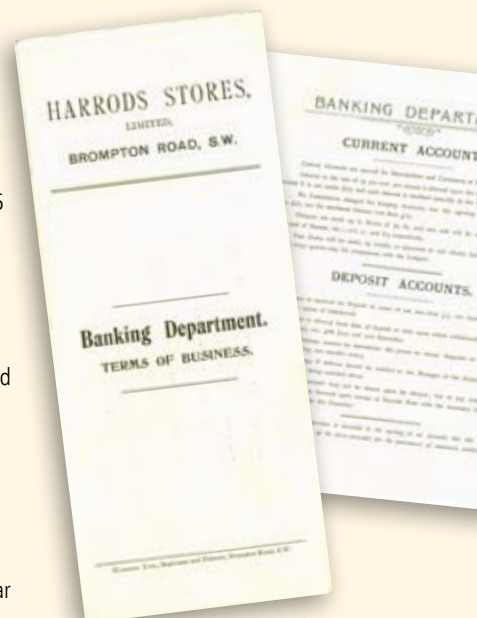
Back then a charge was made of 2 shillings and sixpence to provide a 30 page chequebook and whilst banking was free, the balance was not allowed to fall below £10. Interest rates were higher than they are today too and the maximum deposit was £300 – a lot of money in those days.

A personal interview to open an account was "desirable" in 1908, as it is today, and the Bank also was able to purchase and sell stocks and shares at a charge of 5 shillings per transaction.

The Chairman of Harrods Ltd at this time was Sir Alfred J Newton (1849-1921). He was a yeast merchant, a ship owner and both Master of the Fan Makers and Lord Mayor in 1899. He held all the Company's Court meetings at the Mansion House. Prior to this he had been Master of the Girdlers (1898-1900), the Framework-Knitters (1895-96) and Sheriff in 1888. He raised a regiment of volunteers to serve in the Boer War

by obtaining a grant of £25,000 from the Court of Common Council and by persuading Livery Companies, bankers and merchants to contribute to the total fund of £120,000 for weapons and supplies. The City of London Imperial Volunteers (CIV) went into action on 16th February 1900 under Field Marshal Lord Roberts and captured Bloemfontein and Pretoria.

Banking has certainly evolved since this time, but the traditional personal service that Harrods Bank offers is still in some ways an "old-fashioned" way of banking!



Meet the New Managers



David Stewart, Senior Manager Finance & Risk

David joined Harrods Bank in January 2011 having worked in various sectors: as Finance Director for a Listed Company in petrol retailing, a property investment company and companies in the security industry as well as being associated with Raphael's Bank for 24 years in two stints, finally as Director of Finance. He is a qualified Chartered Accountant and Chartered Banker and has an MBA. He also has experience in 'business turnaround', restoring companies back to profitability and rescuing them from the brink of collapse. However, he tells us that his first love is as an economist.

He is very happily married with 4 "grown up" children and when he is not busy reporting on the finances of the Bank he can be found tending to his garden or allotment. On working at Harrods Bank, David says "It has been very different working in a bank in the midst of a retail environment that gives things a real buzz. I have been very impressed with the high service levels that the staff provide to our customers".



Wynn Roberts, Relationship Manager

Following the retirement of John Baker in February, we are delighted to welcome Wynn Roberts to the Bank as a Relationship Manager.

Wynn spent 22 years in banking with Lloyds TSB but more recently has worked in the Premium Finance industry, culminating in starting up and running a company called Tactica Premium Finance Ltd for the past 4 1/2 years. Previously he was Managing Director of Finsure Premium Finance Ltd (a wholly owned subsidiary of NIG Corporation Ltd) for 3 years and during that time was also a main Board member for NIG. Within these roles, and in a previous life with a major supplier of large scale accounting solutions, he has also had considerable experience defining, designing, and driving the successful implementation of business critical IT solutions.

