

This tariff details the services, rates and charges that are effective from **19 June 2018**. We can vary or amend this tariff at any time, but will notify customers when we do so in accordance with account terms and conditions.

DIRECT AND INDIRECT SUBMITTERS (making payments and/or collecting Direct Debits)	
Service	Charge
Set-up fee	£100
Item charge~	14p
File charge~	£3
Over limit charge	£50
File extraction	£150
Annual Renewal Fee (Direct Debit Collection)	£100
File re-input	£150
File amend	£150
File reversal	£1,500
BACS recall	£10
BACS trace	£7.50
~These charges will be applied to your account on a monthly basis. All other charges will be taken at the time that the service is utilised.	

DIRECT SUBMITTERS ONLY	
Service	Charge
Smart cards and readers. (For initial order, minimum of two cards and one reader.)	£150 + VAT at the standard rate
Further cards	£55 each + VAT at the standard rate
Further readers	£40 each + VAT at the standard rate
Annual smart card renewal fee (per card)	£55 each + VAT at the standard rate

Any reference to tax is based on our understanding of current tax regulations which may change in the future and depends on the customer's individual financial circumstances.

In addition to the charges shown in this tariff, there may be other taxes or costs that you may incur that are not paid via us or imposed by us.

Please call 03457 213 213⁺ (8am - 6pm Mon to Fri, 9am - 12 noon Sat) 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.

⁺Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls may be monitored or recorded for security and training purposes.

Information correct as at 10/2021.



We like our communications to have an impact on you – but not on the environment.
This product is made of material from well-managed, FSC® certified forests and other controlled sources.