

# Payment Account Option for International Residents and UK Expats

Intermediary Information Guide

# Introducing our partnership with Alibra

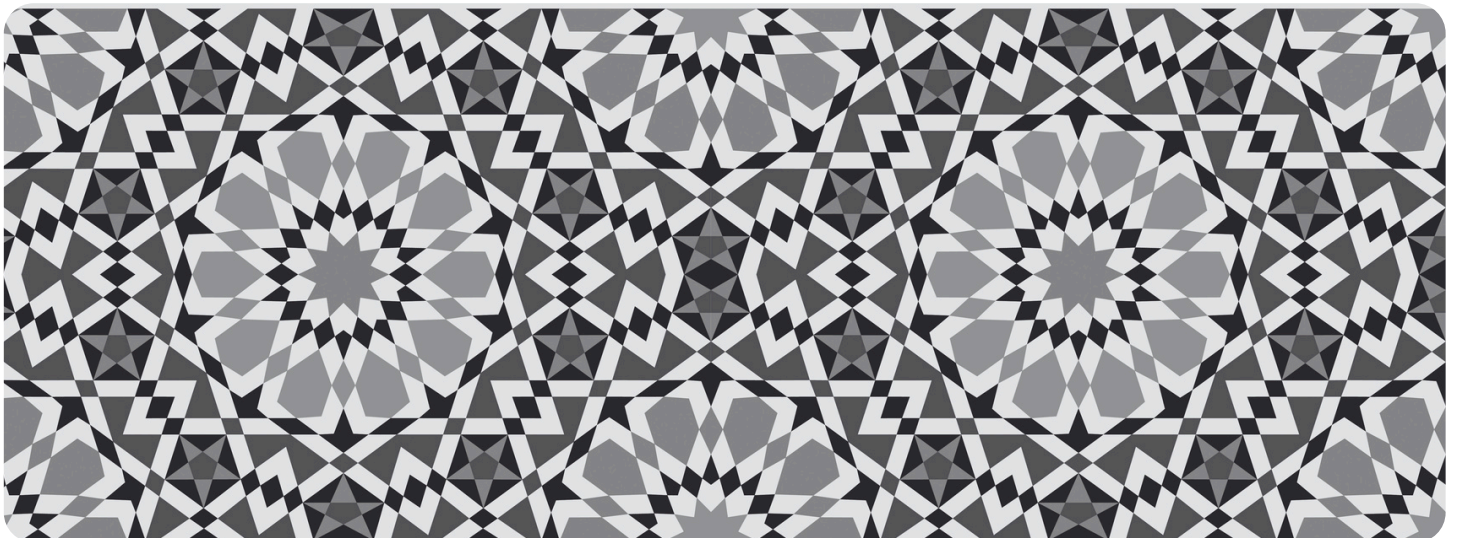
**International residents and UK expats require a UK payment account to get property finance with us – specifically for their Direct Debit payments. This can be a problem because opening a UK payment account as a non-resident is often difficult and slow.**

We've partnered with Alibra. An FCA-authorised e-money provider whose commitment to ethical finance and community support aligns with our values as a Shariah-compliant, ethical bank.

Our partnership gives international residents and UK expats the option to open an Alibra payment account as part of their property finance application, giving them the UK payment details they need. No separate banking applications, no delays.

This guide covers everything you need to know about our partnership, including:

- Application overview - how it works
- Important information for intermediaries
- What your customers need to know

