

## Cashminder

# Summary of Changes

### We're updating our terms and conditions

Many of the changes are to reflect a change in the law that governs how you can make payments and use your accounts.

As well as the specific changes we explain below, we've made various minor changes (including to the wording within the terms and conditions and to our contact details).

### When will the changes take effect?

Changes to the Account Charges Leaflet	5 January 2018
Removal of foreign cheque and foreign currency services	5 January 2018
All other changes to the terms and conditions	13 January 2018

The updated terms and conditions will be available from **13 January 2018** on our website **co-operativebank.co.uk**, by calling us on **03457 212 212\*** (6am - 10pm, 7 days a week), or by visiting any Co-operative Bank branch.

## Third party providers

What are we changing?	How are we changing it?	Why are we making the change?
<p>Third party providers (TPPs).</p>	<p>We're adding terms to allow you to use "TPPs".</p> <p>What is a TPP?</p> <p>A TPP is a service provider that is authorised to provide information or payment related services on certain online accounts. If you sign up for a TPP service, you can:</p> <ul style="list-style-type: none"><li>• make payments from your account on the terms of your agreement(s) with us through the TPP or with the TPP acting for you; or</li><li>• instruct them to provide account information services (for example, to enable you to see your accounts with different providers in one place or provide tools to analyse your transactions and spending patterns).</li></ul> <p>We'll treat any instruction from a TPP as if it was made directly by you.</p> <p>You should check from the information it gives you that the TPP you are thinking of using is authorised.</p> <p>You should also note that if the TPP needs your security details to provide these services, it'll be able to see exactly the same information that you can see when you use Online Banking.</p> <p>We may refuse to allow a TPP to access your account where we are concerned about unauthorised or fraudulent access by that TPP.</p> <p>You must always tell us about unauthorised or incorrect payments even where you use a TPP.</p>	<p>To reflect a change in the law.</p>

## Contacting you

What are we changing?	How are we changing it?	Why are we making the change?
We're making clear when we can assume you've received a communication we've sent to you.	We'll assume that you've received any letter we send using your contact details within three Business Days after we've posted or sent it and that you've received any email or text message immediately.	To reflect our operations.
Contacting you in the event of fraud.	We'll be making clear how we'll contact you in the event of suspected or actual fraud or a security incident.	To reflect a change in the law.

## Liability for unauthorised payments

What are we changing?	How are we changing it?	Why are we making the change?
Unauthorised payments.	<p>Except in cases of fraud or gross negligence, the maximum amount you could be obliged to pay in the case of an unauthorised payment transaction before you tell us about a possible breach of security will decrease from <b>£50 to £35</b>.</p> <p>Also, unless you've acted fraudulently, you won't be responsible for any unauthorised payment if we don't apply procedures that we're legally required to use to check a payment has been authorised by you.</p> <p>When you tell us about an unauthorised payment, we'll refund the amount of the payment as soon as we reasonably can and, anyway, before the end of the working day after you tell us.</p>	To reflect a change in the law.

## Payments

What are we changing?	How are we changing it?	Why are we making the change?
<p>We are updating the information about the time it takes for us to process cheque payments into your account.</p>	<p>We're adding times for cheque clearing that will apply when we can use an image of a cheque for processing instead of the paper cheque. When this happens, the Business Day after you present the cheque, the payment:</p> <ul style="list-style-type: none"> <li>• increases the amount in your account for working out interest; and</li> <li>• is included in the funds you can use and cannot be recalled by the paying bank.</li> </ul> <p><b>Once your cheque can be cleared in this way, you'll be able to withdraw your funds more quickly and it will count for interest sooner than it would have done using the paper-based system.</b></p>	<p>To reflect the introduction of a new image based clearing system for cheques introduced by the Cheque &amp; Credit Clearing Company. We will put notices in our branches and on our website to let you know when this applies.</p>
<p>We're changing the availability of payments in some currencies.</p>	<p>We're making it clear that we don't offer payments in all currencies, and that customers should contact us to clarify which currencies are available.</p>	<p>We've reduced the number of currencies available in order to simplify our services.</p>
<p>We're changing the availability of foreign cheque and currency services that we have previously offered.</p>	<p>Foreign cheque deposits and withdrawals will no longer be allowed on your account from 5 January 2018.</p> <p>You will also no longer be able to ask us to issue travellers cheques or to cash travellers cheques into your account from 5 January 2018.</p> <p>We are also withdrawing our foreign currency services from 5 January 2018.</p>	<p>To simplify our services.</p>
<p>Payments in cash.</p>	<p>We will remove reference to you being able to pay cash in using a deposit machine in one of our branches.</p>	<p>We no longer have cash deposit machines in branches.</p>

