

This tariff details the services, rates and charges that are effective from 1 January 2017.

We can vary or amend this tariff at any time, but will notify customers when we do so in accordance with account terms and conditions. Confirmation of the current tariff can be obtained online at [co-operativebank.co.uk](http://co-operativebank.co.uk), by ringing **03457 213 213** or from any branch.

Please note, The Co-operative Bank reserves the right to review the account tariff for customers who exceed the following annual limits: credit turnover exceeds £1 million, deposit more than £100,000 in cash, or deposit more than 5,000 cheques.

## Standard charges

You will be pre-notified of standard charges at least 16 days prior to your account being debited on the fifth of each month. Where the fifth falls on a weekend or bank holiday, the charges will be debited on the previous working day. This account does not pay credit interest.

Transaction type	Charge
Monthly service charge	Free
<b>Credits</b>	
Automated credits	Free
Manual credits	Free
Cash paid in	Free
Cash paid in at Post Office®	Free
Cheques paid in	Free
<b>Debits</b>	
Automated debits	Free
Cheques issued	Free
Debit card purchases	Free
Withdrawal at Post Office®	£1.50 per cheque
Cash withdrawals	Free
ATM withdrawals	Free (at a non-charging ATM within the UK)
<b>Other</b>	
Cash exchanged	£1.60 per £100

What this means	
Monthly service charge	Account maintenance fee to cover the cost of providing you with basic business account services such as account administration, cheque books, paying in books and plastic cards
Automated credits	Standing orders, Faster Payments, BACS, bill payments and other automated credits
Manual credits	Deposits made by paying in slip or card, plus any other non-automated credits. The cheques and cash paid in will be charged separately – please see above table for details
Cash paid in	Coins and notes deposited with the Bank
Cash paid in at Post Office®	Coins and notes deposited at the Post Office®
Cheques paid in	Cheques and postal orders deposited into your account
Automated debits	Direct Debits, standing orders, Faster Payments, bill payments and other automated debits
Cheques issued	Cheques you have written
Debit card purchases	Purchases made using your debit card
Withdrawal at Post Office®	Cash withdrawn by cheque at Post Office®
Cash withdrawals	Cash withdrawn at branch
ATM withdrawals	Sterling withdrawn from a non-charging ATM within the UK (subject to daily limits)
Cash exchanged	Exchange of coins and notes

## Special service charges

If you require any additional services to those involved in the everyday running of your account, these could incur a further charge. The services for which we most commonly charge are listed below. From time to time we may have to charge for other services not listed here. These charges will, however, always be explained to you in advance. Charges for special services will continue to be taken at the time that the service is utilised.

Service	What this means	Charge
<b>Special presentations</b>	If you request certainty that payment of a cheque you have received is assured before you release goods/ provide a service.	£15
<b>Audit letters</b>	Details of balances and other information provided, at your request, to your accountant.	£30 minimum + VAT at the standard rate
<b>Certificate of balance</b>	Written confirmation of your account balance on a specific date, provided at your request.	£15 + VAT at the standard rate
<b>Stopped cheque(s)</b>	When you instruct us that a cheque you have issued should not be paid.	£5
<b>Returned cheque(s) (previously deposited)</b>	When a cheque(s) that you've paid into your account is returned unpaid by the bank which issued it.	£6
<b>Status enquiry/bankers' reference</b>	If you authorise us to respond to an enquiry from a third party, so that they can establish whether you're able to commit to a financial arrangement.	£8.51 + VAT at the standard rate
<b>Copy statement(s)</b>	When you ask us to provide you with a copy of a previously issued statement(s). A fee will be applied for each additional copy requested.	£2.50 per statement
<b>Duplicate statement(s)</b>	When you instruct us to issue duplicates of your regular statements when they're produced.	£5
<b>Frequent statement service</b>	If you require statements to be provided on a more frequent basis than stated in our terms and conditions.	£1
<b>Copy items</b>	Provision of copies of manual credits/debits which have been paid into/from your account.	£5 (per item)
<b>CHAPS</b>	An electronic transfer system which transfers money in sterling to another UK based account and usually received by the beneficiary on the same day (subject to a transaction cut-off time).	£25
<b>Bank cheque</b>	A cheque issued by us, at your request, to a named payee.	£15
<b>Sweep facility</b>	An automatic transfer of funds between nominated accounts, in accordance with your instruction.	£30 per quarter
<b>Subject access request</b>	Under the Data Protection Act, you are entitled to a copy of the personal information we hold about you. When you make this request, you must send us a cheque to cover our administration costs.	£10

## Lending service charges

Fee Type	What this means	Charge
<b>Unplanned overdraft utilisation fee</b>	The unplanned overdraft utilisation fee is charged when your account goes overdrawn without a formal overdraft limit, or exceeds a formal overdraft limit. The fee will be charged on each monthly anniversary, if you still have an unplanned overdraft on your account. You should allow up to six Business Days before drawing against cheques deposited to your account.	£20 per month
<b>Unplanned overdraft event fee</b>	An unplanned overdraft event fee is charged every time your unplanned overdraft position increases (except where it does so as a result of charges or interest being applied). Only one event will be charged per day and there is no limit to the number of event fees that can be charged.	£20 per event
<b>Unpaid item fee</b>	An unpaid item fee is charged if we decline to pay an instruction where: - to pay it would make you go overdrawn if you do not have a formal overdraft limit - or, where you do have a formal overdraft limit, agreeing to the request would cause you to exceed your formal overdraft limit. This is known as a request for an unplanned overdraft.	£30
<b>Unplanned overdraft interest rate</b>	This refers to debit interest which will be charged if you go overdrawn without having an agreed overdraft facility in place, or if you exceed your agreed facility. Please note that debit interest will also be charged if you draw against uncleared funds. It will be calculated on the unauthorised overdrawn amount using the rate shown.	1.92% per month (25.59% per annum EAR <sup>^</sup> )

<sup>^</sup>EAR is the Equivalent Annual Rate taking into account the interest rate and how often interest is applied, but excludes any fees or charges.

