

Your Current Account Terms

NatWest Personal & Private Current Account Terms

Personal & Private Current Account Fees & Interest Rates

Helping you get the most from your Personal & Private
NatWest Current Account



NatWest

This leaflet is also available in Braille, large print and on audio tape. Please ask at any NatWest branch for a copy of our leaflet 'Our services for customers with disabilities'.

If you are unhappy with your choice of account, you have 14 days to cancel it. That 14 day period runs from the later of the date on which your account is opened and the date on which you first received copies of each of the following:

- 'NatWest Personal & Private Current Account Terms';
- 'Personal & Private Current Account Fees & Interest Rates'; and
- any benefit terms which apply to your account.

If you wish to cancel a branch based account, you must give written notice to the branch.

If you wish to cancel an account which is not branch based, you must give written notice to the address given in the Account Specific Terms which apply to your account (you will find these in the 'NatWest Personal & Private Current Account Terms').

If you cancel your account, we will return all the money in your account to you along with any interest it has earned and we will ignore any notice period and extra charges. If, at your request, we have supplied you with any services before you cancel your account, you will have to pay our charges for supplying those services.

If you do not cancel your account, you will remain bound by the terms of your agreement with us until your account is closed.

Your cancellation rights set out above will not be affected by any Account Specific Terms which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

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Introduction

- (i) These Terms form part of the agreement between you and us, the National Westminster Bank Plc. The 'Personal & Private Current Account Fees & Interest Rates' leaflet (which details interest rates and charges) and any benefit terms which apply to your account (including the 'MyRewards Terms') also form part of the agreement. Additional or up-to-date copies of these Terms (and any other documents which form part of the agreement between you and us) are available on request. These Terms are also available on our website natwest.com and in our branches.
- (ii) The Terms are divided into two parts:
- (A) General Terms
 - these apply to all current accounts and services we offer to personal and private customers.
 - (B) Account Specific Terms
 - these apply to particular current accounts only.
- (iii) If an Account Specific Term is inconsistent with any General Term, the Account Specific Term will take priority and apply, except where we give you a right to switch or close your account without loss of interest or additional charges.
- (iv) A **business day** is a day on which banks in the United Kingdom are generally open for business, other than weekends and local bank holidays. Some services can be used on non-business days but transactions carried out on these days will be treated as being carried out as part of the next business day's transactions. References to **cleared** mean when funds paid in are used for calculating interest. Please note that for paying in cheques, cleared can have a different meaning, which is that the receipt of funds cannot be reversed. If we allow payments against uncleared receipts that does not mean we will do so again in the future. If you request details of your cleared balance at the counter or on the telephone you will be given the account balance used for calculating interest, and the cleared balance advised to you may be subject to adjustment if a cheque is returned unpaid no later than 6 business days after being paid in.
- (v) If your address is in Scotland:
- Scots law applies to these Terms and to any overdraft made available on the account; and
 - the Scottish courts have non-exclusive jurisdiction over any disputes arising between you and us.
- (vi) If your address is in England or elsewhere:
- English law applies to these Terms and to any overdraft made available on the account; and
 - the English courts have non-exclusive jurisdiction over any disputes arising between you and us.
- (vii) Our leaflet 'Helping you get the most from your Personal & Private NatWest Current Account' sets out some important practical information on how to use your account effectively and safely.

General Terms

1 YOUR INFORMATION

1.1 Who we are

We are a member of The Royal Bank of Scotland Group ("RBS"). For more information about other RBS companies please visit rbs.com and click on 'About Us', or contact your branch.

1.2 The information we hold about you

Your information is made up of all the financial and personal information we hold about you and your transactions. It includes:

- (a) information you give to us;
- (b) information that we receive from third parties (including other RBS companies, third parties who provide services to you or us and credit reference or fraud prevention or government agencies);
- (c) information that we learn about you through our relationship with you and the way you operate your accounts and/or services; and
- (d) information that we gather from the technology which you use to access our services (e.g. location data from your mobile phone, or an Internet Protocol (IP) address or telephone number).

1.3 Accessing your information and other enquiries

- 1.3.1 If you would like a copy of the information we hold about you, please write to: Subject Access Request Team, The Royal Bank of Scotland Group, Ground Floor, Business House B, Gogarburn, PO Box 1000, Edinburgh EH12 1HQ. A fee of £10 is payable.
- 1.3.2 If you believe that any of the information that we hold about you is inaccurate, or if you have any queries about how we use your information which are not answered here, please contact us on **03457 88 84 44** (Minicom 0800 404 6161).

1.4 Changes to the way we use your information

From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we will notify you and will allow a period of 60 days for you to raise any objections before the change is made. However, please note that in some cases, if you do not agree to such changes it may not be possible for us to continue to operate your account and/or provide certain products and services to you.

1.5 How we use and share your information with other RBS companies

We may use and share your information with other RBS companies. This information is used by us and them to:

- (a) assess and process applications, provide you with products and services and manage our (or their) relationship with you and/or as part of a sale, reorganisation, transfer or other transaction relating to our business;
- (b) understand our customers' preferences, expectations and financial history in order to improve the products and services we offer them;
- (c) carry out financial (including credit) and insurance risk assessments and for risk reporting and risk management;
- (d) develop, test, monitor and review the performance of products, services, internal systems and security arrangements offered by RBS companies;
- (e) assess the quality of our service to customers and to provide staff training;
- (f) improve the relevance of offers of products and services by RBS companies to our customers;
- (g) recover debt;
- (h) confirm your identity; and
- (i) prevent and detect crime, including fraud and money laundering.
- (j) comply with legal and regulatory obligations.

Application decisions may be taken based on solely automated checks of information from credit reference agencies and internal RBS records.

1.6 Sharing with third parties

1.6.1 We will not share your information with anyone outside RBS except:

- (a) where we have your permission;
- (b) where required for your product or service;
- (c) where we are required by law and/or by law enforcement agencies, government entities, tax authorities or regulatory bodies around the world;
- (d) to third party service providers, agents and sub-contractors acting on our behalf, such as the companies which print our account statements;
- (e) to debt collection agencies;
- (f) to credit reference and fraud prevention agencies;
- (g) to other companies that provide you with benefits or services (such as insurance cover) associated with your product or service;
- (h) where required for a sale, reorganisation, transfer or other transaction relating to our business;
- (i) in anonymised form as part of statistics or other aggregated data shared with third parties; or
- (j) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.

We will only share your information with third parties on a limited basis following due diligence and in accordance with our internal procedures.

1.6.2 In the event that any additional authorised users are added to your account, you and the additional account user authorise us to pass information about you to the other user.

1.6.3 RBS will not share your information with third parties for marketing purposes.

1.7 Transferring information overseas

We may transfer your information to organisations in other countries (including to other RBS companies) on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws.

1.8 Marketing information

If you have permitted us to do so, then we will send you relevant marketing information (including details of other products or services provided by us or other RBS companies which we believe may be of interest to you), by mail, phone, email, text and other forms of electronic communication. If you change your mind about how you would like us to contact you or you no longer wish to receive this information, you can tell us at any time by contacting us on **03457 88 84 44**, through our online banking service or at your local branch.

1.9 Communications about your account

1.9.1 We will contact you with information relevant to the operation and maintenance of your account by a variety of means including via online banking, mobile banking, email, text message, post and/or telephone. If at any point in the future you change your contact details you should tell us promptly about those changes.

1.9.2 We may monitor or record calls, emails, text messages or other communications in accordance with applicable laws for the purposes outlined in General Term 1.5 above.

1.10 Credit reference and fraud prevention agencies

1.10.1 We may access and use information from credit reference agencies when you open your account and periodically to:

- (a) manage and take decisions about your accounts;
- (b) prevent fraud and money laundering;
- (c) check your identity; and
- (d) trace debtors and recover debts.

- 1.10.2 We may share information with credit reference agencies about how you manage your account including your account balance, credit limit and any arrears or default in making payments. This information will be made available to other organisations (including fraud prevention agencies and other financial institutions) so that they can take decisions about you, your associates and members of your household.
- 1.10.3 If false or inaccurate information is provided and/or fraud is identified or suspected, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.
- 1.10.4 We and other organisations may access and share fraud prevention agency information about you to prevent fraud and money laundering, for example, when checking:
 - (a) applications and managing credit or other facilities and recovering debt;
 - (b) insurance proposals and claims; or
 - (c) details of job applicants and employees.
 We and other organisations may access and use this information from other countries.
- 1.10.5 If you would like a copy of your information held by the credit reference and fraud prevention agencies we use, please visit your branch where you can obtain their contact details. The agencies may charge a fee.

1.11 How long we keep your information

We will keep your information for as long as it is required by us or other RBS companies (even if you close your account) in order to comply with legal and regulatory requirements, or for other operational reasons, such as dealing with any queries relating to your account.

1.12 Security

We are committed to ensuring that your information is secure with us and with the third parties who act on our behalf. For more information about the steps we are taking to protect your information please visit personal.natwest.com/global/security-centre.html

2 USE OF ACCOUNTS

2.1 Personal use

Accounts are available only to individuals (including trustees under a formal written trust). Accounts must not be used for business purposes.

2.2 Instructions

- 2.2.1 You authorise us to act on your instructions, even if they create a debt on your account. You are responsible for payment of any debt which arises on your account.
- 2.2.2 Your instructions can be given in writing (which must include your signature(s)), by cash machine or, where we agree, by telephone, online, by contactless card, mobile message or by any other means we tell you are available. You must use the security procedures we notify you of from time to time. If you do not provide correct payment details, we will not be liable for failing to make a payment or making an incorrect payment but we will make reasonable efforts to recover your funds (although we may charge you for this). The sort code and account number of an account identifies it, not the name of the account holder.
- 2.2.3 Where you give payment instructions by fax or by telephone to a branch, we are entitled to act on those instructions if they have been confirmed by you (or another person authorised by you) on a return telephone call we may make to you, or the person authorised by you, on a telephone number that we hold on our records for you or the person authorised by you. We may choose to proceed without obtaining further telephone confirmation of the instruction.
- 2.2.4 We may delay or refuse to act if:
 - (a) we reasonably believe that you did not give the instruction;
 - (b) we reasonably suspect fraud or it is prudent in the interests of crime prevention or compliance with sanctions laws;
 - (c) your instructions are unclear, incomplete or not in the required form;
 - (d) complying would be contrary to law, regulation or any applicable code;
 - (e) it would cause you to exceed any limit or restriction which applies to your account; or
 - (f) the payment is not in Sterling, unless we agree otherwise.
- 2.2.5 If we refuse to make a payment:
 - (a) you will be notified by letter, telephone, text message, email or any other form of communication agreed with you (if possible, the reason the payment has been refused will be given); and
 - (b) you can obtain information about the refusal, along with information on how to correct any errors that led to the refusal, by contacting your branch or using telephone banking (unless a legal reason or certain other limited circumstances beyond our control prevent the provision of this information).

2.3 Joint accounts

- 2.3.1 With a joint account, references to **you** in these Terms includes each account holder jointly and severally.
- 2.3.2 All of you are jointly and severally liable for any money owed to us. This means that we have the right to ask all or any one of you to repay the full amount of any money you owe us and not just a share. This applies whether or not you are aware of the debt.
- 2.3.3 Any one of you may give instructions, including withdrawing the full balance or creating a debt on the account.
- 2.3.4 Any one of you may instruct us only to accept instructions from all of you acting together. If this happens all instructions must be in writing and signed by all of you. This means you will be unable to use our telephone, mobile and online banking services, which depend on us being able to accept instructions from any one of you.

2.3.5 If one of you dies, we will accept instructions from the survivor(s) and the account will pass into their name(s).

2.4 Protecting your account

You must:

- (a) keep your **PIN** (personal identification number) and other security details secret; and
- (b) tell us immediately if you think someone else may know your security details or if you suspect unauthorised use of your account by phoning us on 0345 300 3983 (or +44 131 339 7609 from abroad) or by contacting your local branch.

3 PAYMENTS INTO YOUR ACCOUNT

3.1 Cash and electronic funds

- 3.1.1 Cash paid in at a branch will be added to your account and treated as cleared immediately.
- 3.1.2 Cash paid into a quick deposit facility before 3.30pm on a business day will be added to your account and treated as cleared on the same day. Otherwise, it will be processed the next business day.
- 3.1.3 Cash paid in at a Post Office® using a pay-in slip will be added to your account and treated as cleared when we receive the cash from the Post Office® (which is usually two business days after you pay it in).
- 3.1.4 Electronic transfers will be added to your account and treated as cleared immediately upon receipt.

3.2 Cheques

- 3.2.1 If a Sterling cheque is paid in at any of our branches before 3.30pm on a business day, the money will be added to your account on the same day. If a Sterling cheque is paid in at any of our branches after 3.30pm on a business day or on a non-business day, the money will be added to your account on the next business day. If a Sterling cheque is paid in at a Post Office®, the money will be added to your account when we receive it from the Post Office® (which is usually two business days after you pay it in). The money will be counted for interest purposes no later than two business days after it was added to your account and it will be available for you to use no later than four business days after it was added to your account. There may be legal reasons or limited circumstances beyond our control which prevent a receipt or make clearance take longer than these time periods.
- 3.2.2 If the bank, building society or other organisation that the cheque was drawn on decides not to honour it, they will normally explain the reason for non-payment. We will debit the amount of the cheque from your account no later than the end of the sixth business day after it was added. After that, the amount will not be debited without your consent unless you were knowingly involved in a fraud concerning the cheque.
- 3.2.3 Cheques not issued by a UK bank or building society and foreign currency cheques have different clearing procedures and longer time periods may apply.

