

The **co-operative** bank

It's good to be different

## **Account Charges Leaflet**

Your guide to charges you can expect on your

# **Co-operative Bank Personal Current Accounts and any savings account linked to a Privilege Account, Privilege Premier Account or Current Account Plus (except for Cashminder and Pathfinder)**

This guide details the services, charges and rates that are effective from 5 July 2016.

We can vary or amend these charges or interest rates at any time, but will notify customers when we do so in accordance with account terms and conditions. Confirmation of current charges and interest rates can be obtained from any branch, by ringing Telephone Banking on **03457 212 212**<sup>†</sup> or online at **co-operativebank.co.uk**

## Overdraft services

We offer two types of overdraft service: formal overdrafts and informal overdrafts. Overdrafts are only available to account holders aged 18 years or over. Please note that overdraft services are not available on Linked Savings Accounts.

All overdrafts (and any increased limit applied to an existing overdraft) are subject to status and our assessment of your financial circumstances. We may request repayment of part or all of an overdraft at any time and/or reduce any overdraft limit at any time, but we will usually give you advance notice.

**Formal overdraft** – you can request a formal overdraft (or an increase to an existing formal overdraft limit) in advance and, if we agree to your request, we will tell you the overdraft limit (or any revised overdraft limit) and confirm the terms of the overdraft in writing.

**Informal overdraft** – if you have not requested a formal overdraft (or an increase to an existing formal overdraft limit) in advance, you may still request our overdraft services by making a payment or withdrawal from your account, where the payment or withdrawal would cause your account to become overdrawn or to exceed a (previously agreed) formal overdraft limit. We call this an informal overdraft. If you request it and we agree, we may convert an informal overdraft into a formal overdraft.

If you use an informal overdraft, it will cost you more than a formal overdraft agreed in advance, but we will limit our informal overdraft charges in three ways:

### **Waiver: helping with infrequent charges.**

We will not charge you any informal overdraft service charges for informal overdrafts that last six consecutive Business Days or less, provided that you have not requested an informal overdraft in the previous 12 months, but you will incur debit interest.

### **Buffer: there is an informal overdraft buffer of £20 on your account.**

Up to this limit, you will not be charged informal overdraft service charges for using the informal overdraft, but you will incur debit interest.

### **Quarterly Cap: putting an upper limit on charges.**

We have placed a limit of £60 per quarter on informal overdraft service charges, but you will incur debit interest. Please note that if we refund any informal overdraft charges during a quarter, the cap will remain in place, and those refunded charges will not count towards the capped amount for that quarter.

## Financial difficulties

Should you be experiencing financial difficulties and can't 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 **0800 028 8696** or visit one of our branches for a free financial health check.

## Monthly subscription fee for your current account

You are required to pay a monthly subscription fee for some of our current accounts. Where a monthly subscription fee is payable, it will be collected from your account, on the first Business Day of every month.

**Privilege**  
**Privilege Premier**  
**Current Account,**  
**Current Account Plus & Student Current Account**  
**Everyday Extra**

**£11**  
**£15.50**  
**No subscription fee**  
**£15**

## Overdraft services

**Overdraft facility and debit interest rate (overdraft increase requests are reviewed on application)**

**Current Account & Everyday Extra Account**  
 Informal/formal overdraft service

**1.46% per month; 18.9% EAR**

**Current Account Plus**

You can go overdrawn up to £200 at any time (debit interest will apply).

**1.46% per month; 18.9% EAR**

Formal/Informal overdraft service.

**Privilege**

You can go overdrawn up to £200 at any time without incurring interest.

**1.24% per month; 15.9% EAR**

Formal overdraft service over £200.

**1.46% per month; 18.9% EAR**

Informal overdraft service over £200.

**Privilege Premier**

You can go overdrawn up to £300 at any time without incurring interest.

**1.24% per month; 15.9% EAR**

Formal overdraft service over £300.

**1.46% per month; 18.9% EAR**

Informal overdraft service over £300.

**Student Current Account**

You can go overdrawn up to the following amounts at any time without incurring interest:

**Year of Study**

**1 £1,400**

**2 £1,700**

**3+ £2,000**

You must contact us each year to extend your overdraft, and increases are reviewed on application.

**0.79% per month; 9.9% EAR**

Formal overdraft service above the account standard overdraft facility for the current year of study.

**1.46% per month; 18.9% EAR**

Informal overdraft service above the account standard overdraft facility for the current year of study.

**EAR is the Equivalent Annual Rate for overdrawn balances**

**Informal overdraft service charges**  
 (except Student Current Account)

**Monthly service charge**

When you have overdrawn or have exceeded an existing overdraft limit without having agreed with us in advance, you will incur a monthly service charge.

**£10**

**Daily service charge**

Each subsequent day your informal overdraft increases, you will incur a daily service charge.

**£10**

**Waiver**

We will not charge you any informal overdraft service charges for informal overdrafts that last six consecutive Business Days or less, provided that you have not requested an informal overdraft in the previous 12 months, but you will incur debit interest.

**Buffer**

There is an informal overdraft buffer of £20 on your account. Up to this limit, you will not be charged informal fees for using the informal overdraft, but you will incur debit interest.

