

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

Your guide to any charges or interest paid on your accounts

Account charges

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.

Current account charges

Overdraft services	
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 in advance.	£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 The 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 requests 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 A VISA or PLUS dispensers or over the counter at a 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 £35* 0.25%, min £17, max £35* £8
Foreign currency banknotes Sales. Purchases.	Free* 1.25%, min £4 (per individual currency transaction)
Issue of travellers' cheques Foreign currency cheques.	Free*
Bills and cheques Cheques negotiated with recourse. Cheques for collection. Cheques returned unpaid.	(£1-£99) £4 (£100+) 0.25% (min £8, max £60) 0.25% (min £15, max £60) £10*
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. *Plus postage, transmission and agent's charges where applicable. *Home delivery service is available and will be charged at cost.

Smart Saver account charges

VISA charges	
Cash withdrawals at VISA dispensers or over the counter at a bank displaying the VISA sign (including the purchase of foreign currency and travellers' cheques).	N/A
Foreign transaction fee (applied to any card transaction in a currency other than sterling).	N/A
Administration charges for special services	
Stopped cheques When you instruct us that a cheque you have issued (without using your cheque guarantee facility) should not be paid.	N/A
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	N/A
Frequent statements (per statement).	£0.50 (at intervals of less than one quarter)
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 by CHAPS	£25
Cheque withdrawal	£5
Non-sterling cheque deposits Cheques negotiated with recourse up to the equivalent of	£4***
£99	0.25% (min £8 max £60)***
£100+	0.25% (min £15 max £60)***
Cheques for collection	0.25% (min £15 max £60)***
Other charges	
If you are in breach of the account terms and conditions or any other agreement made with the Bank in respect of the account, there may be occasions when we will make other charges to the account. These will be notified to you at the time.	

***plus postage, transmission and agent's charges where applicable

You may not overdraw or borrow on **your Smart Saver account**.

Interest rates

Effective from 11th March 2009

Cash ISA	Gross %*	AER %**		Interest credited
£1-£14,999	0.50	0.50		Interest paid on maturity
£15,000 + †	0.50	0.50		
Smart Saver	Gross %*	AER %**	Net %***	Interest credited
£1+	0.25	0.25	0.20	Yearly

Effective from 24th April 2009

Fixed Term Deposit	Gross %*	AER %**	Net %***	Interest credited
1 year (monthly)	1.96	1.98	1.57	Interest paid monthly
2 year (monthly)	2.21	2.24	1.77	
3 year (monthly)	2.46	2.49	1.97	
1 year (on maturity)	2.00	2.00	1.60	Interest paid on maturity
2 year (on maturity)	2.25	2.25	1.80	
3 year (on maturity)	2.50	2.50	2.00	

† (Cash ISA only)

* Gross rate means the contractual rate of interest paid without deduction of tax at the rate specified by law.

** AER means Annual Equivalent Rate and is a notional rate which illustrates the contractual rate paid and compounded on an annual basis.

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

Rates correct at time of going to press 13/07/09 and this product may be withdrawn at any time. The Co-operative Bank may decline to accept any application and/or deposit. Credit interest may be received without deduction of income tax for those eligible – please ask for details.

Fixed Term Deposit interest will be calculated on a daily basis and paid either monthly or on maturity. Interest rates are fixed for the term of the deposit.

Charges for special services such as stopping a cheque, bankers' drafts etc. will continue to be taken at the time that the service is utilised.

The services and charges detailed are correct at the time of printing (07/2009).

The Bank can vary or amend these charges and interest rates at any time but will notify customers accordingly, in writing, in accordance with our terms and conditions.

Confirmation of current rates can be obtained from your branch, by phoning **08457 212 212**, or online at **co-operativebank.co.uk**

The Bank reserves the right to withdraw any overdraft facilities at its discretion.

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Current accounts

Accounts for children

Student accounts

Mortgages

Loans

Credit cards

Savings

Business & community banking

Ethics as standard

Membership

Go back to school – become a parent
governor and have your say in how your
children's school is run sgoss.org.uk

**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 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.

**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. For BT customers, calls to 0800 numbers are free
and calls to 0845 numbers will cost no more than 4p per minute. Call charges from other companies may vary and you may
want to check this with your service provider.