What are we changing?	How are we changing it?	Why are we making the change?
<p>Payments in.</p> <p><b>*EEA</b> means all the member states of the European Union and Iceland, Norway, and Liechtenstein.</p>	<p>We will clarify that where you receive a payment into your account in an international currency we accept, you should be able to use the money and it should count for working out interest within two hours <b>provided it's within the EEA* and in an EEA currency.</b></p> <p>If the payment is received after 3:30pm (previously 9pm), or on a non-Business Day, it will count for interest on the next Business Day.</p>	<p>To accurately reflect our process.</p>
<p>Payments into your account by mistake from within the EEA.</p>	<p>If you receive a payment which the payer says was made by mistake but you think that the payment was intended for you, we'll need to share all relevant personal information for the collection of the funds with the paying bank if they ask us so that the payer may contact you directly.</p>	<p>To reflect a change in the law.</p>
<p>What happens if we send a payment late.</p>	<p>If we send a payment but it arrives later than it should have, you can ask us to contact the receiving bank and request them to credit the payment as if it had been made on time.</p>	<p>To reflect a change in the law.</p>
<p>International and foreign currency payments.</p>	<p>The way we treat payments made to or from a bank outside the EEA will change as will payments in non-EEA currencies. The agreement will make clear that, for payments within the EEA, you will no longer be able to pay charges for the person you're making a payment to.</p>	<p>To reflect a change in the law.</p>
<p>The description of SEPA payments.</p>	<p>We're removing reference to SEPA payments being available in currencies other than euro.</p>	<p>To clarify that SEPA payments can only be made in euro.</p>

## Transaction information

What are we changing?	How are we changing it?	Why are we making the change?
<p>The way we tell you about transactions on your account.</p>	<p>You can ask us at any time (through our mobile app, Online Banking and at ATMs) for information about payments in and out of your account. In addition, we'll provide a statement for each month that you've made payments out of your account. We won't provide a monthly statement if you ask us not to, but we'll continue to make information available when you ask us.</p>	<p>To reflect a change in the law.</p>

## Use of your data

What are we changing?	How are we changing it?	Why are we making the change?
<p>Use of your data.</p>	<p>You will need to explicitly consent to us accessing, processing, and retaining any information you provide to us, for the purposes of providing payment services to you. This does not affect any rights and obligations you or we have under data protection legislation. You may withdraw this consent by closing your account. If you do this, we'll stop using your data for this purpose, but may continue to process your data for other purposes.</p>	<p>To reflect a requirement to be clear about this as a result of a change in the law.</p>

## Account Charges Leaflet Changes

What are we changing?	How are we changing it?	Why are we making the change?
The charges that apply if you receive a payment the equivalent of £100 or more in a foreign currency.	The charge that applies will now depend on the currency in which it is received rather than the country it is received from. If the payment is received in euro or Swedish Krona, no charge will apply. If it is in any other currency, a charge of £6 will apply (plus postage, transmission and agent's charges, where applicable).	To accurately reflect our process and charges.
From 25 May 2018, we're changing the fees we'll charge if you ask for a copy of the information we hold about you.	No fee will apply for such a request from 25 May 2018.	To reflect changes in the law. From 25 May 2018, you'll have a right to access this information for free.