Wynn is married with a "grown up" son and keeps himself very busy away from work. He is a skilled hockey player and has represented his country (Wales) at Veterans level in International competition. He is also a competent organ player (those ones with all the keyboards and pedals), and, as well as being a qualified CAD (computer aided design) user, he also enjoys photography and photo manipulation. On joining the Management team Wynn says "I am delighted to be in an environment where I can do 'proper' banking, as I once enjoyed many years ago. I relish the opportunity to get to know my customers and help them with bespoke solutions for their individual needs. I am also a devotee of the use of technological solutions to improve service capabilities of any business."

With his wealth of experience we are delighted to have Wynn on board and many of you will already have met him.



Suresh Kumar, Manager, Compliance

Suresh joined the Management team nearly a year ago and the time has certainly flown by! He says "Working in such a small bank is like working in a close-knit family, very different from my experience working for large investment banks". Suresh has 15 years investment banking experience and most of that time was divided between Goldman Sachs, Merrill Lynch, BNP Paribas & Barclays Capital. His prime roles have been in Anti-Money Laundering, compliance procedures and policy writing. He also spent some working years in Bombay, Delhi, New York & Chicago. He has a business law degree, and an LPC (Legal Practice Course) and is currently studying for an MBA part time.

He is married with 3 children, a son aged 4 and twin girls just 6 months old. He enjoys spending his spare time with the family but is also a keen sports fan and enjoys supporting his football team (Liverpool FC). Suresh was also a semi professional basketball player here in the UK and has a secret talent as a bhangra / hindi dancer and has performed in various shows.

Suresh says "Laws, rules and policies are supposed to be implemented and observed; otherwise, chaos is bound to happen. This is why compliance is very important in today's environment. The awareness for compliance is very high amongst the staff and implementing new procedures and policies is easier to do within a small team. My job is challenging because of the retail environment the bank operates in, but is always busy and fulfilling".

GOLD BULLION UPDATE

Harrods Gold Bullion New products

Our Gold Bullion offering remains popular as the price of gold steadily increases and continues to climb. Real interest rates remain low and the general outlook for most economies remains uncertain, especially in Europe – remains uncertain. Consequently, many central banks and investors are adding a portfolio of gold to their metals*. Harrods Bank is one of the world's most reputable refined gold bullion selling a full range of gold bullion products for secure storage at Harrods Safe.

UK Britannia bullion coin

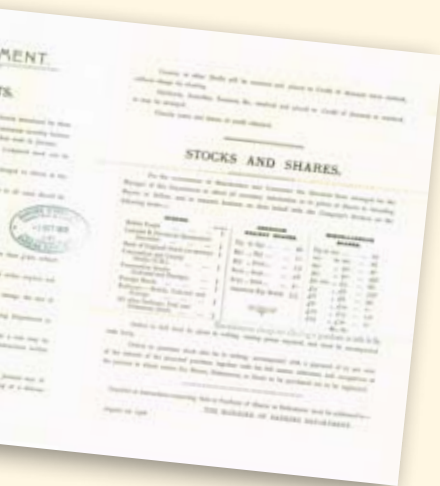
We are delighted to announce that Harrods Gold Bullion will be adding a new coin to its current bullion range - the one ounce Britannia. Although the Britannia symbol appeared on Roman coins as long as 2000 years ago, the modern Britannia coins were only introduced by the Royal Mint in 1987, in four weights from one ounce to fractional sizes of half ounce, quarter ounce, and tenth ounce. Both proof and bullion versions have been issued every year since then. Harrods Bank will only be selling the 1oz bullion coin. In the UK investment they are exempt from both Capital Gains Tax for UK tax payers (for more information contact your tax advisor).

Chinese Lunar Dragon

2012 is the lunar year of the dragon, once per decade. An especially auspicious occasion for the Chinese, there will be large celebrations internationally. To mark the occasion Harrods Gold Bullion is introducing a Chinese Lunar Dragon version of our 1oz gold bars. Also produced by PAMP Suisse, 999.9 fine bars are available in 5g, 1oz and 2oz sizes and make an interesting alternative to the Fortuna range.