3.3 Interest

Not all our accounts pay interest on credit balances. Interest is paid on the daily, cleared credit balance on your account unless the Account Specific Terms for the account state otherwise. Interest will be calculated and paid in the manner and at the rates set out in our leaflet 'Personal & Private Current Account Fees & Interest Rates' which can be obtained from any branch (for branch based accounts). You can also call 0800 255 200 or visit our website natwest.com.

4 PAYMENTS OUT OF YOUR ACCOUNT

4.1 Withdrawals

- 4.1.1 If the cleared balance on your account (plus any unused arranged overdraft) is sufficient, you may make payments or withdrawals. For your protection, there is a daily limit on the amount of cash you can withdraw from a cash machine.
- 4.1.2 You may ask us to check the status of a payment you have instructed. This may involve relying on another bank, building society or organisation involved in processing or receiving the payment for information.

4.2 Cheques

- 4.2.1 We may decide not to pay a cheque if:
 - (a) there is not enough money in your account, or payment would cause your account to exceed any arranged overdraft limit; or
 - (b) the cheque contains a technical irregularity (e.g. a difference between the amounts written in figures and words); or
 - (c) we have reasonable grounds to suspect fraudulent activity.
- 4.2.2 You must use one of the cheque forms we supplied for that account.
- 4.2.3 You should not issue future dated cheques. If you do and a cheque is presented for payment before the date specified, we may pay it without incurring any liability to you for paying it before the specified date.

4.3 Timescales for making payments

- 4.3.1 Where you instruct us to make a payment:
 - (a) If we can make the payment using the Faster Payments Service, the payment will normally be credited to the payee's account immediately (but may sometimes take up to 2 hours), where the payment is within our defined limits and the receiving institution

is a member of the Faster Payments Service. If we suspect fraudulent activity on your account, we may take longer than 2 hours to credit the payee's account. Further information on the Faster Payments Service can be found in the leaflet 'Helping you get the most from your Personal & Private NatWest Current Account'.

- (b) If we cannot use the Faster Payments Service to make the payment, we will advise you of alternative methods of making the payment. In these circumstances, where the payment is to be made in the European Economic Area (EEA), payments will be credited to the payee's account as follows:

- Payments in Sterling (to an account in the UK) or Euro (to an account in the EEA) will reach the institution holding the account by the end of the next business day following receipt of your instructions.
- Paper-based instructions for payments in Sterling (to an account in the UK) or Euro (to an account in the EEA) will reach the institution holding the account by the end of the second business day following receipt of your instructions.
- All other payments will reach the institution holding the account by the end of the fourth business day following receipt of your instructions.

Different timescales apply to payments outside the EEA.

- 4.3.2 With the exception of payments using the Faster Payments Service:

- (a) instructions received on a non-business day are treated as received on the next business day;
- (b) instructions received after 3.30pm are treated as received on the next business day unless we tell you that the payment will be processed immediately; and
- (c) instructions for future dated payments are treated as received on the proposed payment date, or the next business day.

- 4.3.3 Where you require a currency conversion between Euro and Sterling, the payment will reach the institution holding the account by the end of the next business day following receipt of your instructions where:

- (a) the receiving account is held in the UK; or
- (b) in the case of a cross-border payment, the cross-border transfer takes place in Euro and in the EEA.

For other currency conversions, different timescales apply.

4.4 Cancellation of a payment

To stop a cheque, or cancel a standing order, Direct Debit or future dated payment, you must instruct your branch (or any other person(s) we tell you) in writing, or by telephone (followed by written confirmation). You can also cancel a standing order or Direct Debit by instructing us through our online banking service. You will not be able to stop a cheque or cancel a standing order, Direct Debit or future dated payment if you do not tell us before we are committed to pay the cheque or make the payment from your account.

You must include the following details:

- (a) cheque – cheque number and date, your account number, amount and name of payee;
- (b) standing order – name of recipient, amount and frequency;
- (c) Direct Debit – name of recipient, amount and frequency; and
- (d) future dated payment – name of recipient, amount and due date for payment.

4.5 Unauthorised or incorrect payments

- 4.5.1 This Term sets out your and our responsibilities if unauthorised or incorrect payments are made from your account. It does not deal with the effects of misusing of a card, which is covered in the Card Terms.

- 4.5.2 If you suspect that an unauthorised or incorrect payment has been made from your account, please contact us immediately by phoning us on 0345 788 8444 or contacting your local branch.

- 4.5.3 If you do not tell us promptly and in any event within 13 months after the date the payment was debited from your account, you will not be entitled to have any error corrected, payment amount refunded or to be compensated for any loss suffered. Otherwise and subject to General Terms 4.5.4 to 4.5.9, an unauthorised or incorrect payment of which you have given notice will be refunded and, where applicable, your account will be restored to its position had the unauthorised or incorrect payment not taken place. We will have no further liability to you in relation to any unauthorised payment. The 13 month time limit does not apply to payments made by cheque or to any other type of payment which has the effect of creating or increasing an overdrawn balance on your account.

- 4.5.4 You are responsible for the payment and your account will not be refunded where you have acted fraudulently. None of the provisions limiting your liability set out in General Term 4.5.5 to General Term 4.5.7 will apply.

- 4.5.5 Where you have:

- (a) allowed another person to make payments (other than someone that we have agreed may be allowed to use your account); or
- (b) failed intentionally or with gross negligence, to keep your security details secret and a credit balance on your account is reduced by the unauthorised payment(s), you will be responsible for all payments made in this way before you tell us that any transactions are unauthorised.

- 4.5.6 You will not be responsible for any unauthorised payments where:
- (a) you have not yet received your security details; or
 - (b) these have been made by someone who has your security details and has used them without your authority to make a payment where the account holder does not need to be present, such as the purchase of goods or services by telephone, over the internet or mail order.
- 4.5.7 Unless General Terms 4.5.4 to 4.5.6 above apply, where your security details are lost or stolen, or you do not keep them safe as you are obliged to do under this agreement, you may be responsible for any unauthorised transactions, up to a maximum of £50. You will not be responsible for any unauthorised payment which is made after you told us that your security details are no longer safe.
- 4.5.8 For Direct Debits in Sterling, your refund rights under the UK Direct Debit Scheme will continue to apply. Please see the Direct Debit section of the leaflet 'Helping you get the most from your Personal & Private NatWest Current Account' for more information.
- 4.5.9 Payments authorised by you and carried out by the payee (for example, where you authorise a payment to be taken from your debit card) will be refunded where:
- (a) your authorisation did not specify the exact amount of the payment;
 - (b) the amount of the payment exceeded what you could reasonably have expected (except that you cannot complain about increases resulting from exchange rate fluctuations); and
 - (c) you request the refund within 8 weeks of the payment from your account.
- To be entitled to a refund, you must provide the information reasonably necessary to establish that these Terms have been satisfied. The refund or a reason for refusing it will be provided within 10 business days of the later of your request or receipt of any further information required. If you are not satisfied with the reason for refusing a refund, please contact your local branch or our telephone banking service. If we discover subsequently that you are not entitled to a refund, we will be entitled to reapply the payment(s) to your account, together with any applicable interest and/or charges.
- You will not be entitled to a refund where you have given your consent to the payment directly to us and at least 4 weeks in advance:
- (a) we or the payee have provided you with information about the payment; or
 - (b) information about the payment was made available to you via our online banking service, or at any branch.

4.6 Changes to payee account details

Where you instruct us to make a payment (including standing orders or other payments made using a payee instruction) and we are notified by the Current Account Switch Service that the intended payee has switched accounts using the Current Account Switch Service, we will update the account details of the payee on your payment instruction.

5 CHARGES

- 5.1 You must pay the charges for the operation of your account and the supply of services requested by you. These charges will be debited from your account. The most common charges are set out in our leaflet 'Personal & Private Current Account Fees & Interest Rates'. You can also find out about our charges by telephone, on our website natwest.com, or by asking our branch staff. You will be told about the charges for any service not covered by the leaflet 'Personal & Private Current Account Fees & Interest Rates' before it is provided.
- 5.2 If any tax or other charge is required to be paid to any authority in connection with your account, we may make the payment and debit it from your account.

6 OVERDRAFTS AND UNPAID TRANSACTIONS

You will find details of the amount of our charges and interest rates mentioned in this Term in the leaflet 'Personal & Private Current Account Fees & Interest Rates'.

6.1 Arranged overdrafts

- 6.1.1 Arranged overdrafts are available on request if you are aged 18 or over and you satisfy our lending criteria.
- 6.1.2 If we provide you with an arranged overdraft, we will send you an overdraft confirmation letter setting out its terms.

6.2 Unarranged overdrafts

- 6.2.1 Instructions for a withdrawal or payment which would result in:
- (a) your account becoming overdrawn, or further overdrawn, without prior arrangement; or
 - (b) your arranged overdraft limit being exceeded,
- will be treated as an informal request for an unarranged overdraft.
- 6.2.2 We will decide in our discretion (taking into account your financial circumstances) whether or not to accept your request, unless we are obliged to reject it because you have registered for our Overdraft Control service.
- 6.2.3 To decide if your instructions would create an unarranged overdraft, only the cleared balance (plus any unused arranged overdraft) on your account will be considered. If we do make a payment against a credit balance which has not yet cleared, this does not mean that we are bound to do so at other times.
- 6.2.4 Unarranged overdrafts are repayable on demand. If we allow an overdraft to be created or your arranged overdraft limit to be exceeded, this will not mean that your arranged

overdraft limit has been changed, nor that we are bound to make any other payment which would have the same effect.

- 6.2.5 We may cancel any standing order or Direct Debit on your account if it is unpaid on more than one occasion and we reasonably consider that the cleared balance (plus any unused arranged overdraft facility) on your account is unlikely to be sufficient to meet future payments.

6.3 Arranged overdraft, unarranged overdraft and unpaid transaction fees

- 6.3.1 If you have an arranged overdraft on your account you may be charged an Arranged Overdraft Usage Fee. If you make an informal request for an unarranged overdraft you will normally have to pay an Unpaid Transaction Fee or an Unarranged Overdraft Usage Fee:

Arranged Overdraft Usage Fee

An Arranged Overdraft Usage Fee will be charged if you use your arranged overdraft by more than your interest free threshold in any charging period.

When charged

21 days after the end of the charging period in which you have used your arranged overdraft by more than your interest free threshold (or the next business day if this is on a Saturday, Sunday or bank holiday).

Unarranged Overdraft Usage Fee

An Unarranged Overdraft Usage Fee will be charged for each day on which there is an unarranged overdraft of more than £10 on your account at close of business on that day.

Please note: we will only charge an Unarranged Overdraft Usage Fee for a non-business day (i.e. a Saturday, Sunday or bank holiday) if there is an unarranged overdraft of more than £10 owing on your account at close of business on the first following business day.

When charged

21 days after the end of the charging period (or the next business day if this is a Saturday, Sunday or bank holiday).

Unpaid Transaction Fee

An Unpaid Transaction Fee will be charged if:

- you informally request an unarranged overdraft by issuing instructions for a withdrawal or other payment; and
- the payment cannot be met from the cleared balance in your account or any unused arranged overdraft; and
- we decide in our discretion not to make the payment.

When charged

21 days after the end of the charging period in which we decide not to make the payment (or the next business day if this is a Saturday, Sunday or bank holiday).

- 6.3.2 Your **charging period** runs from month to month, usually from the date you opened your account. For example, if you opened your account on 15 August, your charging period will run from the 15th of each month to the 14th of the next month. You can find out your charging period by contacting us.

- 6.3.3 If we are going to charge you an Arranged Overdraft Usage Fee, an Unarranged Overdraft Usage Fee or an Unpaid Transaction Fee, we will give you not less than 14 days' notice of how much we are going to charge you and when.

6.4 Overdraft Control

- 6.4.1 If you register for Overdraft Control we will automatically reject any request for an unarranged overdraft taking the form of an instruction for payment by:

- (a) Direct Debit;
- (b) BACS payment;
- (c) CHAPS payment;
- (d) standing order;
- (e) cheque; or
- (f) future dated payment.

- 6.4.2 We will continue to accept the following payment requests even if you register for Overdraft Control:

- (a) payments using your Debit card where the retailer does not check with us, before accepting payment, that you have sufficient funds available in your account; and
- (b) any NatWest fees or arranged overdraft interest due on your account.

Please refer to our 'Overdraft Control' leaflet for further information.

- 6.4.3 If you register for Overdraft Control we will not charge you any Unarranged Overdraft Usage Fees or Unpaid Transaction Fees.
- 6.4.4 You may instruct us at any time that you no longer wish Overdraft Control to apply to your account. Your instructions will take effect by the next business day.