### Other changes

We have also included information about the following in the agreement:

- You must tell us within 30 days of any change to the information that you gave us about your tax residence and whether you are a US Citizen. You may have given us this information when you opened your account or when we wrote to you about this.

**Please call 03457 212 212\* (6am - 10pm, 7 days a week) 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. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.**

\*If you're calling from the UK, calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes. Information correct as at 09/2017.

The **co-operative** bank

It's good to be different

# Account Charges Leaflet

Your guide to charges you can expect on your

## Cashminder

This guide details the services, charges and rates that will be effective from **5 January 2018**.

We can vary or amend these charges at any time, but will notify customers when we do so in accordance with account terms and conditions. Confirmation of current charges can be obtained from any branch, by ringing Telephone Banking on **03457 212 212\*** (6am - 10pm, 7 days a week) or online at **co-operativebank.co.uk**

Should you be experiencing financial difficulties and be unable to keep up with bill payments or your income falls, we would recommend that you contact us as early as possible. We will be happy to discuss your needs and to help you understand what options might be available to you. You can get further information by calling **0344 844 8899†** (8am - 8pm Mon to Fri, 9am - 5pm Sat) or visit one of our branches for a free financial health check.

# Account charges for Cashminder

Foreign transaction services		
Fee	When will it be applied?	Fee amount
<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>	<b>2.75% of the value of the transaction</b>
<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.	<b>2% of the value of the currency/ cheques or £2 (whichever is greater)</b>
<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, Liechtenstein, 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.	<b>£8</b>
	<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.	<b>£8</b>
	<b>Real Time Euro Payments (TARGET2)</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 one to three Business Days if there are problems from the recipient's side. Fax confirmation is required if the transfer is over £10,000.	<b>£25 (plus postage, transmission and agent's charges, where applicable)</b>
	<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 one to four Business Days.	<b>0.25% of the value of the transaction (min £13, max £35 plus postage, transmission and agent's charges, where applicable)</b>
	<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.	<b>£20 (plus postage, transmission and agent's charges, where applicable)</b>

<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.	<b>Free</b>
	If the payment is over the equivalent of £100 and received in either euro or Swedish Krona currency.	<b>Free</b>
	Payments over the equivalent of £100 received in a currency other than euro or Swedish Krona.	<b>£6 (plus postage, transmission and agent's charges, where applicable)</b>
	You will not be charged where the charges are for the remitter's account.	

### Electronic Payments

<b>Transfer via CHAPS</b>	<b>£25</b>
<b>Faster Payments up to £100,000</b>	<b>Free</b>

### Other services

<b>Fee</b>	<b>When will the fee be applied?</b>	<b>Fee Amount</b>
<b>List of standing orders and Direct Debits</b>	When requesting a list of standing orders and Direct Debits.	<b>Free</b>
<b>Copy statement</b>	A fee will be applied for each additional copy requested.	<b>£2.50 per statement (with a cap of £10 for each request)</b>
<b>Cash fee</b>	A fee will be applied if you withdraw cash over the counter at a branch of any other bank in the United Kingdom which is authorised by Visa.	<b>Free</b>
<b>Special presentation</b>	A fee will be applied if you request certainty that payment of a cheque you have received (e.g. when selling your car) is assured before you release the goods.	<b>£10</b>
<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.	<b>£10</b> <b>Fee will no longer apply with effect from 25 May 2018.</b>
<b>Status enquiry</b>	A fee will be applied if you authorise a request for a status enquiry, asking whether you are likely to be able to pay back a loan, credit or meet regular payments such as rent.	<b>£10</b>
<b>Other charges</b>	There may be occasions when we will make other charges to the account. These will be notified to you at the time and you may request information about our charges for any service we offer in any of our branches, by ringing Telephone Banking on <b>03457 212 212</b> <sup>†</sup> (6am - 10pm, 7 days a week) or online at <b>co-operativebank.co.uk</b>	

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Information correct as at 09/2017.