

The **co-operative** bank

It's good to be different

Account Charges Leaflet

Your guide to charges you can expect on your

Cashminder

This guide details the services, charges and rates that will be effective from **5 January 2018**.

We can vary or amend these charges at any time, but will notify customers when we do so in accordance with account terms and conditions. Confirmation of current charges can be obtained from any branch, by ringing Telephone Banking on **03457 212 212*** (6am - 10pm, 7 days a week) or online at **co-operativebank.co.uk**

Should you be experiencing financial difficulties and be unable to 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 **0344 844 8899†** (8am - 8pm Mon to Fri, 9am - 5pm Sat) or visit one of our branches for a free financial health check.

Account charges for Cashminder

Foreign transaction services		
Fee	When will it be applied?	Fee amount
Non-sterling transaction fee	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 www.visaeurope.com/making-payments/exchange-rates	2.75% of the value of the transaction
Cash fee	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.	2% of the value of the currency/ cheques or £2 (whichever is greater)
International payments	Single Euro Payment Area (SEPA) payments A fee will be applied if you transfer or make a payment in euro to an EU member state, as well as Iceland, Liechtenstein, 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.	£8
	Structured USD payments 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.	£8
	Real Time Euro Payments (TARGET2) 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.	£25 (plus postage, transmission and agent's charges, where applicable)
	Other international payments – SWIFT 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.	0.25% of the value of the transaction (min £13, max £35 plus postage, transmission and agent's charges, where applicable)
	Enquiries, amendments and cancellations 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.	£20 (plus postage, transmission and agent's charges, where applicable)

Receiving payments from overseas – in sterling or foreign currency (We will use our standard rate of exchange. Please contact us for further information.)	If the payment is equivalent to £100 or less.	Free
	If the payment is over the equivalent of £100 and received in either euro or Swedish Krona currency.	Free
	Payments over the equivalent of £100 received in a currency other than euro or Swedish Krona.	£6 (plus postage, transmission and agent's charges, where applicable)
	You will not be charged where the charges are for the remitter's account.	

Electronic Payments

Transfer via CHAPS	£25
Faster Payments up to £100,000	Free

Other services

Fee	When will the fee be applied?	Fee Amount
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)
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.	Free
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 Fee will no longer apply with effect from 25 May 2018.
Status enquiry	A fee will be applied if you authorise 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
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, by ringing Telephone Banking on 03457 212 212 [†] (6am - 10pm, 7 days a week) or online at co-operativebank.co.uk	

Please call 03457 212 212[†] (6am - 10pm, 7 days a week) 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.

[†]If you're calling from the UK, calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. 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 09/2017.