6.5 Enforcement and other costs and charges

- 6.5.1 You are responsible for paying any costs we reasonably incur in connection with your overdraft.
These will include (but will not be limited to) costs of:
- (a) communicating with you;
 - (b) preserving, taking, enforcing and/or realising any security; and
 - (c) taking steps, including court action, to obtain payment.
- 6.5.2 We may debit your account with any arranged overdraft interest, fees, charges or other costs, even if this results in or increases an unarranged overdraft. If an unarranged overdraft arises in this way we may apply an Unarranged Overdraft Usage Fee.
- 6.5.3 We do not charge unarranged overdraft interest.
- 6.5.4 We do not charge arranged overdraft interest on any part of an arranged overdrawn balance which represents an Unpaid Transaction Fee or an Unarranged Overdraft Usage Fee.
- 6.5.5 If your account is overdrawn, any money credited to it will be applied in the following order:
- (a) in repaying or reducing any part of the overdrawn balance which represents an unarranged overdraft;
 - (b) in repaying or reducing any part of the overdrawn balance which represents an Unpaid Transaction Fee or an Unarranged Overdraft Usage Fee;
 - (c) in repaying or reducing the rest of the overdraft.

7 CLOSING OR CONVERTING YOUR ACCOUNT

7.1 Closure by us

- 7.1.1 We can close your account immediately if:
- (a) we reasonably suspect that you have given us false information;
 - (b) we reasonably suspect that your account is being used for an illegal purpose;
 - (c) you behave in a threatening or violent manner towards our staff; or
 - (d) you were not entitled to open your account.
- 7.1.2 We can also close your account by giving you not less than 60 days' notice before we close your account.
- 7.1.3 If you have a Foundation account, please refer to your Account Specific Terms.

7.2 Closure by you

- You can close your account at any time for any reason without charge if the Account Specific Terms for your account permit you to do so. We will forward any credit balance on your account to you after:
- (a) you have given us written notice that you wish to close the account;
 - (b) you have returned all (unused) cheques and cards issued to you; and
 - (c) you repay any money you owe us.
- You must inform all third parties with whom you have arranged Direct Debits and standing orders of the closure of your account.

7.3 Conversion

- We can convert your current account to another current account in our range. We will only do this if:
- (a) we have a valid reason for converting your account; and
 - (b) we give you notice not less than 60 days before we convert it.
- We will convert your account after the expiry of our notice unless in the meantime you have given us written notice that you wish to close your existing account. For a further 30 days from the date on which we convert your account, you may close the account (or switch to any other account we are willing to provide to you) without loss of interest or additional charges.

8 LIABILITY

8.1 Our liability

We will not be liable to you for any breach of (or failure to perform) our obligations where that breach (or failure) is due to abnormal and unforeseeable circumstances beyond our control, the consequences of which would have been unavoidable despite all efforts to the contrary.

9 COMMUNICATIONS

- 9.1 We will contact you and provide communications to you by:
- (a) post;
 - (b) phone;
 - (c) email to the email address you have provided us;
 - (d) secure message to online banking (if you have registered for online banking);
 - (e) text message to the mobile phone number you have provided us; or
 - (f) notification to mobile banking (if you have registered for mobile banking).
- Please note that notices and information sent to you by the methods set out at (c), (d) or (f) above may be sent by an electronic attachment (for example by a PDF or other similar electronic attachment).

- 9.2 We will provide you with statements at least once every three months. Monthly statements are available through online banking (if you elect to receive electronic statements) or on request through your branch.
- 9.3 You should ensure that your electronic device(s) are set up in order to receive our electronic communications (for example, they have the correct hardware, software, operating system and browser).
- 9.4 If your contact details change, you should tell us promptly to ensure you receive your communications.
- 9.5 All communications to you will be in English.

10 CHANGES TO THE AGREEMENT

10.1 Notification of changes to the agreement

- 10.1.1 If we have a valid reason for doing so, we may change:
- (a) these Terms and the 'Personal & Private Current Account Fees & Interest Rates' leaflet (other than a change to arranged overdraft interest) by giving you at least 60 days' notice before the change comes into effect; or
 - (b) any benefit provider or benefit terms which apply to your account by giving you at least 30 days' notice before the change comes into effect.
- 10.1.2 If we give you notice of a change to:
- (a) these Terms or the 'Personal & Private Current Account Fees & Interest Rates' leaflet (other than a change to arranged overdraft interest), then for a period of 60 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges; or
 - (b) any benefit provider or benefit terms which apply to your account, then for a period of 30 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges.

If you do not switch or close your account, you will be deemed to have accepted the changes. This right will not be affected by any Account Specific Terms which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

11 CHANGES TO CREDIT INTEREST RATES AND EXCHANGE RATES

11.1 Reasons for changing credit interest rates

- 11.1.1 We may change the interest rates we pay on credit balances:
- (a) to respond proportionately to a change in the Bank of England's base rate or any other publicly listed market rate;
 - (b) to respond proportionately to changes in the interest rates paid by other banks and financial institutions on personal current accounts;
 - (c) to reflect changes in the costs we reasonably incur in providing your account;
 - (d) to reflect changes in the law or a decision by an ombudsman;
 - (e) to meet changes in regulatory requirements; or
 - (f) to reflect changes in any applicable codes of practice.
- 11.1.2 If we give you notice of a change in interest rates then, for a period of 60 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges. This right will not be affected by any Account Specific Terms which would otherwise prevent you closing your account or closing it without loss of interest or additional charges. If you do not switch or close your account, you will be deemed to have accepted the changes.

11.2 Notification of changes to credit interest rates

- 11.2.1 If we are changing the interest rates in a way that is to your advantage we will give you notice of the change either before the change comes into effect or at the earliest opportunity afterwards by advertising the change in at least three national daily newspapers and on our website natwest.com. Where the change applies to branch based accounts, we will also display a notice of the change in our branches.
- 11.2.2 If we are changing the interest rates in a way that is to your disadvantage, we will give you notice not less than 60 days before the change comes into effect.

11.3 Exchange rates

- 11.3.1 Our exchange rates are based on a reference rate which is our prevailing rate for the day. The reference rate is published at www.natwest.com/personal/travel-international/g2/international-payments.ashx We may change our exchange rates immediately and without notice to you where such changes reflect a change in the reference rate or where the change is more favourable to you.
- 11.3.2 Any transaction made in a foreign currency using your Debit card or ATM card is converted into Sterling using the Visa Payment Scheme Exchange Rate. To see the up-to-date rates used for Debit cards and ATM cards visit www.visaeurope.com and click on the **Cardholders** section.

12 TRANSFERRING RIGHTS OR OBLIGATIONS UNDER THIS AGREEMENT

We may transfer, assign, or pass our rights or obligations under this agreement or arrange for any other person or organisation (a **transferee**) to carry out our rights or obligations under this agreement. We will only do this if:

- (a) the transferee agrees to exercise the transferred rights and perform the transferred obligations in accordance with a statement of policy which we approve before the transfer; and

(b) we reasonably think that the policy described in the statement will ensure that you are no less favourably treated after the transfer than you were beforehand.

13 COMPLAINTS

If you wish to complain about any of our products or services, we have procedures designed to resolve your complaint effectively. You can obtain a leaflet describing those procedures if you ask for it at any of our branches or by telephone or you can look on our website natwest.com.

14 REMOTE BANKING TERMS

14.1 Introduction

This Term applies if we have agreed that you may use our telephone and online banking services to operate your account.

14.2 Security procedure

14.2.1 You must keep your security details (which include the identifying words, codes and numbers agreed between us) secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.

14.2.2 You must not disclose your security details to any other person or record them in any way that may result in them becoming known to another person.

After initial registration we will **never** contact you, or ask anyone to do so on our behalf, with a request to disclose your security details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not supply your security details to them in any circumstances. You should report any such requests to us immediately.

14.2.3 If you suspect someone knows your security details you must contact us immediately.

14.2.4 You will be responsible for all instructions given by you or anyone acting with your authority between the time you pass the security procedure and the time you exit from our services. Please note that this includes any input errors or instructions sent by anyone but yourself. You should not leave the device you are using unattended while you are logged on to one of our services.

14.2.5 You are responsible for making sure information either stored or shown on your device(s) is kept secure.

14.3 Transactions

Where you instruct us to make a payment through the services, we will make the payment using the Faster Payments Service if possible. If we cannot use the Faster Payments Service, we will advise you of alternative methods of making the payment.

14.4 Availability of the services

While we will make reasonable efforts to provide our services, we will not be liable for any failure to provide them for any cause that is beyond our reasonable control. This includes, in particular, any suspension of our services resulting from maintenance and upgrades to our systems or the systems of any party used to provide our services, other disruptions to our systems, outages on any phone network or in the case of mobile networks where you are not in an area of mobile coverage.

14.5 Variation/termination of the services

14.5.1 We may suspend, withdraw or restrict the use of our services where:

- (a) we have reasonable grounds to suspect that your security details have not been kept safe;
- (b) we have reasonable grounds to suspect unauthorised or fraudulent use of your security details;
- (c) as a result of a change in the way you operate your account or in your financial circumstances, we have reasonable grounds to believe that you may have difficulty in meeting your commitments; or
- (d) we consider it appropriate for your protection.

Unless we are unable to contact you or there is a legal reason or other circumstances beyond our control preventing us from doing so, we will tell you before taking this action and provide our reasons for doing so. If we are unable to contact you beforehand, where possible we will tell you and give our reasons afterwards.

14.5.2 You may give us notice to terminate your subscription to our telephone and/or online services by giving us written notice or calling our telephone service. The notice will not be effective until we receive it.

15 CARD TERMS

15.1 Introduction

15.1.1 This Term applies if you have a Debit card or an ATM card.

15.1.2 A **Debit card** is a card which displays the Visa Debit logo which you can use to make purchases from retailers or suppliers of services and which also allows cash machine access to your account.

15.1.3 An **ATM card** is a card which displays the Plus logo which you can only use for cash machine access to your account.

15.2 Important notices

15.2.1 If your card is lost or stolen, or you suspect that someone knows your PIN, you must phone us on 0370 600 0459 (or +44 1268 500 813 from abroad). If you are unable to communicate in any other way, you must write immediately to your branch or to NatWest Card Loss

Centre, Edinburgh Card Centre, PO Box 2000, The Younger Building, 3 Redheughs Avenue, Edinburgh EH12 9RB.

15.2.2 You (and any additional cardholder(s)) must:

- (a) sign cards on receipt;
 - (b) keep all cards secure at all times and not allow any other person to use them;
 - (c) on receiving a PIN advice slip memorise the PIN and then immediately destroy the PIN advice slip; and
 - (d) never write down the PIN in any way which could be understood by someone else.
- Failure to follow the above procedures may affect your liability for unauthorised payments.

15.3 Using your card

- 15.3.1 As long as the cleared balance on your account (plus any unused arranged overdraft) is sufficient, you may use your card along with your PIN to obtain cash from any cash machine which we advise will accept your card. Withdrawals may be made up to the daily cash withdrawal limit.
- 15.3.2 We will advise you of the daily cash withdrawal limit (this may include the value of other transactions carried out at cash machines, details of which will be advised to you from time to time) and we may adjust the limit from time to time. This limit applies to both domestic and international withdrawals.
- 15.3.3 You can use your Debit card to make purchases from retailers or suppliers of services if the front of your card displays the Visa Debit logo and the retailer or supplier of services displays either the Visa or the Visa Debit logo.
- 15.3.4 If you have a Debit card that displays the Visa Debit logo and starts with the numbers 4751 27, 4751 28, 4757 55 or 4757 54, you will only be able to use your card at a retailer or supplier of services where they can authorise the transaction with us at the time of the transaction being made. If this is not possible the transaction will be declined.
- 15.3.5 We will only debit the transaction from your account when we receive the request from the bank of the retailer or supplier of services. This means there may be a delay between using your card to make purchases and the transaction being debited from your account. We will debit your account within one business day of receiving the request for payment.
- 15.3.6 On each business day, any available funds on your account will be used to pay any transaction notified to us since the previous business day before being used to pay any other debit from your account.
- 15.3.7 When there is a transaction in a foreign currency on your account, it will be converted by us into Sterling using the Visa Payment Scheme Exchange Rate.
- 15.3.8 You must pay all amounts charged to your account by your Debit card (even when the details on the sales voucher are wrong or where no sales voucher is signed) if it is clear that you or any additional cardholder has authorised the transaction. When we receive an acceptable refund voucher we will refund your account.
- 15.3.9 You must not use your card or card details:
- (a) before or after the period for which your card is valid;
 - (b) after we have notified you that we have suspended, withdrawn or restricted the use of your card;
 - (c) after we have demanded that you return your card to us, or we (or someone acting for us) have kept your card;
 - (d) if we receive notice of the loss, theft or possible misuse of your card; or
 - (e) if your account is closed.
- 15.3.10 Your card remains our property. We may suspend, withdraw or restrict the use of the card for any of the following reasons:
- (a) we have reasonable grounds to suspect that your card details have not been kept safe;
 - (b) we have reasonable grounds to suspect unauthorised or fraudulent use of your card;
 - (c) as a result of a change in the way you operate your account or in your financial circumstances, we have reasonable grounds to believe that you may have difficulty in meeting your commitments;
 - (d) you have broken any term of this agreement;
 - (e) we have sent you a replacement card; or
 - (f) we consider it appropriate for your protection.
- Unless we are unable to contact you or there is a legal reason or other circumstances beyond our control preventing us from doing so, we will tell you before taking this action and provide our reasons for doing so. If we are unable to contact you beforehand, where possible we will tell you and give our reasons afterwards.
- 15.3.11 We may require you to return your card to us. If we do this, then:
- (a) you must return your card to us immediately, cut once through the magnetic strip and once through the chip; and
 - (b) we, or anyone acting for us, may keep your card if you try to use it.
- 15.3.12 When we issue you with a replacement card, we may issue it under a different card scheme. We will only do this if we reasonably believe that the facilities offered by a card issued under the new scheme will, on balance, be as good as, or better than, those offered by your previous card.
- 15.3.13 Once we receive notice of the loss, theft or possible misuse of your card, we will cancel your card. If your card is then found, you must not use it. You must return it to us immediately (cut once through the magnetic strip and once through the chip).