For further information please contact Ed Hanlon on 020 7225 6789 or email: gold@harrods.com

*Please note that Harrods Bank does not take a position on the direction of the precious metals market and this regard. Please consult your investment advisor.



BULLION DATE

Gold Bullion – Hot for 2012!

Gold remains very popular and, with increasing interest, is high and prices remain exceptionally low and stable in developed economies – a contrast to the decidedly gloomy outlook in emerging markets. Banks and institutional investors are weighting into precious metals, and the few places in London that sell bullion directly from one of the refineries. We can also arrange to buy Gold Bullion Deposit.



For specific details please consult



We do not make any claims as to the value of bullion and does not offer advice in relation to investment advisor.

Meet Alex Harrington Griffin Founder of BusinessCrayon.com

At the age of 27, Alex Harrington Griffin is something of a business entrepreneur having successfully launched an on-line company, www.BusinessCrayon.com on 12th September 2011.

Business Crayon is the UK's first local business-to-business group buying site. Alex has lived and breathed small business for much of his career. His concept, and the key idea that drives BusinessCrayon.com, is to connect local businesses with each other via a simple model. His supply partners are happy to give great deals on their products and services because they know they will be introduced to lots of new buyers through their offer. They want to build good relationships between the trusted suppliers and the buyers who could use their products and services.

So, exactly how does business-to-business group buying work? Every week the website offers a select number of deals from approved suppliers. As these suppliers know they'll get exclusive access to large numbers of small businesses, BusinessCrayon.com is able to negotiate exceptional deals for its members. Connecting a community of small businesses together gives each one the buying power of a much larger company. This economy of scale provides the opportunity for members to try new products and services, which help a small company expand their business - from online marketing expertise to advertising in the national media. Members can register for free and they will then receive an email every Monday with details of the weekly offers.

They then login and register their commitment to buy. Once enough members 'commit to purchase' the deal is activated and the buyers make their payment. The payments are then passed to the supplier (minus a modest commission) along with a list of their new customers. Buyers then simply redeem the deal direct with the supplier.

BusinessCrayon.com has a number of initial advantages over its existing competitors as Alex explains, "The site's clean design and innovations give you an indication of how we've tried to do things slightly differently – letting you be both creative and savvy with your purchasing. This in turn makes it easier to personally negotiate impressive deals with well known and respected suppliers who are happy to align their brand with the site".

Thought has also been given to ways in which partners can create long term relationships with customers, how to reduce buyer perceived risk and the importance of supporting local business. "You can meet face to face with the supplier offering the deal before you commit to buy from them. Business Crayon only features suppliers whose offices are based in your area - this has obvious benefits for both the buyer and seller." Alex says, "Offering personally vetted offers

from local suppliers reinforces the importance we place on supporting the business community on your doorstep".

Buyer loyalty is also a key point and BusinessCrayon.com has therefore decided to launch a loyalty scheme, rewarding its members for their continued use of the site by allocating points for every purchase, which can be redeemed against future activity or specially sourced rewards.

The site also offers a Deal Exchange service, a first according to Alex, "If you decide for whatever reason not to use the deal you've secured, you can re-list it on the site and other members can purchase it from you – nobody need ever be out of pocket". This kind of practical attention to detail defines the company's take on the business to business group buying sector.

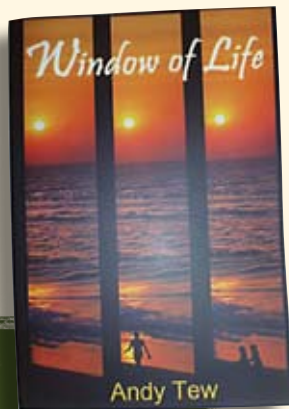
Having banked with Harrods Bank for only a short time Alex says "I enjoy banking with a Bank that clearly has the same principles as Business Crayon. They value the importance of dealing with customers face-to-face and building long term relationships".