## Foreign transaction service charges

Service	What this means	Charge
<b>Non-sterling transaction fee</b>	A non-sterling transaction fee is applied when you make a purchase using your debit card in a currency other than sterling. Transactions are also converted into sterling using the Visa Scheme Exchange Rate which can be found at <a href="http://www.visaeurope.com/making-payments/exchange-rates">www.visaeurope.com/making-payments/exchange-rates</a>	2.75% of the value of the transaction
<b>Cash fee</b>	If you make a cash withdrawal outside the United Kingdom in a currency other than sterling, you will be charged a non-sterling transaction fee (see above), and a cash fee. If you use your debit card to purchase foreign currency or travellers cheques in the United Kingdom, we will not charge you a cash fee. The way the merchant processes the transaction may result in a fee being applied to your account. If this happens, please contact us.	2% of the value of the currency/cheques or £2 (whichever is greater)

Service	What this means	Charge
<b>International payments</b>	<b>Single Euro Payment Area (SEPA) payments</b> A fee will be applied if you transfer or make a payment in euro to an EU member state, as well as Iceland, Lichtenstein, Norway, Monaco and Switzerland. Funds should be received by close of business on the next Business Day and both the remitter and beneficiary have to have an account within the SEPA region.	£8
	<b>Structured USD payments</b> A fee will be applied if you send a payment in US Dollars to the United States. This type of payment can take up to five Business Days.	£8
	<b>Real Time Euro Payments (TARGET)</b> A fee will be applied if you use this alternative method of making international payments in euro. This payment is received on the same day if it is sent before 2pm, but can take 1-3 Business Days if there are problems from the recipient's side. Fax confirmation is required if the transfer is over £10,000.	£25 (plus postage, transmission and agent's charges, where applicable)
	<b>Other international payments – SWIFT</b> This fee will be applied if you make any other international payment using the SWIFT service, which can reach almost anywhere in the world within 1-4 Business Days.	0.25% of the value of the transaction (min £13, max £35 plus postage, transmission and agent's charges, where applicable)
	<b>Enquiries, amendments and cancellations</b> A fee will be applied if you make an enquiry regarding an international payment, or a request to amend or cancel the payment. These fees are also payable for our handling of enquiries from overseas banks concerning your payment instructions. However, where this investigation has resulted from an error by The Co-operative Bank, or one of its agents, the fee will be waived.	£20 (plus postage, transmission and agent's charges, where applicable)
<b>Receiving payments from overseas - in sterling or foreign currency</b> (We will use our standard rate of exchange. Please contact us for further information.)	If the payment is equivalent to £100 or less.	Free
	If the payment is over the equivalent of £100 and received in either euro or Swedish Krona currency.	Free
	Payments over the equivalent of £100 received in a currency other than euro or Swedish Krona.  You will not be charged where the charges are for the remitter's account.	£6 (plus postage, transmission and agent's charges, where applicable)
<b>Foreign currency banknotes</b> (We will use our standard rate of exchange. Please contact us for further information.)	Inclusive of exchange commission:  A fee will not be applied if you buy foreign currency banknotes from us.	Free (home delivery services are available and will be charged at cost)
	A fee will be applied if we buy foreign currency banknotes from you.	1.25% of the value of the transaction (min £3 per individual currency transaction)

Service	What this means	Charge
<b>Issue of travellers cheques</b> (We will use our standard rate of exchange. Please contact us for further information.)	A fee will not be applied if we issue foreign currency travellers cheques to you.	Free (home delivery services are available and will be charged at cost)
<b>Encashment of travellers cheques</b> (We will use our standard rate of exchange. Please contact us for further information.)	A fee will not be applied if you cash travellers cheques in sterling.	Free
	A fee will be applied if you cash travellers cheques in a foreign currency.	1.25 % of the value of the transaction (min £3 per individual currency transaction)
<b>Overseas cheques</b>	<b>Cheques deposited</b> If you pay in a cheque which we send to the paying bank (known as collection), a fee will be applied when we receive the payment from the paying bank.	0.25 % of the value of the transaction (min £15, max £60, plus postage, transmission and agent's charges, where applicable)
	A fee will be applied if we buy a cheque from you and convert the amount into sterling (known as negotiated with recourse).  Up to the equivalent of £100.  Equivalent of £100 and above.	£4  0.25 % of the value of the transaction (min £8, max £60, plus postage, transmission and agent's charges, where applicable)
	Travellers cheques negotiated with recourse.	0.25 % of the value of the transaction (min £3, max £60, plus postage, transmission and agent's charges, where applicable)
	Cheques returned unpaid. (If a foreign cheque is returned unpaid, the exchange rate we use when debiting your account may differ from the original rate used. This may result in your account being debited for a different amount.)	£10 (plus postage, transmission and agent's charges, where applicable)
	<b>Cheques issued</b> Collection of cheques drawn in currency on a sterling account.	£15
	Cheques returned unpaid.	£10

**Any reference to tax is based on our understanding of current tax regulations which may change in the future and depends on the customer's individual financial circumstances. In addition to the charges shown in this tariff, there may be other taxes or costs that you may incur that are not paid via us or imposed by us.**

**Please call 03457 213 213\*\* (8am-8pm Mon to Fri, 9am-12 noon Sat) if you would like to receive this information in an alternative format such as large print, audio or Braille.**

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. is a member of the Council of Mortgage Lenders and subscribes to the Lending Code which is monitored by the Lending Standards Board.

\*\*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes. Information correct as at 09/2016.