- 15.3.14 We will not be liable if any party refuses to let you pay or withdraw cash using your card.
15.3.15 By using the card reader device provided, you may use your card and PIN to authenticate transactions.

15.4 Authorisation

- 15.4.1 A retailer or supplier of services may ask us for authorisation before accepting payment by your Debit card. We may refuse if:
- (a) your card has been reported as lost or stolen, or we have reason to suspect it is lost or stolen;
 - (b) you or any additional cardholder have broken this agreement; or
 - (c) taking account of all other transactions we have authorised, including those not yet charged to your account, there are insufficient funds available in your account.
- 15.4.2 Once you have carried out a transaction using your Debit card you cannot ask us to stop that transaction. However, we will cancel a payment that has been authorised but not paid if we receive satisfactory evidence of the transaction being cancelled.

15.5 Charges

You will have to pay charges if you use your card in certain ways, as detailed in our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

15.6 Additional cardholder(s)

- 15.6.1 You may ask us to issue a card and PIN to someone else who is authorised to act on your behalf (for example, a person acting under a Power of Attorney given by you). If we agree, you are responsible for ensuring that any additional cardholder(s) complies with these Terms and you will have to pay for all transactions carried out using the additional card(s) or its details, including those charged to your account after the additional card(s) has been returned to us.
- 15.6.2 You authorise us to pass information to any additional cardholder(s). This information will include, but will not be restricted to, details of your account.

15.7 Passing information to third parties

You authorise us to give any appropriate third party any relevant information:

- (a) in connection with the loss, theft or possible misuse of your card or PIN; or
- (b) in order for us to meet our obligations as a member of the card scheme.

15.8 Ending the use of your card

- 15.8.1 You may end the use of your card at any time by telling us in writing and returning your card(s) to us immediately (cut once through the magnetic strip and once through the chip).
- 15.8.2 If the use of your card(s) is ended, you remain responsible for all transactions carried out with the card(s) or card details.

15.9 Misuse of your card

Where your card or card details are misused:

- (a) Unless you have acted fraudulently, you will not be responsible for any losses which result from:
 - misuse before your card came into your possession;
 - misuse **after you have told us** that your card is lost or stolen or that someone else knows your PIN; or
 - someone else using your card details without your authority to make a payment where the cardholder does not need to be present.
- (b) In other circumstances, you will be responsible for:
 - all losses caused by the misuse of your card by someone who has it with your consent and which occur before you tell us that the card may have been misused;
 - losses of up to £50 resulting from the misuse of your card while it is out of your possession;
 - all losses caused by any misuse of your card which is a consequence of your fraud; and
 - where your account is in credit, all losses that arise because you have failed, intentionally or with gross negligence, to keep your card or your PIN details secret and where the misuse occurs before you tell us that your PIN details may have become known to someone else.

ACCOUNT SPECIFIC TERMS

1. ADAPT ACCOUNT

- 1.1 You should review these Terms with your parent or guardian.
- 1.2 Adapt Accounts are only available to individuals aged 11 to 18.
- 1.3 If you apply for a full time higher education course through the Universities and Colleges Admissions Service (UCAS) we will convert your Adapt Account to a Student Account. You agree that UCAS can tell us that you have made an application and if you have been offered a confirmed place. If you do not apply for a full time higher education course, we will convert your Adapt Account to a Select Account when you turn 18.
- 1.4 Standing orders and Direct Debits are not permitted on your Adapt Account.
- 1.5 Arranged overdrafts are not available on your Adapt Account.
- 1.6 Cheque books are not available on your Adapt Account.
- 1.7 Overdraft Control is not available on your Adapt Account.

2 STUDENT ACCOUNT

- 2.1 Student Accounts are only available to individuals who are:
 - (a) completing a full time undergraduate course lasting at least 2 years;
 - (b) completing a full time postgraduate course; or
 - (c) training as a nurse,
at a UK university or college of higher education.
- 2.2 You must use your Student Account as your main current account by depositing at least £750 every 6 months and making at least 3 debit transactions every month.
- 2.3 You can use the benefits specified in 'Student Account – A guide to benefits' provided that you meet any additional eligibility requirements.
- 2.4 We will convert your Student Account to a Graduate Account in July of the year you graduate.
- 2.5 If your Student Account is closed, the benefits will no longer be available to you.
- 2.6 Overdraft Control is not available on your Student Account.

3 GRADUATE ACCOUNT

- 3.1 Graduate Accounts are only available to individuals aged 18 or over who have:
 - (a) held a Student Account;
 - (b) graduated from a full time higher education course lasting at least 2 years; or
 - (c) completed training as a nurse during the past 2 years.
- 3.2 You must use your Graduate Account as your main current account by depositing your wages, salary or other regular income into it.
- 3.3 You can use the benefits specified in 'Graduate Account – Service Guide' provided that you meet any additional eligibility requirements.
- 3.4 We will convert your Graduate Account to a Select Account in July two years after you graduate.
- 3.5 If your Graduate Account is closed, the benefits will no longer be available to you.
- 3.6 Overdraft Control is not available on your Graduate Account.

4 BASIC ACCOUNT

- 4.1 Basic Accounts are not available to new customers.
- 4.2 Arranged overdrafts are not available on your Basic Account.
- 4.3 Cheque books are not available on your Basic Account.
- 4.4 Overdraft Control is not available on your Basic Account.

5 SELECT ACCOUNT

- 5.1 Select Accounts are only available to individuals aged 18 or over.
- 5.2 Overdraft Control is available on your Select Account.

6 SELECT SILVER ACCOUNT

- 6.1 Select Silver Accounts are not available to new customers.
- 6.2 A monthly account fee is payable from your Select Silver Account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.
- 6.3 The monthly account fee is taken from your Select Silver Account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).
- 6.4 You can use the benefits specified in 'Silver Benefit Terms' and 'Silver Travel Insurance Terms' provided that you are resident in the UK and that you meet any additional eligibility requirements.
- 6.5 If your Select Silver Account is closed, the benefits will no longer be available to you.
- 6.6 Overdraft Control is not available on your Select Silver Account.

7 SELECT PLATINUM ACCOUNT

- 7.1 Select Platinum Accounts are not available to new customers.
- 7.2 A monthly account fee is payable from your Select Platinum Account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.
- 7.3 The monthly account fee is taken from your Select Platinum Account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).
- 7.4 You can use the benefits specified in 'Platinum Benefit Terms' and 'Platinum Travel Insurance Terms' provided that you are resident in the UK and that you meet any additional eligibility requirements.
- 7.5 If your Select Platinum Account is closed, the benefits will no longer be available to you.
- 7.6 Overdraft Control is not available on your Select Platinum Account.

8 BLACK ACCOUNT

- 8.1 Black Accounts are not available to new customers.
- 8.2 You must pay your salary (or equivalent) into your Black Account.
- 8.3 A monthly account fee is payable from your Black Account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.
- 8.4 The monthly account fee is taken from your Black Account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).
- 8.5 You can use the benefits specified in 'Black Account Benefit Terms' and 'Black Account Travel Insurance Terms' provided that you are resident in the UK and that you meet any additional eligibility requirements.
- 8.6 If your Black Account is closed:
 - (a) the benefits will no longer be available to you;
 - (b) any Advantage Private Reserve Account held by you may be closed and any balance transferred to a First Reserve Account;
 - (c) any associated credit or charge card account will either be closed (in which case you must repay any amounts owed) or the balance will be transferred to an alternative credit or charge card.

An associated credit or charge card is the card that you were able to obtain because you held a Black Account.

8.7 Overdraft Control is not available on your Black Account.

9 TAILORED ACCOUNT

9.1 Tailored Accounts are not available to new customers.

9.2 Overdraft Control is not available on your Tailored Account.

10 REWARD

10.1 (a) Reward accounts are only available to individuals aged 18 or over.

(b) If you open your Reward account from 26 June 2017 onwards:

- at least £1,500 in total must be paid every calendar month into any personal current account(s) you hold with us (excluding a Foundation Account, Basic Account or a current account mortgage product). The £1,500 cannot be paid in from a current account or savings account you hold with us, and
- you must log into our online banking or mobile banking service at least once every three calendar months.

If you don't meet the criteria in paragraph (b), we may convert your Reward account to a Select account (which means you'll stop earning Rewards on household bills).

10.2 A monthly fee is payable from your Reward account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

10.3 The monthly account fee is taken from your Reward account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).

10.4 You can earn points (known as "Rewards") by using your account. For details of how you can earn Rewards see the 'MyRewards Terms'.

10.5 Overdraft Control is not available on Reward.

11 REWARD SILVER

11.1 Reward Silver accounts are only available to individuals aged 18 or over.

11.2 A monthly fee is payable from your Reward Silver account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

11.3 The monthly account fee is taken from your Reward Silver account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).

11.4 You can earn points (known as "Rewards") by using your account. For details on how you can earn Rewards see the 'MyRewards Terms'.

11.5 You can use the benefits specified in 'Silver Benefit Terms' and 'Silver Travel Insurance Terms' provided that you are resident in the UK and meet any additional eligibility requirements.

11.6 If your Reward Silver account is closed, the benefits will no longer be available to you.

11.7 Overdraft Control is not available on Reward Silver.

11.8 If you open your Reward Silver account from 26 June 2017 onwards, you must log into our online banking or mobile banking service at least once every three calendar months.

12 REWARD PLATINUM

12.1 Reward Platinum accounts are only available to individuals aged 18 or over.

12.2 A monthly fee is payable from your Reward Platinum account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

12.3 The monthly account fee is taken from your Reward Platinum account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).

12.4 You can earn points (known as "Rewards") by using your account. For details on how you can earn Rewards see the 'MyRewards Terms'.

12.5 You can use the benefits specified in 'Platinum Benefit Terms' and 'Platinum Travel Insurance Terms' provided that you are resident in the UK and meet any additional eligibility requirements.

12.6 If your Reward Platinum account is closed, the benefits will no longer be available to you.

12.7 Overdraft Control is not available on Reward Platinum.

12.8 If you open your Reward Platinum account from 26 June 2017 onwards, you must log into our online banking or mobile banking service at least once every three calendar months.

13 REWARD BLACK

13.1 Reward Black accounts are only available to individuals aged 18 or over.

13.2 You must pay your salary (or equivalent) into your Reward Black account.

13.3 A monthly fee is payable from your Reward Black account. For details of the amount of the monthly account fee see our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

13.4 The monthly account fee is taken from your Reward Black account 21 days after the end of your charging period (or on the next business day if this is a Saturday, Sunday or bank holiday).

13.5 You can earn points (known as "Rewards") by using your account. For details on how you can earn Rewards see the 'MyRewards Terms'.

13.6 You can use the benefits specified in 'Black Account Benefit Terms' and 'Black Account Travel Insurance Terms' provided that you are resident in the UK and meet any additional eligibility requirements.

13.7 If your Reward Black account is closed, the benefits will no longer be available to you.

13.8 Overdraft Control is not available on Reward Black.

13.9 If you open your Reward Black account from 26 June 2017 onwards, you must log into our online banking or mobile banking service at least once every three calendar months.

14 FOUNDATION

- 14.1 Foundation accounts are only available to individuals aged 18 years or over who are not eligible for any other current account in our range due to their credit score.
 - 14.2 You can only have one Foundation account (this can be a sole account or a joint account).
 - 14.3 Arranged overdrafts are not available on Foundation.
 - 14.4 Cheque books are not available on Foundation.
 - 14.5 Overdraft Control is not available on Foundation.
 - 14.6 We can close your Foundation account immediately if:
 - (a) you used or attempted to use your account for illegal purposes;
 - (b) you were not entitled to open the account but you provided us with incorrect information when you applied for your account; or
 - (c) you behave in a threatening or violent manner towards our staff.
- We can close your Foundation account by giving you 60 days' notice if:
- (a) there has been no transaction in or out of your account for at least 24 months;
 - (b) you are no longer legally resident in the European Union;
 - (c) you have another current account in the UK which you opened after your Foundation account.

Personal & Private Current Account Fees & Interest Rates

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1 Introduction

This leaflet contains information about the amount of the charges and rates of interest that apply to your account.

All charges and rates shown are correct as at 26 June 2017 unless otherwise specified and are subject to variation.

To find out more about our current interest rates and charges, you can:

- phone our helpline – **0800 200 400**;
- customers with hearing and speech impairments can contact us by Minicom number – **0800 917 6161**;
- look on our website: **natwest.com**;
- ask any of our branch staff.

This leaflet is also available in Braille, large print and on audio cassette. Please ask at any branch for a copy of the leaflet entitled 'Our services for customers with disabilities'.

2 Monthly account fees

The following monthly account fees are payable if you have an account listed below. Your account includes access to all the features and benefits listed in the appropriate brochures and user guides. These also contain details of other fees and services.

Type of account	Monthly account fee
Reward	£2
Select Silver Account	£10
Reward Silver	£12
Select Platinum Account	£17
Reward Platinum	£19
Black Account	£27
Reward Black	£28

3 Interest we pay you

Any applicable interest is calculated on a daily basis and paid into your account once a month.

