

The **co-operative** bank
good with money

Your guide to the charges and interest rates you can expect on your **Current Account Plus (incorporating Savings Plus)**

There are no charges for normal banking services as long as you do not go overdrawn. However, we do make a charge for certain other services including overdraft services.

We can vary or amend these charges or interest rates at any time but will notify customers that we are doing so in accordance with account terms and conditions. Confirmation of current interest rates can be obtained from any branch or by ringing telephone banking on 08457 212 212 or online at co-operativebank.co.uk

The services, charges and rates detailed are effective from 3rd July 2009.

Overdraft services

You can request an overdraft or an increase to an existing overdraft either formally or informally.

Formally – you can request our overdraft services in advance and if we agree to your request we will tell you your overdraft limit and confirm the terms of the overdraft in writing.

Informally – if you have not formally requested our overdraft services as above, you may still request our overdraft services by undertaking a payment or withdrawal from your account, even though no overdraft limit has been agreed or where the payment or withdrawal would cause you to exceed any agreed overdraft limit.

If you request an overdraft informally in this way then we will limit the amount of related charges you could incur in two ways:

Waiver: helping with infrequent charges.

If you maintain your account in credit (or within any agreed overdraft limit) for a year then we won't charge you if you then request an informal overdraft, providing that your account is returned to credit (or inside an agreed overdraft limit) within six working days.

Quarterly Cap: putting an upper limit on charges.

We have placed a limit of £150 per quarter on charges relating to informally requested overdrafts.

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.

Part of The **co-operative** financial services

Overdraft services		
Free overdraft service – charge free zone		
You can go overdrawn up to £200 at any time in a month without incurring charges.		
Debit interest rate		1.24% per month 15.9% EAR*
Formal overdraft service charge	When we have agreed or renewed a formal limit with you above £200.	£20
Informal overdraft service charges	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.	£20
	Daily service charge Each subsequent day your informal overdraft increases you will incur a daily service charge.	£20
Unpaid items	This charge may be applied if cheques, standing orders or Direct Debits cannot be paid due to lack of funds.	£30
Waiver	We will not charge you any informal overdraft service charges or unpaid item charges for informal overdrafts that last six consecutive working days or less (or for any informal overdraft request that we do not agree) providing that you had not requested an informal overdraft in the previous 366 days.	
Quarterly Cap	We will not charge you more than a total of £150 of informal overdraft service charges and unpaid item charges per quarter (a quarter being a group of three charging periods starting in January, April, July or October). If we agree to refund any previously charged informal overdraft service charges or unpaid item charges during a given quarter then the £150 will increase by the amount of those refunded charges..	
Charging period	The charging period used for interest, commission and charges is 5th of month one to 4th of month two. Please note the dates may vary when they do not fall on working days.	
Foreign transaction services		
Cash withdrawals	At VISA or PLUS dispensers or over the counter at a bank (excluding branches of The Co-operative bank), displaying the VISA sign. This includes the purchase of foreign currency or travellers' cheques made with the card.	2% of the value of the withdrawal or £2 (whichever is the greater)
Foreign transaction fee	Applied to any debit or credit card transaction in a currency other than Sterling.	2.75% of the value of the transaction
Overseas remittances	Normal rate transfers and drafts in sterling or foreign currency. Urgent rate transfers in sterling or foreign currency. Structured payments.	0.25%, min £13, max £35¹ 0.25%, min £17, max £35¹ £8
Foreign currency banknotes	Sales. Purchases.	Free² 1.25%, min £4 (per individual currency transaction)
Issue of travellers' cheques	Foreign currency cheques.	Free²
Bills and cheques	Cheques negotiated with recourse. (£1-£99) (£100+) Cheques for collection. Cheques returned unpaid.	£4 0.25% (min £8, max £60) 0.25% (min £15, max £60 ¹) £10¹
Other services		
Stopped cheques	When you instruct us that a cheque you have issued (without using your cheque guarantee facility) should not be paid.	£10
Special presentation	So that you can be certain that payment of a cheque you have received, e.g. when selling your car, is assured before you release the goods.	£10
Copy statement	For each additional copy requested.	£5 (per statement)
Copy cheque		£5 (per cheque)
Frequent statements	At intervals of less than one per month.	£0.50 (per statement)
List of standing orders and direct debits		£8
Banker's cheque	To assure payment when buying goods such as a car by cheque.	£10
Transfer via CHAPS		£25
Other charges	There may be occasions when we will make other charges to the account. These will be notified to you at the time.	

*EAR = Equivalent Annual Rate for overdrawn balances. ¹Plus postage, transmission and agent's charges where applicable.

²Home delivery service is available and will be charged at cost.

Savings Plus

Interest rates effective from 11th March 2009.

Savings Plus	Gross %	AER* %	Net** %
£1+	0.50	0.50	0.40

Interest rates guaranteed to track 0.5% below the Bank of England Base Rate. Current Bank of England Base Rate 0.50% (as at 05/2009).

If you convert your Current Account Plus to a standard Current account, a lower rate of interest will be paid on the savings account (see table below):

Linked Savings	Gross %	AER* %	Net** %
£1+	0.25	0.25	0.20

The credit interest rate on our Savings Plus accounts was designed to track the Bank of England base rate. However, following the reductions which have taken the base rate to its lowest ever level, we have not reduced the rates on these savings accounts by the full percentages at this time.

Withdrawals by cheque from your Savings Plus or Linked Savings will be subject to a £5 charge (per cheque).

*AER = Annual Equivalent Rate – a notional rate calculated as if the contractual gross rate were paid and compounded on an annual basis. Interest is paid gross (i.e. rate payable before deduction of any applicable tax) and it remains the customer's responsibility to declare interest earned to their relevant tax authority.

**Net = The rate of interest payable after deduction of income tax at the rate specified by law.

Interest is payable annually on Savings Plus and Linked Savings accounts.

Interest is paid on the 5th April.

To confirm current rates of interest phone 08457 212 212, call into your local branch or visit our website co-operativebank.co.uk

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Current accounts

Accounts for children

Student accounts

Mortgages

Loans

Credit Cards

Savings

Business & community banking

Ethics as standard

Membership

Hey, over here! How can we help your local community? Across the UK thousands of community, voluntary and self-help groups are benefiting from The Co-operative's Community Fund. Visit co-operative.co.uk/communityfund to find out more.

Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print or Braille.

The Co-operative Bank is authorised and regulated by the Financial Services Authority (No. 121885), subscribes to the Banking Code, is a member of the Financial Ombudsman Service and is licensed by the Office of Fair Trading (No. 006110).

Calls may be monitored or recorded for security and training purposes. Calls to 0845 numbers will cost no more than 4p per minute for BT customers. Call charges from other companies may vary and you may want to check this with your service provider. Credit facilities are provided by The Co-operative Bank p.l.c., are subject to status and are not available to non-UK residents or anyone under 18 years of age. We reserve the right to decline any application.

The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.
Registered in England and Wales No. 990937.

Co-operative Financial Services Limited, Registered Office: New Century House, Manchester M60 4ES. Registered Number IP29379R.