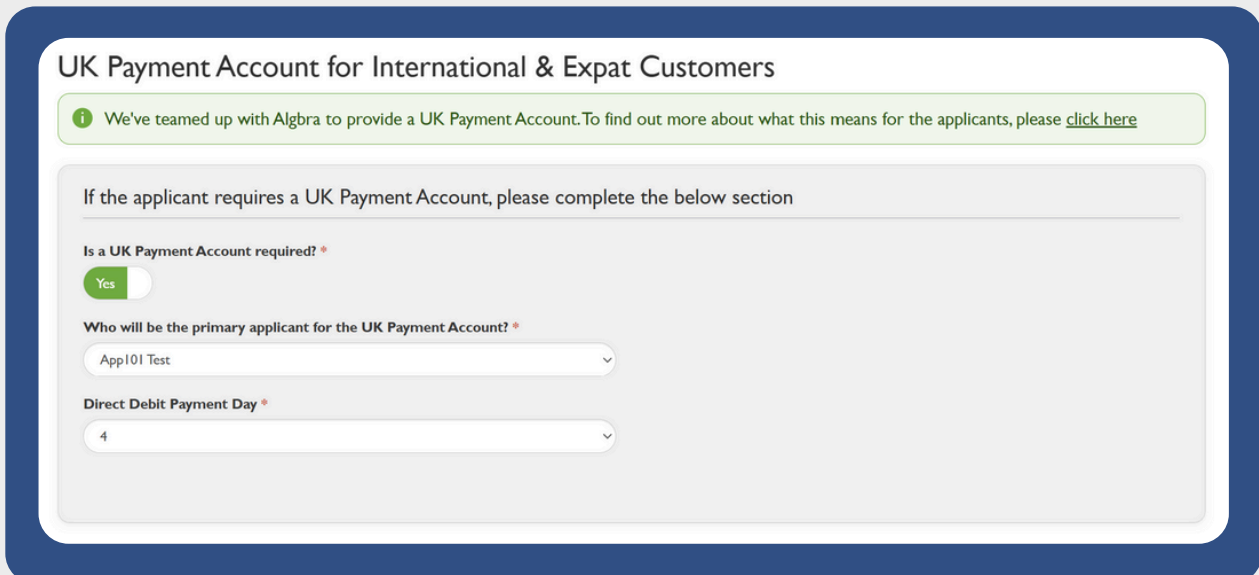


# Application overview

## How it works: the process step-by-step

### Step 1: Property finance application

- Complete the property finance application on our portal as normal
- The Algra payment account application is integrated into this process
- When asked, just indicate that a UK payment account is needed.



The screenshot shows a web form titled "UK Payment Account for International & Expat Customers". At the top, there is a green information banner stating: "We've teamed up with Algra to provide a UK Payment Account. To find out more about what this means for the applicants, please [click here](#)". Below this, a section header reads: "If the applicant requires a UK Payment Account, please complete the below section". The form contains three fields: 1. "Is a UK Payment Account required?" with a radio button set to "Yes". 2. "Who will be the primary applicant for the UK Payment Account?" with a dropdown menu showing "App101 Test". 3. "Direct Debit Payment Day" with a dropdown menu showing "4".

### Step 2: Information sharing

- Once you've indicated that a UK payment account is needed, an application with Algra is automatically generated.
- We share only relevant customer information and documents with Algra. They use this to complete their security checks and set up the account.
- The 'payment account creation status' on the application is updated accordingly – for example, 'Awaiting\_KYC'.

# Application overview

## How it works: the process step-by-step

### Step 3: Algbra contact

- Algbra will contact your customer directly to complete account setup.
- Once approved, Algbra will share the new payment account details with our application system.
- The account will show as restricted until the property finance is approved.

### Step 4: Activation

- Full payment account details are sent back to the application system, ready for the Direct Debit payments to begin automatically.
- Once the property finance offer is approved and signed by the customer, Algbra removes the account restrictions and the payment account becomes active.
- The application system is updated. The customer then receives an email inviting them to download the Algbra app so they can view and manage their payment account.

#### UK Payment Account for International & Expat Customers

 We've teamed up with Algbra to provide a UK Payment Account. To find out more about what this means for the applicants, please [click here](#)

If the applicant requires a UK Payment Account, please complete the below section

Is a UK Payment Account required? \*

☒ Yes

UK Payment Account Status

ACCOUNT\_CREATED\_ACTIVATED

Who will be the primary applicant for the UK Payment Account? \*

App101 Test

UK Payment Account Error Details

Direct Debit Payment Day \*

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# Important information for intermediaries

## Account structure

- The payment account is with Albra not Gatehouse Bank. This means that any payment account queries should be sent directly to Albra's customer services team via the app.
- The account is for individual applicants only and not available to Limited Companies or other company structures.
- Albra does not offer joint accounts. For joint property finance applications, the payment account will be opened in the first applicant's name only. Please make sure your customers are aware of this so they can decide together who should be listed as the first applicant.
- Customers can close their account at any time. However, they must have a UK bank or payment account in order to maintain their Direct Debit payments with us, in line with our property finance terms and conditions.

## Regulatory protection

- The account is protected under the UK's FCA e-money rules, not FSCS protected. These safeguarding rules require Albra to keep customer money separate from their business funds. For more information, please see the FCA website: [www.fca.org.uk/consumers/using-payment-service-providers](https://www.fca.org.uk/consumers/using-payment-service-providers)
- Any personal information will be used in line with the Data Protection Act 2018, as well as ours and Albra's privacy notices.
- Full Gatehouse Bank and Albra Terms and Conditions must be provided to the customer.

## Customer requirements

- Customers will be expected to declare their tax residency and will need to update Albra of any changes within 30 days.
- You must get explicit consent from the customer for us to share their data with Albra.

# What your customer needs to know

- Primary purpose: Payment account for their property finance payments, including finance deposit and Direct Debit payments.
- Account management: Digital, app-based only through the Algbra App.
- Customers will also have the option to request a digital and physical debit card.
- Consent required for data sharing with Algbra.
- On joint applications, the Algbra account will be opened in the name of the person detailed on the home finance application as the “first applicant”.
- Customers will be contacted directly by Algbra to set up the payment account.
- The payment account stays inactive until the property finance is approved.
- Account becomes active automatically once the property finance offer is signed.
- Direct Debits begin automatically as scheduled.
- Only sterling (GBP) payments can be made to and from the Algbra account.
- All payment account queries should be raised with Algbra directly.



## Questions?

Please contact your Gatehouse Bank Business Development Manager - they'll be there to help as usual.

[www.gatehousebank.com/intermediaries](http://www.gatehousebank.com/intermediaries)

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gatehousebank

The Helicon  
One South Place  
London  
EC2M 2RB



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Financial Services Register number: 475346.

Gatehouse Bank plc is incorporated and registered in England and Wales. Registration number 06260053. The registered office is The Helicon, 1 South Place, London EC2M 2RB.