The annual rates of interest paid on credit balances are as follows:

- (a) Basic Account, Foundation, Tailored Account, Select Account, Reward, Select Silver Account, Reward Silver, Select Platinum Account, Reward Platinum, Black Account, Reward Black, Student Account and Graduate Account**

These accounts do not pay interest on credit balances.

(b) Adapt Account

Type of account	Gross Rate %	AER %
Adapt Account	1.00	1.00

4 Arranged overdraft interest

1. Tailored Account, Select Account, Reward, Select Silver Account, Reward Silver, Select Platinum Account, Reward Platinum, Black Account, Reward Black

If you have arranged an overdraft facility with us in advance and you use this facility within the thresholds shown below, you will not pay arranged overdraft interest. If the amount you overdraw under an arranged overdraft facility exceeds these thresholds, you will pay arranged overdraft interest at the rates shown in the tables below on the overdrawn balance – please note that, in these circumstances, arranged overdraft interest will be charged on your entire balance, including the amount below the interest free threshold.

Type of account	Interest free threshold
Black Account, Reward Black	£500
Select Platinum Account, Reward Platinum	£250
Select Account, Reward, Select Silver Account, Reward Silver	£10
Tailored Account	£0

Please note: if the overdraft facility you have agreed with us is less than or equal to the thresholds shown above and you exceed your arranged overdraft facility, you will pay arranged overdraft interest at the rates shown below on the entire arranged overdraft facility.

Type of account	Nominal Monthly rate %	Nominal Annual rate %	EAR %
Reward Black All amounts	1.16	13.96	14.89
Black Account All amounts	1.16	13.96	14.89
Reward Platinum All amounts	1.52	18.28	19.89
Select Platinum Account All amounts	1.52	18.28	19.89
Reward Silver All amounts	1.52	18.28	19.89
Select Silver Account All amounts	1.52	18.28	19.89
Reward All amounts	1.52	18.28	19.89
Select Account All amounts	1.52	18.28	19.89
Tailored Account All amounts	1.52	18.28	19.89

If you have a Tailored Account, you may have been informed that you pay arranged overdraft interest at a rate other than the rate shown above.

2. Student Account

All Student Account arranged overdrafts are interest free.

3. Graduate Account

Graduate Account arranged overdrafts are interest free if the overdraft limit does not exceed the thresholds set out below. If an overdraft is arranged with a limit which exceeds those thresholds, you will pay arranged overdraft interest on the amount of the overdrawn balance that exceeds the relevant threshold at a rate of 1.38% per month, which is equivalent to **17.81% EAR**.

Interest free thresholds	
Year 1	£2,000
Year 2	£1,000

5 Overdraft fees

Arranged overdrafts

Fee	Amount	Maximum
Arranged Overdraft Usage Fee	£6 when you use your arranged overdraft by more than your interest free threshold	One fee per charging period (£6)

Unarranged overdrafts

Up to 23rd July 2017, the following fees apply:

Fee	Amount	Maximum
Unarranged Overdraft Usage Fee	£6 per day for unarranged overdrafts of more than £10	15 fees per charging period (£90)
Unpaid Transaction Fee	£6 for each unpaid transaction	10 fees per charging period (£60)

From 24th July 2017, the following fees apply:

Fee	Amount	Maximum	
Unarranged Overdraft Usage Fee	£8 per day for unarranged overdrafts of more than £10	9 fees per charging period (£72)	The monthly cap on unarranged overdraft charges is £80
Unpaid Transaction Fee	£8 for each unpaid transaction	1 fee per charging period (£8)	

The table shown below highlights which fees may be charged on which accounts:

	Arranged Overdraft Usage Fee	Unarranged Overdraft Usage Fee	Unpaid Transaction Fee
Student Account	X	X	✓
Graduate Account	X	✓	✓
Basic Account	X	X	X
Foundation	X	X	X
Tailored Account	X	✓	✓
Select Account	✓	✓	✓
Reward	✓	✓	✓
Select Silver Account	✓	✓	✓
Reward Silver	✓	✓	✓
Select Platinum Account	✓	✓	✓
Reward Platinum	✓	✓	✓
Black Account	✓	✓	✓
Reward Black	✓	✓	✓

6 Debit card and ATM card charges

This section sets out our charges for the transaction types listed below. It does not reflect any charges which a third party might charge you (for example, commission rates or ATM fees).

Debit card charges

Transaction type	Charges
Sterling cash withdrawals from any UK cash machine (ATM)	No Charge
Sterling cash withdrawals from any NatWest branch in the UK, the Channel Islands, Isle of Man or Gibraltar	
Sterling cash withdrawals in the UK in any bank, travel agent, bureau de change or other outlet displaying the Visa logo	
Purchase of foreign currency or travellers cheques in the UK	
Foreign currency withdrawal from any cash machine (ATM) in the UK	We will charge a Foreign Cash Fee of 2% of the value of the transaction (minimum £2, maximum £5). We will also charge a Non-Sterling Transaction Fee of 2.75% of the value of the transaction.
Cash withdrawals or the purchase of currency or travellers cheques outside the UK	If you elect for the transaction to be converted into Sterling at the point of sale or withdrawal, we will not charge a Non-Sterling Transaction Fee, however the transaction handler may charge you a separate fee.
Purchases made outside the UK (for example, purchasing goods in a shop)	We will charge a Foreign Purchase Fee of 2.75% of the value of the transaction (minimum £1).
Purchases made anywhere in a foreign currency (for example, online/telephone purchases made in or outside the UK)	

ATM card charges

Transaction type	Charges
Sterling cash withdrawals from any UK cash machine (ATM)	No Charge
Sterling cash withdrawals from any NatWest branch in the UK, the Channel Islands, Isle of Man or Gibraltar	
Foreign currency withdrawal from any cash machine (ATM) in the UK	We will charge a Foreign Cash Fee of 2% of the value of the transaction (minimum £2, maximum £5). We will also charge a Non-Sterling Transaction Fee of 2.75% of the value of the transaction.
Cash withdrawals from any cash machine (ATM) outside the UK	If you elect for the transaction to be converted into Sterling at the point of withdrawal we will not charge a Non-Sterling Transaction Fee, however the transaction handler may charge you a separate fee.

Where a charge in the tables above is stated as a percentage, this is a percentage of the Sterling transaction amount.

Visa Payment Scheme Exchange Rate

Any transaction made in a foreign currency using your debit card or ATM card is converted by us into Sterling using the Visa Payment Scheme Exchange Rate. To see the up-to-date rates used for debit cards and ATM cards visit www.visaeurope.com and click on the **Cardholders** section.

7 Additional services and travel money

We don't believe in hidden charges. That's why we've put together this helpful guide to some of the most common additional services we provide.

Additional Services

Providing a balance or interest certificate	No Charge
Cashing a cheque issued on us	No Charge
Cashing a cheque issued on other banks	No Charge
Issuing a UK bank draft (Sterling) A special form of cheque that we can issue you which guarantees payment.	£20
Stopping a cheque When you wish to cancel a cheque that you have issued (we will not charge you for cancelling lost or stolen cheques).	£10
Special presentation of a cheque A cheque made payable to you can be specially presented by post to confirm quickly (generally the following day) that it will be paid.	£15
Charge for court orders/legal processes served on the Bank brought by a third party against a customer (Scotland only) For example, when a court order brought by a third party against you, forces us to freeze your account.	£25 (minimum)
Same day electronic transfer We can arrange same day electronic transfer of funds (CHAPS) between bank accounts in the UK.	£23 – between banks £21 – between our branches
Providing copies of paid cheques This also applies to providing details of paid cheques.	No Charge
Providing copies of statements When you require a copy of a previously issued statement.	£3 for each request
Replacing lost or damaged cards	No Charge
Return of dividend counterfoils When we are required to forward dividend counterfoils to you.	No Charge
Details of Visa Debit payments On your request, we can provide documentation of Visa Debit payments.	No Charge
Banker's reference When a third party requests our opinion on your financial status.	£10 for each request

Emergency Cash Service When we allow you to withdraw cash from an ATM after reporting your card lost or stolen.	No Charge
Personalised Card for Adapt Account	£5

Safe Custody

Annual Holding Charges (payable annually in arrears)	
Sealed envelopes	£25
Small boxes/parcels	£45
Large boxes/parcels	£65
Initial and subsequent re-deposit(s)	£10

Annual Holding Charges are applied in arrears so any withdrawal made prior to the anniversary of the deposit will incur a pro-rated amount of the annual charge. In addition, a £10 fee will be charged for initial deposits and any re-deposits following item inspection or temporary release. The charges detailed above are inclusive of VAT. Please note that we do not accept new items into Safe Custody. Items already held by us in Safe Custody will continue to be held.

Travel Money

Cashing travellers cheques in Sterling	0% commission
Cashing travellers cheques in foreign currency	0% commission
Buying foreign currency	0% commission
Cashing foreign currency	0% commission

Payment of charges

All charges are payable from the time the service is provided and are subject to review.

Other services

We also provide a number of other useful services, including stock exchange transactions and international services. For more details of these and any related charges, please ask at your local branch.

8 Plain speaking – glossary

Below, we explain some common terms used in this leaflet in plain English.

Annual Equivalent Rate (AER)

This is a notional rate used for interest bearing accounts which illustrates what the gross credit interest rate (excluding any bonus interest payable) would be if paid and compounded on an annual basis. It helps you to compare the effective rates of credit interest on different accounts.

Effective Annual Rate of Interest (EAR)

This is the real annual cost of an overdraft, stated as an annual rate, which takes into account how often arranged overdraft interest is charged to the account. All other charges, such as arranged and unarranged overdraft fees, must be shown separately from the EAR.

Gross Rate

This means the interest rate you are paid without the deduction of income tax.

Monthly cap on unarranged overdraft charges

1. Each current account will set a monthly maximum charge for:
 - (a) going overdrawn when you have not arranged an overdraft; or
 - (b) going over/past your arranged overdraft limit (if you have one).
2. This cap covers any:
 - (a) interest and fees for going over/past your arranged overdraft limit;
 - (b) fees for each payment your bank allows despite lack of funds; and
 - (c) fees for each payment your bank refuses due to lack of funds.

Nominal Rate

The rate charged excluding compounding of arranged overdraft interest and other charges associated with a borrowing, e.g. security fees.

p.a.

per annum (per year).

Helping you get
the most from your
Personal & Private
NatWest Current Account

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Welcome to your new account

This guide will help you get up and running as quickly as possible. It takes you through day-to-day transactions and gives you advice on how to manage your new account and we explain clearly the policies and procedures which we follow. You may also be interested in a booklet produced by the Financial Conduct Authority and Prudential Regulation Authority (FCA and PRA) 'Just the facts about your bank account', which is available at any branch or by contacting the FCA and PRA.

If you're moving your account from another bank or building society, we guarantee to switch your account in 7 working days with The Current Account Switch Service. We'll:

- transfer all your regular payments (e.g. Direct Debits, Standing Orders and Bill Payments).
- redirect any payments into or out of your old account to your NatWest account.
- keep you up to date on how things are going, with texts and emails.

Visit natwest.com/switch to find out more.

We'll contact you over the coming weeks to check everything is running smoothly.

If you have a question in the meantime, just ask in-branch or by phone.

We'll be happy to help.

Different ways to bank

With your account, you decide – how, where and when to do your banking. Stick to your favourite methods, or use all four, the choice is yours.

In-branch

Do your banking over the counter or use our cash machines. Many of our branches also offer a quick deposit facility, enabling you to pay in cash or cheques in a matter of minutes. An increasing number of our branches also have extended opening hours and are open on a Saturday. Please check with your branch for details.

Telephone Banking

Enjoy access to your account day and night, all year round with our telephone banking service. Obtain balance and transfer information, make instant transfers between your NatWest accounts, pay bills and set up or amend standing orders. Please note standing orders, Direct Debits, overdraft and cheque facilities are not available on all accounts. Please check your account terms for further details. To register, call 0800 881177. Once registered, call 0345 788 8444. Customers with hearing and speech impairments can contact us by Minicom number 0800 515 152.

Online Banking

With our online banking service you can manage your money, whenever and wherever you like, with NatWest Online Banking. To sign up for Online Banking you need to have a NatWest account and be aged 11 or over. Register at natwest.com.

Please note that system updates may mean that Online Banking is unavailable for short periods in the early hours of the morning.

Mobile Banking – Download our free app

With Mobile Banking you can do your banking on the move. Wherever your mobile has signal, you can bank. But that's not all. With Mobile Payments, you can send money to people when you need to after you have set up the payee and made the first payment via Online Banking. You can even look back through 7 years' worth of statements and transactions. Plus set-up balance alerts to make sure you stay on top of things. The app is available to NatWest personal current account customers with debit card, Online Banking and a UK mobile number starting 07 on iPhone, iPad, Android, BlackBerry and Windows smartphones.

To find out more, visit natwest.com/mobile or downloading the app directly to your handset, just search NatWest in your app store.

Standard data download charges may apply. Contact your network operator for details.

Post Office Services

You are able to deposit cash and cheques, withdraw cash and make balance enquiries free of charge over the counter at most UK Post Office Branches.

You can withdraw up to a maximum of £500 per day (or to the value of your card limit, whichever is lower) using your account debit card (subject to available funds).

Keeping you up-to-date

We like to keep you informed of our products and services – existing, new or improved. But if, for any reason, you would prefer not to receive this information, just tell us and we'll remove your details from our mailing list. Please note, if you have a packaged account, even though you may have opted out of marketing, we shall keep you informed of preferential offers and additional benefits that are directly associated with the account.

