

Additional overdraft support request



Support for customers who have temporary difficulties with their finances due to the impact of coronavirus.

Please email this form to: overdraftsinterestfree@co-operativebank.co.uk

Please carefully check the email address before sending: Please note, we use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us, or emails you request from us, may not be protected in transit. Alternatively you can contact us on 03457 212 212*. Lines are open 8am to 6pm Monday to Friday and 9am to 5pm Saturday and Sunday.

By completing this form, you are requesting us to:

- Waive the interest on the first £500 of your arranged overdraft for 2 months (or 3 months if you haven't automatically had an interest waiver)
- Provide additional support through reduced interest rates if you have an arranged overdraft above £500.



Please note! This interest free overdraft is not suitable for long-term borrowing and you should always think carefully about how you will be able to repay before using your overdraft. If you need to use an overdraft over a longer term, or you are becoming reliant on it, you may wish to look at other types of borrowing that might better meet your needs.

As a reminder, from 5 August 2020, the annual rate of interest applicable to any arranged/unarranged overdraft is 35.9% (with the exception of Repayment Overdrafts).

Eligibility

Please ensure:

- You have a current account with an existing arranged overdraft (excluding Cashminder and Pathfinder accounts)
- You only use this form if you are experiencing temporary financial difficulties due to the impact of the Coronavirus

Personal account details



Please complete a form for each eligible account you require the additional support for.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Account Number	<input type="text"/>
Sort Code	<input type="text"/>

By submitting this form you are consenting to future communications relating to your additional overdraft support request being sent via email.

If you don't have an email address, don't want to receive communications relating to your additional overdraft support via email, or have any issues with completing the form, please contact us on 03457 212 212*. Lines are open 8am to 6pm Monday to Friday and 9am to 5pm Saturday and Sunday.

We will aim to process your request as quickly as possible and we'll send confirmation of whether your application has been successful to the email address you have provided us.

We will only use this e-mail address to contact you about this request. We will not use it to update any of your contact details. If you wish to update your contact details (including your e-mail address), you can easily do this in the mobile app or online banking. If you're not registered for mobile or online banking, please call us on 03457 212 212* to update your contact details.

Protect yourself from fraud and scams.

We will not call you in relation to this request. Be cautious if you receive any unexpected calls and remember;

- Never agree to download software on to your device. Especially if you are then asked to log in to online banking.
- Never tell ANYONE your security details or the verification codes that we send to you in an email or text
- The Police, nor the Bank will ever call you and ask you to move your money to another account to keep it safe.
- Be vigilant to unexpected emails with links or attachments that ask you to share personal or financial details.