

Customer Services
+44 (0) 3457 212 212[†]
6am - 10pm, 7 days a week

Privilege Premier Account

Important information – please read carefully

1. Contact details	
Creditor	The Co-operative Bank p.l.c.
Address	P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.
2. Main features of the credit product	
The type of credit.	Overdraft.
The total amount of credit. This means the amount of credit to be provided under the agreement or the credit limit.	Your credit limit is the total amount we agree in advance that you can borrow at any time using your overdraft. We decide how much we will allow you to borrow based on your credit rating and other information about you. If we agree to offer you an overdraft facility we will tell you the credit limit we will allow when we send your overdraft agreement terms to confirm your overdraft. We can change your limit from time to time. Your overdraft agreement terms give more details about when we might do this.
The duration of the credit agreement.	This arranged overdraft has no fixed or minimum duration. We'll review your overdraft on an annual basis starting from the date we approve your application (we'll tell you this date when we open your account). We will normally notify you of any changes to be made one month before the end of each twelve month period.
Repayment of the credit.	You may be required to repay all amounts owed to us in full immediately on our written demand, at any time.
3. Costs of the credit	
The rates of interest which apply to the credit agreement.	You will not be charged any interest on your overdraft up to £300. You will be charged interest on any balance over £300 (but within your overdraft limit) at the rate of 1.24 % per month (15.9 % EAR*). If you exceed your overdraft limit without having agreed it with us in advance, interest will apply to any excess overdrawn balance over the agreed overdraft limit at a rate of 1.46 % per month (18.9 % EAR*). *Equivalent Annual Rate We can increase or decrease interest rates for one of the following reasons: (a) to take account of an actual, or reasonably expected, change in the interest rates we have to pay for example as a result of a change to the Bank of England Base Rate; (b) to reflect an actual, or reasonably expected, change in: (i) our underlying costs; or (ii) law or regulation, codes of practice or industry guidance that applies to us, a ruling of a court, ombudsman or similar body or undertaking given to a regulator; or (iii) our way of doing business, including the introduction of new technology;

4. Other important legal aspects

Termination of the credit agreement.

The overdraft will continue until it is terminated earlier by you or us.

You can terminate the agreement at any time by repaying all amounts owed to us.

We can also terminate the agreement at any time before the expiry date by giving you at least two months' notice in writing.

We may end the agreement and terminate your overdraft immediately, without notice, if we reasonably decide that:

- (a) you are seriously or repeatedly in breach of the terms and conditions of the overdraft or the linked current account;
- (b) you or any other authorised signatory or joint account holder of the overdraft or the linked current account are made bankrupt or enter into an Individual Voluntary Arrangement after you open an account; or
- (c) you or any other authorised signatory or joint account holder of the overdraft or the linked current account:
 - has carried out or tried to carry out fraudulent or illegal activity on the overdraft, the linked current account or any other service we operate, or we have reason to think you or they may do so in the future;
 - has caused or may cause us to breach any law, regulation, code of practice or other duty which applies to us as a bank;
 - has behaved improperly towards us or anyone providing services to us (for example, if you have threatened, abused or harassed a member of staff);
 - has given false or materially incomplete information when applying to open the overdraft, the linked current account or to use any service, or at any time thereafter; or
 - has allowed a person who is not an authorised signatory to use the overdraft, the linked current account or any other service we provide.

On termination of the agreement, you are required to repay all amounts owed to us by the use of this overdraft immediately on our written demand. Any written demand will be sent by post to the address last notified to us and will be treated as having been received by you within 48 hours after posting. We will normally give you warning that arranged overdraft must be repaid or its limit reduced, but we may ask for repayment without notice.

If you terminate the overdraft and interest is payable on all or part of the overdraft, you will need to pay all interest which has been incurred during the period before the agreement can be terminated.

Consultation with a credit reference agency.

If we reject any application by you for an overdraft on the basis of information obtained from a credit reference agency, when we inform you of that decision we will also inform you (without charge) that our decision is based on information obtained from a credit reference agency, and of the particulars of that agency.

<p>Additional information which is relevant if you applied for this overdraft online.</p>	<p>The Financial Conduct Authority is the supervisory authority for consumer credit.</p> <p>This agreement (and all our dealings with you before the agreement) is governed by the laws of England and Wales. Any dispute that arises regarding this agreement will be dealt with by any court in the United Kingdom, Isle of Man and Channel Islands that is able to hear the case. We will communicate with you in English.</p> <p>If you have a complaint regarding this agreement, please telephone us on +44 (0) 3457 212 212 or write to Customer Response, The Co-operative Bank p.l.c., 2nd Floor, Balloon Street, Manchester M60 4EP. We'll always do everything we can to resolve your complaint straight away. Where this isn't possible, we'll keep you informed of our progress until your complaint has been resolved.</p> <p>If you are still unhappy with our response you may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, London E14 9SR or telephone 0300 123 9123 or email complaint.info@financial-ombudsman.org.uk. For more information visit: www.financial-ombudsman.org.uk. The Financial Ombudsman Service is a free service set up to help resolve individual disputes between customers and businesses providing financial services in the UK.</p> <p>If you purchased your account online you may also have the option to refer your complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at http://ec.europa.eu/consumers/odr/</p>
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Please call +44 (0) 3457 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 are calling from the UK, 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 01/2018.