Remember we're here to help with all your banking queries, to give you the best advice possible, and to reduce opportunities for fraud, so if your contact details change – for example, because you move house – please contact your branch who'll update your records. Please note for some accounts, the account is only operable via online or telephone banking. You will be advised of this prior to opening the account.

There are a number of ways you can pay money in, depending on what kind of account you've opened

Paying money in

Cash and cheques

Cash paid in at any of our branches will be available to withdraw there and then. The normal timescales for clearing a cheque are reckoned in business days from the day the money is added to your balance (or taken off your overdraft). This day is known as 'transaction day' or 'T'.

If a Sterling cheque issued by a UK bank is paid into your account by 3.30pm on a business day at one of our branches, then as a general rule, 'T' will be the same day.

For example, if T is a Monday, then:

- By Wednesday (T+2), if your account is eligible for credit interest we will start paying interest on the amount of the cheque (or stop charging overdraft interest if your account is overdrawn).
- By Friday (T+4), you will be able to withdraw the money if your account is in credit.

You will normally be able to withdraw funds earlier than this at our discretion.

We will not tell you when we exercise our discretion in this way. You can, however, check your available balance via online banking, at the cash machine or by asking in branch.

Please note that:

In cases where the cheque is not paid in at one of our branches (e.g. because it is paid in at a different bank or sent to us by post), it will take longer for the money to be added to your balance (or taken off your overdraft). Please ask at your branch for details. Once the money has been added to your balance (or taken off your overdraft), the position will be the same as stated above. Longer timescales apply where the cheque is not in Sterling, or is not issued by a UK bank.

Cheques made out to one party can be paid into a single named or joint account, but a cheque made out to joint parties cannot be paid into a sole account.

There are some cases in which, for legal reasons, or as a result of circumstances beyond our control, the payment of a cheque into your account may be prevented or may take longer than the timescales mentioned above. This may affect the day on which the money is added to your balance; the day on which we will start paying interest on the cheque if your account is eligible for credit interest (or stop charging overdraft interest if your account is overdrawn); and/or the day on which you will be able to withdraw the money if your account is in credit. Consequently, you should not rely on the above timings and check in branch, online or at a cash machine to ensure funds have cleared to your account.

When a cheque is returned unpaid

Sometimes a cheque which has been added to the balance on your account is later returned unpaid.

If a Sterling cheque issued by a UK bank is returned unpaid after it has been paid into your account, we can deduct the amount of the cheque from your balance (or add it onto your overdraft) at any time before the end of the sixth business day after the 'transaction day' or 'T'. As explained above, T is the day on which the money is added to your balance (or taken off your overdraft). In other words, you will not be sure that the money is yours until the end of T+6.

For example, if the money is added to your balance on a Monday (T), the point at which you can be sure the money is yours (the end of T+6) will be the end of the Tuesday of the following week (or the end of the Wednesday of that week if the Monday is a bank holiday). If, before then, the cheque is returned unpaid we will deduct the amount of the cheque from your balance – even if we have already allowed you to withdraw the money. If this means that an unarranged overdraft arises on your account, you will have to pay fees as explained in the fees leaflet 'Personal & Private Current Account Fees & Interest Rates'.

However, if the cheque is not returned unpaid until after the end of T+6, we will not deduct money from your account (or add it onto your overdraft) unless: (a) you give your consent; or (b) you were knowingly involved in a fraud concerning the cheque.

As before, longer timescales apply where the cheque is not in Sterling, or is not issued by a UK bank.

Out of date cheques

Banks reserve the right not to pay a cheque which is over six months old. A cheque older than six months is no longer valid and you may not be able to pay it in. You should refer back to the person who issued the cheque and ask for a replacement if you still need it. If you have issued a cheque to a third party and it has not been cashed within six months, you should speak to us to get it stopped if you don't want it paid.

Faster confirmation of payment

We can specially present a cheque to the bank or building society it was drawn on to obtain early confirmation (usually the next business day) that it will be paid. You may not receive the funds any earlier than normal, but you will have confirmation that the cheque will not be returned unpaid. If you use this service, we will charge a fee. For details, please read the fees leaflet 'Personal & Private Current Account Fees & Interest Rates'.

Salaries, pensions and benefits

Regular income can be paid directly into your current account. Just give your employer, pension provider or benefits agency your current account details i.e. sort code and account number, and they will take care of the rest.

Please contact your branch if you would like further information on any of the above.

Taking money out of your account is straightforward – you can do it by withdrawing cash, by using your debit card or by cheque

Taking money out

Debit cards

The services available with your card depend upon the logo it displays.

If your account comes with a card with a **Visa Debit** logo, you can use it to:

- pay for goods and services at UK retail outlets where the retailer displays the Visa logo;
- use the cashback service where available when making purchases in the UK;
- withdraw money from any cash machine in the UK and over 1 million cash machines worldwide which display the Visa logo; and
- withdraw money in branch from banks at home and abroad.

There may be a charge for using this service, as detailed in our leaflet 'Personal & Private Current Account Fees & Interest Rates'.

Making purchases and withdrawing cash abroad

With your Visa Debit card, you have a safe, easy and convenient way of withdrawing cash and paying for goods and services when you're abroad. In fact, you can use your card at shops, hotels, restaurants and other outlets all over the world, from New Zealand to New York, like you do here at home – just look out for the logo shown on your card.

Charges apply when using your debit or credit card abroad. For full details, please refer to the fees leaflet which applies to your account.

Cash Machine

You can use your card to withdraw money and:

- request a balance or mini-statement;
- change your PIN;
- top-up your pre-pay mobile phone.

What to do if you forget your PIN

If you enter your PIN incorrectly three times in a row at a cash machine, you will need to ask your branch or call 0800 88 11 77 if enrolled to Telephone Banking to send you a re-advice of PIN in order to remind you and make the card available for use again in cash machines.

If you enter your PIN incorrectly three times in a row at a retailer's Chip and PIN keypad, it will be 'locked' automatically. If you subsequently remember your PIN you can 'unlock' it at any NatWest or Royal Bank of Scotland cash machine in the UK by selecting Account Services and then Unlock PIN. The cash machine will then confirm that your card is ready to use again. If you cannot remember your PIN, you'll need to contact your local branch and ask for your PIN to be re-issued. Once your PIN has been re-issued, you can 'unlock' it as above.

Chip and PIN

Where required, an alternative to Chip and PIN is available. Please ask in branch for more details.

Taking care of your card

If your card is worn or damaged it is unlikely to work properly, so keep it away from magnetic sources such as security devices, hi-fi speakers, microwaves and X-ray equipment. Even handbags with magnetic clasps can cause damage. If your card has become damaged, please let your branch know and they will order a replacement for you.

Paying by cheque

If your account comes with a cheque book, you can use cheques to:

- send money to people;
- pay bills by post;
- pay for goods and services.

Please note standing orders, Direct Debits, overdraft and cheque facilities are not available on all accounts. Please check your terms for further details. A cheque book will be re-issued on request.

Stopping a cheque

Should you ever need to stop a cheque, contact us immediately, either at your branch or,

if registered, by calling our telephone banking service, with details of:

- your account number;
- the cheque number;
- the amount of the cheque;
- who you made it payable to; and
- the date on the cheque.

Unless the cheque has been lost or stolen, we will make a charge when you use this service.

For details, please read 'Personal & Private Current Account Fees & Interest Rates'. If the cheque has already been cashed we will be unable to stop it.

Where monies are paid into your account under the Faster Payments Scheme on a weekend or bank holiday, it will be added to your account balance for interest purposes on the next business day. Please see the section headed 'Interest' on page 48 for more details.

In addition to paying by cash, cheque and debit card, there are a number of other ways you can make payments

Direct Debit

Direct Debit is a convenient way to pay regular bills. Once set up, the amount is automatically collected from your account, saving you time and hassle. Some companies even offer discounts for paying this way.

You will now even be able to accept Euro Direct Debits on your account. (For example, this new service means you can pay your Spanish holiday home electricity bill payment in Sterling direct from your UK account.) Further information about the new European Direct Debits will be available via your branch.

It's easy to:

- set up a Direct Debit by filling in the form supplied by the company you wish to pay;
- cancel a Direct Debit by telling us in writing, or if registered, by using our online and telephone banking services. Please note that we are only able to cancel a Direct Debit if you tell us before we are committed to make the payment. When cancelling a Direct Debit, you should also tell the recipient.

For Direct Debits in Sterling, our UK Direct Debit Guarantee protects you against unauthorised Direct Debits being taken from your account in error, whether by a company or organisation, or by ourselves. For example, if:

- too much is taken;
- it is taken too early;
- it is taken after you have cancelled;
- you have not been given enough notice of a change to a Direct Debit amount or date.

If you think an amount has been wrongly taken from your account under a Direct Debit, tell us straight away and if it is an error, we will give you a full refund.

Standing orders

With a standing order you can instruct us to pay a regular amount out of your account to a person or organisation. It's easy to:

- set up a standing order by filling in a form at a branch or, if you are registered, by using our online and telephone banking services;
- cancel or change a standing order by telling us in writing or, if registered, by using our online and telephone banking services – a standing order can be amended up to 6.30pm the day before the payment is due to be made, but please note that we are only able to cancel a standing order if you tell us before we are committed to make the payment.

Please note standing orders, Direct Debits, overdraft and cheque facilities are not available on all accounts. Please check your account terms for further details.

Recurring Payments

If your account comes with a card with a Visa Debit logo you can use it to set up regular payments for bills and services, for example magazine subscriptions or memberships using the repeat payment functionality.

Electronic transfer

You can transfer funds out of your account to other people by electronic funds transfer. If you do, you need to ensure that you give us all of the correct details of the person you are paying the money to – such as the sort code and the account number. If you give us the wrong details, the money might end up going to someone else and you may not be able to recover it.

Clearance of standing orders and Online and Telephone Banking payments

The introduction of the Faster Payments Service in May 2008 means that standing orders and Online and Telephone Banking payments between accounts at banks which are in the system will normally be received almost immediately (but may sometimes take up to two hours), providing the payment amount is within the Faster Payments limits. Payments between banks which are not in the scheme or outside the set limits cannot be progressed. You can also set up and make Faster Payments in-branch as long as you have a debit card. Standing orders and payments made between accounts in NatWest are also immediate.

When you set up an Online or Telephone Banking payment you will be advised if the payment can be made under the Faster Payments Service. If the other bank is not part of the scheme the payment cannot be made via this method. Payments set up in branch can only be processed through the Faster Payments Scheme. For higher value payments you will still need to use CHAPS, for which the normal charge will apply. We may carry out extra identity checks when you are making larger payments or withdrawing large amounts of cash from your account.

Where monies are paid into your account under the Faster Payments Scheme on a weekend or bank holiday, it will be added to your account balance for interest purposes on the next business day. Please see the section headed 'Interest' on page 48 for more details.

Please note standing orders, Direct Debits, overdraft and cheque facilities are not available on all accounts. Please check your terms for further details.

Managing your money

We believe that giving you helpful, upfront advice is part and parcel of giving you great service. That's why we've put together these simple but effective tips on managing your money.

Keeping in control

You can avoid fees and charges by making sure that you have enough money available or a sufficient arranged overdraft facility to cover withdrawals and other payments from your account. If you think a withdrawal or other payment may create an unarranged overdraft or exceed your arranged overdraft limit contact us immediately before (or after) making the withdrawal or other payment and we will take all your circumstances into consideration in finding the best solution to suit your needs. On most of our accounts, we do not make a separate charge for everyday transactions when your account is in credit. There are, however, some cases in which you may be charged. These include cases in which you have an unarranged overdraft or we are unable to make a payment which you have instructed us to make. Our leaflet 'Personal & Private Current Account Fees & Interest Rates' gives details of the fees we charge in these circumstances. The leaflet also gives details of the fees we charge for our more common specialist services. If you are a new customer, we will give you this leaflet when you open the account.

We will tell you about the charges you will have to pay if you have an unarranged overdraft, and about any charges for unpaid transaction, in the following ways:

- before we take the payment from your account, we will tell you how much we will take, when and what it is for;
- the total amount we take will then be shown again on your next statement.

What fees do we charge?

We know our customers can sometimes be worried or confused by fees. Please see 'Personal & Private Current Account Fees & Interest Rates' for details of the fees we charge and an explanation of the pricing structure we use for our current accounts.

Reading your statement/e-statement

You will receive a regular statement or e-statement, itemising all payments in and withdrawals from your account. Always check your statement and contact us immediately if you see anything unusual. If you are already registered for online banking you can opt to receive e-statements by logging in and clicking on "statements" and then selecting "start or stop receiving bank statements by post". If you choose to switch off paper statements you will be sent an email to advise you that your statement and any advanced notice we have to give you because we are going to deduct any fees, charges or debit interest from your account are ready to view. If you are not already registered for online banking, just go to [natwest.com/onlinebanking](https://www.natwest.com/onlinebanking) and follow the on-screen instructions.

Checking your current account balance

Use your debit card to request a balance or mini-statement at any of our cash machines – or, if you are registered, use our online and telephone banking services.

Managing your money, some points to note

Keeping you up-to-date

It is important that you're aware of your balance and how available funds are affected by overnight and real time transactions. The amount of funds you can withdraw during the week, in the evening and overnight, at weekends and on bank holidays (referred to as available funds) will take account of standing orders, Direct Debits, debit card transactions, forward dated payments and salary payments due on the next business day.