<b>Quarterly cap</b>	We will not charge you more than a total of £60 of informal overdraft service charges per quarter (a quarter being a group of three charging periods starting in January, April, July or October and lasting for three calendar months). If we refund any charges incurred during a quarter, the cap will remain in place, and those refunded charges will not count towards the capped amount for that quarter. Any further informal overdraft charges incurred after we refund any charges will still be charged as normal, up to the maximum capped sum for that quarter, but you will incur debit interest.
<b>Charging period</b>	The charging period used for interest, commission and charges is the fifth day of the first month of the charging period to the fourth day of the next month. Please note when these dates do not fall on Business Days the charging period will begin or end, as applicable, on the next Business Day.

### Foreign transaction services

<b>Fee</b>	<b>When will the fee be applied?</b>	<b>Fee Amount</b>
<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>	<p><b>Single Euro Payment Area (SEPA) payments</b> A fee will be applied if you transfer or make a payment in euro or an EEA currency 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.</p> <p><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.</p> <p><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 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.</p> <p><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.</p> <p><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.</p>	<p><b>£8</b></p> <p><b>£8</b></p> <p><b>£25 (plus postage, transmission and agent's charges, where applicable)</b></p> <p><b>0.25% of the value of the transaction (min £13, max £35 plus postage, transmission and agent's charges, where applicable)</b></p> <p><b>£20 (plus postage, transmission and agent's charges, where applicable)</b></p>

<p><b>Receiving payments from overseas - in sterling or foreign currency</b> (Settlement of foreign currency items will be effected at The Co-operative Bank's selling rate for retail foreign exchange transactions applicable on the date we receive the payment request)</p>	<p>If the payment is equivalent to £100 or less. If the payment is over the equivalent of £100 and within the European Union (EU) or European Economic Area (EEA). Payments over the equivalent of £100 from any country outside the European Union (EU) or European Economic Area (EEA). You will not be charged where the charges are for the remitter's account.</p>	<p><b>Free</b> <b>Free</b> <b>£6 (plus postage, transmission and agent's charges, where applicable)</b> <b>Free</b></p>
<p><b>Foreign currency banknotes</b> (Settlement of foreign currency items will be effected at The Co-operative Bank's selling rate for retail foreign exchange transactions applicable on the date we receive the payment request)</p>	<p>Inclusive of exchange commission: A fee will not be applied if you buy foreign currency banknotes from us. A fee will be applied if we buy foreign currency banknotes from you.</p>	<p><b>Free (home delivery services are available and will be charged at cost)</b> <b>1.25% of the value of the transaction (min £3 per individual currency transaction)</b></p>
<p><b>Issue of travellers cheques</b> (Settlement of foreign currency items will be effected at The Co-operative Bank's selling rate for retail foreign exchange transactions applicable on the date we receive the payment request)</p>	<p>A fee will not be applied if we issue foreign currency travellers cheques to you.</p>	<p><b>Free (home delivery services are available and will be charged at cost)</b></p>
<p><b>Encashment of travellers cheques</b> (Settlement of foreign currency items will be effected at The Co-operative Bank's selling rate for retail foreign exchange transactions applicable on the date we receive the payment request)</p>	<p>A fee will not be applied if you cash travellers cheques in sterling. A fee will be applied if you cash travellers cheques in a foreign currency.</p>	<p><b>Free</b> <b>1.25% of the value of the transaction (min £3 per individual currency transaction)</b></p>
<p><b>Overseas cheques</b></p>	<p><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. 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. Cheques negotiated with recourse: Equivalent of £100 and above.  Travellers cheques negotiated with recourse.  Cheques returned unpaid. (Settlement of foreign currency items will be effected at The Co-operative Bank's selling rate for retail foreign exchange transactions applicable on the date we receive the payment request.)</p>	<p><b>0.25% of the value of the transaction (min £15, max £60, plus postage, transmission and agent's charges, where applicable)</b>  <b>£4</b>  <b>0.25% of the value of the transaction (min £8, max £60, plus postage, transmission and agent's charges, where applicable)</b>  <b>0.25% of the value of the transaction (min £3, max £60, plus postage, transmission and agent's charges, where applicable)</b>  <b>£10 (plus postage, transmission and agent's charges, where applicable)</b></p>

### Electronic Payments

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

Other Services		
Fee	When will the fee be applied?	Effective from 5 July 2016
Frequent statements	When requesting statements at intervals of less than one month.	Free
List of standing orders and Direct Debits	When requesting a list of standing orders and Direct Debits.	Free
Copy statement	A fee will be applied for each additional copy requested.	£2.50 per statement (with a cap of £10 for each request)
Stopped cheque	A fee will be applied when you instruct us that a cheque you have issued should not be paid.	£5
Cash fee	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.	2% of the value, min £2
Special presentation	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.	£10
Subject access request	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
Status enquiry	A fee will be applied if we receive 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.	£10
Copy cheque	A fee will be applied if you request a copy cheque.	£5 (per cheque)
Banker's cheque	A fee will be applied if you request a cheque which assures payment when buying goods, such as a car.	£10
Other charges	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 or via our Telephone Banking service at any time.	

## Please call +44 (0) 3457 212 212<sup>†</sup> 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.

<sup>†</sup>If you're calling from the UK, 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. 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 October 2016.

[co-operativebank.co.uk](http://co-operativebank.co.uk)