

## Overdraft pre-contract information for your current account

Important information – please read carefully

### 1. Contact details

<b>Creditor.</b>	The Co-operative Bank p.l.c.
<b>Address.</b>	P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

### 2. Main features of the credit product

<b>The type of credit.</b>	Overdraft.
<b>The total amount of credit. This means the amount of credit to be provided under the agreement or the credit limit.</b>	Your credit limit is the total amount we agree in advance that you can borrow at any time using your overdraft. We decide how much we will allow you to borrow based on your credit rating and other information about you. If we agree to offer you an overdraft facility we will tell you the credit limit we will allow when we send your overdraft agreement terms to confirm your overdraft. We can change your limit from time to time. Your overdraft agreement terms give more details about when we might do this.
<b>The duration of the credit agreement.</b>	This formal overdraft has no fixed or minimum duration. We'll review your overdraft on an annual basis starting from the date we approve your application (we'll tell you this date when we open your account). We will notify you of any changes to be made one month before the end of each twelve month period.
<b>Repayment of the credit.</b>	You may be required to repay all amounts owed to us in full immediately on our written demand, at any time.

### 3. Costs of the credit

<b>The rates of interest which apply to the credit agreement.</b>	<p>We will charge interest at the rate of 1.46 % per month (18.9 % EAR*) on any overdrawn balance.</p> <p>*Equivalent Annual Rate</p> <p>We can increase or decrease interest rates for one of the following reasons:</p> <p>(a) to take account of an actual, or reasonably expected, change in the interest rates we have to pay for example as a result of a change to the Bank of England Base Rate;</p>
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	<p>(b) to reflect an actual, or reasonably expected, change in:</p> <ul style="list-style-type: none"> <li>(i) our underlying costs; or</li> <li>(ii) law or regulation, codes of practice or industry guidance that applies to us, a ruling of a court, ombudsman or similar body or undertaking given to a regulator; or</li> <li>(iii) our way of doing business, including the introduction of new technology;</li> </ul> <p>(c) if the change is for your benefit; or</p> <p>(d) to reflect any other actual or reasonably expected change that affects us if it is reasonable for us to pass the impact of the change on to you.</p> <p>Any change we make will be reasonably proportionate to the impact of the underlying change on us. We will not make changes to cover the same cost twice.</p> <p>We may also make changes to our interest rates without a particular reason (for example, increased competition may require us to change how we provide our services and what we charge for them) but, if we do this, we'll always explain how the change will affect you and you will be able to end this agreement without extra cost if you don't want to accept the change.</p> <p>If we decrease interest rates you pay:</p> <ul style="list-style-type: none"> <li>(a) the new rate will apply immediately; and</li> <li>(b) within the next 30 days we'll tell you about the change on our website, by branch notices, national press advertisements, statement messages or inserts or by writing to you (this can include email) or by any combination of these methods.</li> </ul> <p>We'll give you at least two months' notice before we make any other changes. The new terms will apply to your account automatically at the end of the notice period, but if you do not want to agree to the change, you can switch your account or close it without paying any extra charges or interest, at any time until the change takes effect. If you do not switch or close your account we'll assume you've accepted the change.</p>
<p><b>Costs.</b></p> <p><b>The conditions under which those costs may be changed.</b></p>	<p>When you have overdrawn or exceeded an overdraft limit without permission, a monthly charge of £10 will apply. Each subsequent day that your informal overdraft increases you will incur a daily charge of £10. We apply buffers, caps and waivers to our informal overdraft and service charges in certain circumstances.</p> <p>Please refer to the relevant Current Account Charges leaflet for further information on our overdraft services and charges.</p> <p>We can make changes to our overdraft charges in certain circumstances. If we do so, we'll give you at least two months' notice in advance (unless the change is to your advantage), and you'll be able to close your account if you don't want to accept the change.</p>
<p><b>Costs in the case of late payments.</b></p>	<p>There are no charges for late or missed payments.</p>

## 4. Other important legal aspects

<b>Termination of the credit agreement.</b>	<p>The overdraft will continue until it is terminated by us or you.</p> <p>You can terminate the agreement at any time by repaying all amounts owed to us.</p> <p>We can terminate the agreement at any time by giving you at least two months' notice in writing.</p> <p>We may end the agreement and terminate your overdraft immediately, without notice, if we reasonably decide that:</p> <ul style="list-style-type: none"><li>(a) you are seriously or repeatedly in breach of the terms and conditions of the overdraft or the linked current account;</li><li>(b) you or any other authorised signatory or joint account holder of the overdraft or the linked current account are made bankrupt or enter into an Individual Voluntary Arrangement after you open an account; or</li><li>(c) you or any other authorised signatory or joint account holder of the overdraft or the linked current account:<ul style="list-style-type: none"><li>• has carried out or tried to carry out fraudulent or illegal activity on the overdraft, the linked current account or any other service we operate, or we have reason to think you or they may do so in the future;</li><li>• has caused or may cause us to breach any law, regulation, code of practice or other duty which applies to us as a bank;</li><li>• has behaved improperly towards us or anyone providing services to us (for example, if you have threatened, abused or harassed a member of staff);</li><li>• has given false or materially incomplete information when applying to open the overdraft, the linked current account or to use any service, or at any time thereafter; or</li><li>• has allowed a person who is not an authorised signatory to use the overdraft, the linked current account or any other service we provide.</li></ul></li></ul> <p>On termination of the agreement, you are required to repay all amounts owed to us by your use of this overdraft immediately on our written demand. Any written demand will be sent by post to the address last notified to us and will be treated as having been received by you 48 hours after posting. We will normally give you warning that your formal overdraft must be repaid or its limit reduced, but we may ask for repayment without notice.</p> <p>If you terminate the overdraft and interest is payable on all or part of the overdraft, you will need to pay all interest which has been incurred during the period before the agreement can be terminated.</p>
<b>Consultation with a credit reference agency.</b>	<p>If we reject any application by you for an overdraft on the basis of information obtained from a credit reference agency, when we inform you of that decision, we will also inform you (without charge) that our decision is based on information obtained from a credit reference agency, and of the particulars of that agency.</p>
<b>Additional information which is relevant if you applied for this overdraft online.</b>	<p>The Financial Conduct Authority is the supervisory authority for consumer credit.</p> <p>This agreement is governed by the laws of England and Wales. Any dispute which arises in relation to it will be dealt with by any court in the UK, Isle of Man or the Channel Islands which is able to hear the case. We will communicate with you in English.</p> <p>If you have a complaint regarding this agreement, please telephone us on +44 (0) 3457 212 212 or write to Customer Response, The Co-operative Bank p.l.c., Ground Floor, Miller Street, Manchester M60 0AL. We'll always do everything we can to resolve your complaint straight away. Where this isn't possible, we'll keep you informed of our progress until your complaint has been resolved.</p> <p>If you remain dissatisfied you may be entitled to refer your complaint to the Financial Ombudsman Service, by writing to them at: Financial Ombudsman Service, Exchange Tower, London E14 9SR, calling them on: 0800 023 4567 or 0300 123 9123, by email at <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a> or visiting their website at <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a></p> <p>If you applied for your overdraft online you may also have the option to refer your complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at <a href="http://ec.europa.eu/consumers/odr/">http://ec.europa.eu/consumers/odr/</a></p>

**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.**

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<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 10/2016.