Please remember that some instructions for payments to be made from your account (including payments by cheque, Direct Debit and some standing orders) are processed during the night before the payment is due. To be sure that a payment can be made, you should ensure that you have sufficient available funds in your account by 14:30 on the business day the payment is due to be made. For example, if a Direct Debit is due to be paid on a Monday, you should make sure that you have sufficient available funds by 14:30 on the Monday. You will need to ensure that you allow enough time for the funds to be processed into your account.

If you fail to make a payment to us when it's due

If you fail to make a payment to us when it's due, we may use a credit balance on any other account in your name with us to pay or reduce any debt which you owe to us. A joint account credit balance can only be used to pay or reduce a debt in joint names. This is called "exercising set-off".

Arranged Overdrafts

If money gets tight, and you need access to extra funds, contact us immediately and we may be able to offer you an arranged overdraft on a current account.

Arranging an overdraft limit with us in advance could cost you less in charges than going into an unarranged overdraft

Unless stated otherwise in the Account Specific Terms for your account, arranged overdraft facilities are available, on request, if you are aged 18 or over and you satisfy our criteria.

The personal overdraft is a flexible and convenient addition to your current account that allows you to go overdrawn up to an arranged limit as and when you need to. You simply use your account in the usual way.

- You can request us to increase or decrease your limit.
- You pay monthly Arranged Overdrafts interest on what you borrow (when within your agreed limit).
- You will also pay an Arranged Overdraft Usage Fee for every monthly charging period that you use your arranged overdraft by more than your interest free threshold.
- We will normally agree an overdraft without a review date, so you can use the facility without having to worry. If we do agree a limit with a review date, we will tell you.

You can apply for an overdraft limit with us, based on your salary and account history, for any amount up to £25,000. We may, at our discretion, change the overdraft limit on your account by notifying you personally.

Where the application for an overdraft is made via the internet, the maximum overdraft amount for all current accounts is £7,500.

Unarranged Overdrafts and Unpaid Transactions

Occasionally, you may find that you need to make a withdrawal or other payment that cannot be met from the money in your account or (if you have an arranged overdraft) will take you over your overdraft limit. If you find yourself in this position, contact us to discuss your borrowing options.

When you issue instructions for a withdrawal or payment to be made from your account, we decide whether your instructions would result in an unarranged overdraft by looking at the available funds in your account, i.e. the cleared balance in your account, plus any unused arranged overdraft facility.

We give details below of the fees which apply in cases where we are instructed to make a payment which, if made, would give rise to or increase an unarranged overdraft. For full details, please refer to our leaflet, 'NatWest Personal & Private Current Account Terms' and the fees leaflet 'Personal & Private Current Account Fees & Interest Rates'. We recommend that you read those leaflets carefully.

An **Unarranged Overdraft Usage Fee** of £8 is charged daily if you use an unarranged overdraft. An unarranged overdraft is created when your account becomes overdrawn without prior arrangement or any arranged overdraft limit is exceeded. The Unarranged Overdraft Usage Fee will only be charged if your unarranged overdraft is over £10 at close of business on the day a transaction is paid or taken from your account (and on each subsequent day that your unarranged overdraft remains over £10).

An **Unpaid Transaction Fee** of £8 is charged for each item that we return unpaid. An item (e.g. a Direct Debit) will be returned if the payment cannot be met from funds in your account or any unused arranged overdraft facility and we decide in our discretion not to make the payment.

We do not charge interest on unarranged overdrafts.

The monthly cap on unarranged overdraft charges is £80.

A few questions and answers about our fees

How do we decide whether to charge you an Unarranged Overdraft Usage Fee and/or an Unpaid Transaction Fee?

When you instruct us to make a withdrawal or payment from your account, we decide whether your request would result in an unarranged overdraft by looking at the available funds in your account (i.e. the cleared balance in your account, plus any unused arranged overdraft).

In most cases we will consider your financial circumstances and then decide whether or not to accept your request. However, there are some situations where we will always accept your request for an unarranged overdraft – namely if you:

- have made a payment where it is not possible to check that there is enough money in your account (e.g. if you use your debit card on a train or use a contactless card); or
- have any NatWest fees or charges due on your account (e.g. a monthly account fee).

If we accept your request (e.g. to pay a Direct Debit for a utility bill) and an unarranged overdraft of over £10 is created, we will charge you an Unarranged Overdraft Usage Fee of £8.

If, on the other hand, we reject your request for an unarranged overdraft, we will charge you an Unpaid Transaction Fee of £8.

When do we charge both an Unarranged Overdraft Usage Fee and an Unpaid Transaction Fee?

It is possible for you to incur both an Unarranged Overdraft Usage Fee and an Unpaid Transaction Fee on the same day as a result of two separate transactions.

Do we charge Unarranged Overdraft Usage Fees over the weekend and bank holidays?

Unarranged Overdraft Usage Fees are charged for all consecutive periods of non-working days (weekends and/or bank holidays) if the unarranged overdraft is over £10 and is not cleared by close of business on the next working day.

How much notice do we give you before we take these fees?

We will always give you at least 14 days' notice of how much we are going to take from your account and when.

Act Now Alerts

Our Act Now Alerts can help you stay in control and reduce or even avoid fees for unarranged overdraft usage and unpaid transactions. These texts or emails specify the time by which you should have cleared funds in your account to cover all payments and/or to bring your account back into credit or within any arranged overdraft limit. You can register for Act Now Alerts at any NatWest branch and via online banking at [natwest.com](https://www.natwest.com).

Charging Scenarios

Overdrafts and bank charges

If you use the current accounts listed in the table overleaf to make payments when:

- you do not have enough money in your account and have not agreed a formal overdraft limit with us; or
 - the payment takes you over your arranged overdraft limit,
- you may have to pay charges as a result.

The table overleaf gives some examples of our charges for making payments from your account when you haven't enough money.

We developed these examples with the Office of Fair Trading and leading consumer groups to help you to think about how changing the way you use your account can affect the amount we may charge you.

These examples are meant to show how different actions can result in different charges. They are only examples so you shouldn't see them as actions you might take and charges you might have to pay.

We may not allow you to use your account in the ways shown overleaf. You should avoid going overdrawn wherever possible and you should contact us if you need help to manage your account.

We could add other charges and arranged overdraft interest to your account if you try to make payments when you do not have enough money. For details of all the charges and interest rates for these accounts, please refer to our leaflet: 'Personal & Private Current Account Fees & Interest Rates'.

Choose an example overleaf which shows how you might manage your current account. If you have recent bank statements, use these to help you choose. Once you have worked out reasons why you might be charged, it could help you to avoid charges in future.

Reasons that you might be charged	Black Account Select Platinum Account Tailored Account Select Account Select Silver Account Graduate Account Reward Black Account Reward Platinum Account Reward Account Reward Silver Account	Student Account
	Charge	Charge
1 We refuse a payment from your account because there is not enough money in your account.	£8	£8
2 A payment from your account takes you into an unarranged overdraft by less than £10. You are overdrawn for one day during the month.	£0	£0
3 A payment from your account takes you into an unarranged overdraft and you make another payment from the account while you are overdrawn. You are overdrawn for two days in a row during the month.	£16	£0
4 A payment from your account takes you into an unarranged overdraft, and you make nine more payments from the account while you are overdrawn. You are overdrawn for 10 days in a row during the month.	£72	£0
5 A payment from your account takes you into an unarranged overdraft. You are overdrawn for one day. However, on three more occasions during the month, a payment takes you into an unarranged overdraft. On each of these occasions you are overdrawn for three days in a row.	£72	£0
6 A payment from your account takes you into an unarranged overdraft. You are overdrawn for 21 days in a row during the month and you make 12 more payments from the account while you are overdrawn.	£72	£0

For further information about the underlying transactions used to calculate these scenarios, please visit: consumerdirect.gov.uk/before_you_buy/money_and_credit/Currentaccounts/shoparound/
Please note that we do not charge interest on unarranged overdrafts. Nor do we charge arranged overdraft interest on any part of an arranged overdraft which represents an Unpaid Transaction Fee or Unarranged Overdraft Usage Fee.

Interest

We will always tell you the current interest rate when you open an account, take out a loan, arrange an overdraft or apply for a credit card. Your branch will always be able to tell you the latest rates which apply to your account or to any other account that might be more suitable for you.

When you have money in your account (depending upon which account you hold), you may be eligible to earn interest on it. If you are eligible for interest, we will work out the interest due on the cleared amount in your account at the close of business every business day. Over weekends and bank holidays, the balance eligible to earn interest is the balance calculated at the close of business on the preceding business day. For example, over a normal weekend, interest will be calculated for Friday, Saturday and Sunday based on the amount actually in your account at close of business on Friday.

Interest on current accounts is normally paid into your account once a month, usually the day after we send your statement to you. The main exceptions to this are detailed in our 'Personal & Private Current Account Fees & Interest Rates' leaflet.

You will usually pay arranged overdraft interest if you borrow money through an arranged overdraft.

The interest rates we apply will depend on the type of account you have.

Changes to Interest Rates

When we alter our interest rates, we will either notify you personally or, in certain cases, we may notify you by press advertisements within three of the following daily national newspapers:

The Times	The Financial Times
The Independent	The Guardian
The Daily Telegraph	Daily Mail
Daily Express	

If we notify you by press advertisements, we will also advertise the changes on our website **natwest.com** and, where the alteration applies to branch based accounts, by branch notices.

For more information on when we may change interest rates in this way, please see General Term 11 (Changes to credit interest rates and exchange rates) in our leaflet 'NatWest Personal & Private Current Account Terms'.

Unless otherwise specified, interest rates and tiers are correct as at 26 June 2017 and are subject to variation.

Changes to account terms and charges

Occasionally, we may change the terms and charges relating to your account. If we do so, we will tell you as described in 'NatWest Personal & Private Current Account Terms'. If we make a change to the terms which is not to your advantage or if we introduce or increase a charge, we will always tell you personally at least 60 days beforehand and we'll ignore any notice period for 60 days from the date we first notify you – enabling you to change or close your account without charge or loss of interest.

Important information for joint account holders

With an 'either to sign' mandate on a joint account, each account holder:

- has full access to the available funds or arranged overdraft facility without requiring the other account holder(s) to give any further consent to that access;
- can make the joint account go into an unarranged overdrawn position because we pay cheques or other payments authorised only by that account holder, even though there is no arranged overdraft or the borrowing is in excess of an arranged limit;
- is responsible separately, as well as together, for the whole debt on the joint account even though the other account holder may have signed the cheques or given us instructions to make payments from the account.

In relation to the procedures we require to have in place where arranged overdrafts are agreed for joint accounts, new legislation required us to make changes for personal joint overdrafts with these changes to be in place no later than 1 February 2011. The changes mean we require to provide some information about the overdraft before an arranged facility is agreed. This information is called 'pre-contract information'.

Joint account holders can give permission for us to give the pre-contract information about an arranged overdraft to only one account holder. This is consistent with how an 'either or any one to sign' joint account mandate operates. If we do not receive this permission, it will mean that if one account holder phones, goes online, or visits a branch to ask for an overdraft, we will not be able to grant this until we have given the pre-contract information to the other account holder or holders (if there are more than two).

Statements of account for joint accounts can be sent to only one of you or addressed to both of you or separate statements can be sent to each of you if you live at different addresses. The joint account application form includes instructions covering these options.

What happens if a party to a joint account dies?

The balance on your joint account usually passes automatically to the remaining joint account holder(s). The name of the deceased party is removed and the remaining party(ies) can continue to operate the account normally. If there is an overdraft on the joint account, when one of you dies, we may insist that the borrowing is paid from the other parties' assets and that the account is closed.

When can the Bank ‘freeze’ your joint account?

We may ‘freeze’ your account if we have a valid reason for doing so. We set out below some examples of cases in which we may find it necessary to do this:

- When we receive a request to convert the joint account into a sole account and we do not have your joint agreement as to how the money in the joint account is to be divided between you.
If the joint account is overdrawn, the bank may decide not to let you convert it to a sole account unless you both remain responsible for the debt.
- Following notification of bankruptcy of the joint account holders. We will have to return cheques drawn on the account, even if the account is in credit.
- Where we know of a dispute between the account holders. You should tell us immediately if you are unhappy about the way your partner is using the account, or are worried about how it may be used in future.
- If the relationship between the account holders has ended, e.g. divorce, all account holders must contact us to arrange for the joint account to be closed and new sole accounts to be opened. We will need you to give us joint instructions about how to handle existing standing orders or Direct Debits and how the money in the account is to be split between you. We will need you to confirm your arrangements for repayment of any borrowing with us. Until you cancel the joint account instructions, all parties will continue to be liable for new payments and any overdraft and charges that result.

Financial difficulties

If you have financial problems, come and talk to us, and we will try to help you solve them. Depending on your circumstances, we could set regular or fixed repayments for debts, or we could reduce or suspend your repayments for a certain period. If you have a more serious debt problem, we will work with you and put you in touch with organisations that offer independent financial advice. In certain circumstances, we may ask you to return either your cheque book, debit card, credit or charge cards, or in some cases all of them. We do this to help make sure that any problems do not get worse. As long as there is money in your account, we will usually be happy to allow you to use a debit card to withdraw the money from cash machines. The sooner you come to us, the more likely it is that we will be able to help.

Please note:

At NatWest, we aim to be responsible lenders. This means we will work with you to decide how much you can afford to borrow and which is the most appropriate repayment programme. We stress the need for careful budgeting.