For further information visit www.businesscrayon.com or email help@businesscrayon.com

Tel: 0844 887 3635 or 0207 564 7583



Meet Andy Tew, Customer, Poet and Author



*Harrods the name
Harrods the brand
Known around the world
Up and down the land*

*A bank in store
Offers all you need, and more
Foreign currency
And gold bullion galore*

*A prestigious name
Credibility the aim
With helpful staff
And managers known by name*

*If you're one of the few
And have accounts here too
Personal or business
They'll look after you.*



Andy Tew has banked with us for over 10 years and is a surveyor by profession; however, we discovered he has been keeping his talents as a poet under wraps... that is, until now! His first poetry book, *Window of Life* was released on 30 June 2011. This diverse, witty and perceptive poetry book covers a wide range of emotions and Andy shows an amazing versatility in his mastery of verse. The book contains very likeable humour and a penetrating sense of the occasion in this refreshing style of writing. The topics covered are on subjects as diverse as Death to The Highway Code, and to one of his philosophical views of life in his poem *The Way It Is*.

Andy has already attended two book signings in Yeovil (pictured) and Taunton and has been interviewed on Radio in Southampton, Bristol and Somerset to promote the book.

His next project is already being produced with his publishers, Olympia, and will be on sale later this year. It is a collection of four fully illustrated children's stories [yet to be titled].

Andy is constantly writing fiction as well as poetry and is currently working on his next contract for a four book series aimed at 6-11 year olds. These are called *The Magic Mirror*. He has other ideas

for themed poetry books yet to be started as well as a series of adventure novels with illustrations aimed for two to five year olds. The character he is inventing is called *Biker Dave*, who is a paramedic on a motorbike and lives by the sea in Woolacombe.

His book is available on Amazon and on line with W H Smith and Waterstones. ISBN: 9781848971592

For further information please visit www.olympiapublishers.com

On the subject of banking with Harrods Bank, Andy wrote us the following poem (left):

Payment instructions

Please note that if you wish to make a payment to a Third Party either to a bank in the UK or overseas, we will need your instructions in writing. We then need to verbally confirm the details are correct and to ensure the instruction is genuine. Until we have spoken to you in person the payment will not be sent so it is important that you advise the Bank of any changes to your contact details (e.g. home, work and mobile telephone numbers).

For all payments we need to receive your instruction by 2pm to allow us time to call you back by the payment deadline which is 2.30pm.

If you have any questions about sending payments, please do not hesitate to contact the Customer Relationship Team on 020 7225 6789.

Key banking services

High Value Current Account

- ◆ Instant access, interest paid on balances of £2,500 and above on a tiered rate basis
- ◆ Monthly statements, cheque book and VISA debit card
- ◆ Free of service charge if account has a minimum agreed average credit balance

High Value Deposit Account

- ◆ Competitive interest rates on sums of £5,000 and above, with the option of a monthly income.
- ◆ Thirty five days' notice required for withdrawals

High Value Capital Account

- ◆ Enhanced interest rates in return for 90 days' notice of withdrawal on sums of £10,000 and above

Harrods Bank Debit Card

- ◆ CHIP & PIN functionality
- ◆ Uses worldwide VISA network
- ◆ Withdraw cash up to £250 in any one day using a cash dispenser displaying the VISA sign

Foreign currency and travellers' cheques

- ◆ Our exchange rates are competitive and our clients pay no commission on foreign currency transactions
- ◆ Our home delivery service provides UK clients with currency or travellers' cheques within three working days for a delivery charge of £7.50 (same-day delivery by arrangement)

Overdrafts and personal loans

Direct debits and standing orders

Mortgages, bridging loans and property finance

- ◆ Details are available on request

Children's Savings Account

- ◆ Details are available on request

Personal code word identification to facilitate telephone banking

INTEREST RATE CHANGE

Please see the revised interest rates sheet enclosed with this newsletter.

From time to time we may contact you about services which we believe to be of interest to you. If you would prefer not to receive such information, please tick the box and return this coupon with your name and address to Harrods Bank.



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