We try never to offer credit to you unless we have good reason to think you can make the necessary repayments. If we offer you an arranged overdraft, or arrange an increase in your existing arranged overdraft limit, we will only demand repayment if we have a valid reason for doing so and we give you at least 30 days’ personal notice. In certain cases, our notice may take effect immediately, for example, where we reasonably believe that you may have difficulty meeting your commitments.

If we are not able to help you, we will explain the reasons why in writing, if you ask us to. We do not offer credit to people under 18. Security may be required in support of loans and overdrafts.

Whether you use your account a lot, a little or share access with a joint account holder, it's important to protect your money from theft or fraud

Protecting your account

You can help to protect your account by following these simple guidelines:

Looking after your financial details

Criminals can use personal information about you fraudulently. You should take great care when disposing of documents which contain your personal or financial details. These items may include bank statements, benefits books, utility bills, blank cheques or card receipts. We recommend that any papers showing information about your financial affairs are effectively shredded.

Never provide your account or security details to any caller you do not recognise or have not expected. Always know who you are dealing with. If you have any doubts call them back on a phone number that you know to be genuine. We will never ask for your complete security details.

You must tell us immediately if you discover that your cheque book or card has been lost or stolen, or that someone else knows your PIN, password or other security information.

Identity checks and unusual transactions

At times, we may make extra identity checks when payments are made from your account and we may also need an extra period of notice if you are withdrawing a large amount of cash from your account. To make it easier to confirm your identity in branches, we have introduced Chip and PIN terminals. You may be asked to use your card and PIN to authenticate some transactions.

Our fraud detection systems also help us to identify any unusual transactions on your account. If anything looks out of the ordinary we may contact you by telephone. Please note, we will never ask you for your telephone or online banking security details, so please act with caution when receiving a call or email regarding your accounts.

Reporting a lost card and liability for loss

We have a 24-hour Card Loss Centre for you to report lost or stolen cards. The number is **0370 600 0459**. Customers with hearing and speech impairments can contact us by Minicom number **0800 404 6161**.

If your card is misused before you tell us that it has been lost or stolen, you will normally have to pay up to £50 towards any overdraft which is created or increased on your account. If you have acted dishonestly or carelessly, you may be responsible for all amounts spent or withdrawn.

Please bear in mind that this is only a short summary of your liability for loss. For full details, please look at our leaflet 'NatWest Personal & Private Current Account Terms'.

Cards, PINs and security information

- Ensure you take extra care to shield your number when entering your PIN at cash machines and shop keypads.
- If you have a debit card, keep it separate from your cheque book at all times.
- If you have a debit, credit and charge card, you may also have a Personal Identification Number (PIN), which you will need to use cash machines and to pay for goods and services.
 - Always learn the PIN or other security information we may send you and immediately destroy the slip giving you the information.
 - Do not keep a note of your PIN number where anyone else might recognise it. If you think that someone else knows your PIN, or other security information, you must tell your branch immediately and they will arrange for you to receive a new card and PIN.
 - For extra security, you can change your PIN to a number of your choice. You can do this at any time using a NatWest cash machine, which will tell you how to do this. Please choose your new PIN carefully so that other people cannot guess what it is.
 - Always keep your card receipts safely and shred these when they are no longer required.
 - Never allow anyone to use your card, PIN or other security information. If you do, we could hold you responsible for money taken from your account.
- When disposing of any card, please ensure the card is cut in half along the entire length of the magnetic strip. We recommend that the two sections are then cut into small pieces. Please ensure that the chip within the card is also cut in half.
- Be careful when using cash machines. Always be aware of individuals who may try to distract you when using the machine. Ensure that no-one can see you entering your PIN and make sure that you put your money away before leaving the machine.

Cheques

- When writing a cheque, it is always good practice to draw a line through any unused space, as this will prevent unauthorised people from adding extra numbers or names.
- Cheques should bear the date on which you write the cheque. If you post-date a cheque, there is a risk that we may pay the cheque prior to the date you have written on it. Therefore, we recommend that you do not post-date cheques.
- If you are sending a cheque through the post to a large organisation, for example HM Revenue & Customs or paying into a bank or building society account, we recommend you write clearly the name of the account (and/or reference number) you want the cheque paid into, for example 'HM Revenue & Customs account – J Jones'.

Online Banking

NatWest's online banking service is a simple, safe and convenient way to access and manage your accounts online. To ensure that you stay safe online we recommend these simple steps to protect you and your computer.

1. Never divulge your full online customer number, PIN and Password. Remember that we only ask for random characters, not the full online PIN or Password.
2. Never respond to any email that asks for confidential or personal security information. We will never send you such an email.
3. Ensure that there is up-to-date and functioning Anti-Virus and Firewall software on any computer you use for online banking. To find out more about anti-Virus and Firewall software, or how you can protect yourself from security and fraud threats, please visit our website at:
natwest.com/security
4. When shopping online, only make a payment via secure websites.
5. If at all possible, avoid disclosing sensitive information when using computers in public places/internet cafes. If this is not possible, take extra precautions.
6. Ensure you log off your secure personal account before leaving any public computer.

Please be aware that if you pass on your security details to an account aggregation service provider, you will be in breach of your terms and may be liable for any unauthorised transactions that occur on your account as a result. For full details, please look at our leaflet 'NatWest Personal & Private Current Account Terms'.

Are your personal details safe with us?

Confidentiality

At NatWest, we understand how important it is for you to know that we will keep your account details confidential. We will not pass on information about you to other companies or people outside The Royal Bank of Scotland Group of companies (the “Group”), of which we are a member, unless we have your permission to do so, or we are required or permitted to do so. For example:

- to follow legislation aimed at preventing money laundering;
- when we have to do so to follow an order of a court or other authority (such as the Serious Fraud Office);
- when we need to pass on information about you in order to prevent fraud or get back any money you owe us. Where you owe us money, we will try to give you at least 28 days’ notice, to allow you time to put matters right;
- when we provide information to other companies who provide a service to us or you.

We may exchange information about you and your dealings with any Group company with other companies in the Group. We may do this to:

- assess credit and insurance risks;
- prevent and detect fraud; and
- develop customer relationships, services and systems.

We will not exchange information about you with other companies in the Group for marketing purposes without your permission.

Data Protection

Under the Data Protection Act, you can request a copy of the information we hold about you. For details on how to go about this, and the fee that applies, contact your branch or refer to our leaflet ‘NatWest Personal & Private Current Account Terms’.

Credit reference agencies

We may make searches at credit reference agencies and will disclose information to them as set out in our leaflet ‘NatWest Personal & Private Current Account Terms’.

Banker’s reference, options and status enquiries

When making a long-term financial commitment such as a Rental or Hire Purchase Agreement, the other party may wish to know about your ability to make payments. One of the ways they can do this is by asking us for a reference. We would always ask for your written permission first, take care to answer generally and not disclose details of your account. We will charge you for this service. Similarly, you can request a reference on another person or organisation from their bank, but your request must include their written permission. It’s worth noting that this reference is no more than an opinion and is in no way a guarantee of your/their ability to make payments.

Customer Services

Your account has been designed with you in mind, which is why it's important that you talk to us – about where we're getting it right and just as importantly, where we could do better.

Our commitment to you

In each and every aspect of our service we are committed to:

- providing financial services which meet your needs;
- giving value for money;
- delivering the best possible service;
- resolving complaints speedily and without fuss.

Customer Service Review

We can help to make sure that your money is working as hard as possible, with a review that:

- is free and easy to organise at a time that suits you;
- helps you make the most of your money;
- either covers all our products or concentrates on one, depending on your needs. Give your branch a call to arrange an appointment. You can find the number of your branch on your statement or by visiting our website.

Moving your account

If you wish to transfer your current account to us we will tell you:

- how the process for transferring your account will work and where responsibility will lie for each step in the process;
- what information your old financial institution will pass to us;
- what features you will be offered with the new account so that you can compare your new account features with your old account;
- how long the transfer is likely to take.

If you choose to move your account to another bank or building society, we will co-operate with them and give them information about the regular payments from your account within three business days, so that the transfer is made as efficiently as possible. We will close your account without undue delay when you ask us to do so.

We will provide you with what you need to operate the account within 10 business days of approving your application.

Dormant Accounts

If you do not use your account for some time, we may make your account dormant to protect against fraud. From December 2011 The Royal Bank of Scotland Group has signed up to the Unclaimed Assets Scheme outlined by the Government. Under the terms of this scheme, all funds in accounts that have been dormant for more than 15 years will be transferred to the Government's Reclaim Fund to be used for the benefit of the community. You can access your money by contacting us directly or via the British Bankers' Association dormant account schemes at bba.org.uk

Branch Closures

If we plan to close, move or significantly reduce the opening hours of your branch, we will tell you at least 12 weeks beforehand. We will also tell you how we will continue to provide banking services to you, including your nearest branch and free cash machine services.

Account Closures

Occasionally, we stop providing certain types of account because we have developed others that provide a better service. If we have to close your account for this reason, we will let you know at least 60 days beforehand.

If we have to close your account for other operational reasons, we will write to inform you of the appropriate details.

Your feedback counts

Many of the features we have added over recent years are a direct result of customer feedback. If you have a suggestion to make, provide your feedback online at natwest.com via the “feedback” links. You may also receive a telephone call, asking what you think of our service.

If you need to complain

We always try to do everything we can to make sure you receive the best possible service. But we know that sometimes we don't always get things right the first time. If you're not completely happy about anything, we'd like to hear about it straight away, so we can try to put it right for you and improve our service.

We take complaints seriously. If you want to make a complaint – whatever it's about – we'll give it our full attention and we'll make sure it's dealt with by someone with the right knowledge and experience.

What to do

If you're not happy with any aspect of our service or products, you can choose how you tell us about it. Whichever way you contact us, we'll start investigating straight away.

In person

Visit any of our branches and talk to one of our team. You can find your nearest branch and its opening hours at natwest.com/branch

By phone

If you have a personal account with us, you can call us on **0800 151 0401**.

If you're a Private customer, please call your Private Banking Manager or **0333 202 3330**.

Customers with hearing and speech impairments can contact us by Minicom number **0800 027 1395**.

You can call anytime – we're open 24/7. When you call you'll need to have your account information or your telephone banking details handy. We may record your call.

Online

Visit natwest.com and click on the 'Contact us' link on the homepage. Click on 'Make a complaint' and you'll then be able to write to us using our online form.

In writing

Customer Relations Manager

NatWest

PO Box 594

Chatham

ME4 9DP

What we'll need to know

So that we can get to the bottom of your complaint straight away we need as much information as possible. To help us do this, please try to include the following information when you contact us.

- Your contact details, including any daytime phone numbers.
- Your account number and sort code.
- What your complaint is about.
- Any names or dates you've noted if you've already spoken to someone about this problem.
- Any losses you've suffered.
- What you'd like us to do to put things right.

What we'll do next

We'll do our best to resolve your complaint straight away. If we can't we'll keep you updated step-by-step.

Step 1

If we can't resolve your complaint within one week we'll contact you, so you know who is dealing with it.

Step 2

We'll keep you updated regularly, but if you have any questions you'll be able to contact the team dealing with your complaint directly.

Step 3

We'll aim to resolve your complaint within two weeks. If for some reason we can't resolve it in this time, we'll keep you regularly updated on our progress, until it's all sorted.

If you're not happy with our progress at any time, please call the team dealing with your complaint straight away.

The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation. They look to sort out complaints that consumers and financial businesses haven't been able to resolve between themselves.

If for some reason we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with the resolution you can refer your complaint to the Financial Ombudsman Service. If you receive a final response letter from us and you want to contact the Financial Ombudsman Service, you'll need to do this within six months of receiving our final response letter.

To find out more about the service visit **www.financial-ombudsman.org.uk**

You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Alternatively, you can phone them on **0800 023 4567**.

Additional extras

We have a number of other useful services available for which you can apply – from personal loans to mortgages.

Savings

Looking for a good return on your money? We have a range of savings accounts – from Individual Savings Accounts (ISAs), to instant access and fixed term accounts.

Credit cards

We offer a range of credit cards. Ask in branch for more details.

Loans

If you call into any one of our branches you will find leaflets and brochures on our range of loans. Please ask one of our Customer Advisers if you would like further information.

Mortgages

Whether you're looking to buy for the first time, move from one property to another, re-mortgage or simply want to switch mortgage provider, we have a selection of mortgages to choose from.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP YOUR REPAYMENTS ON YOUR MORTGAGE.

Insurance

When it comes to protecting the things you care about, NatWest offer a range of insurance products that may help:

- home insurance, including building and/or contents.

The above insurances are underwritten by U K Insurance Limited.

Travel money

Planning a trip away? You can order foreign currency by visiting a branch, ordering online at natwest.com/travel or by calling **0345 030 3107**. Customers with hearing and speech impairments can contact us by Minicom number **0800 404 6161**. If you order online you can choose whether to collect your order at a branch or have it delivered to your home.

We offer a comprehensive range of options – just ask in branch. If you are a Select Silver Account (monthly account fee of £10 applies), Select Platinum Account (monthly account fee of £16 applies) Reward Platinum (monthly account fee of £18 applies), Black Account (monthly account fee of £26 applies) or Reward Black (monthly account fee of £28 applies) customer then you benefit from preferential exchange rates when ordering through Membership Services, check the 'Useful Numbers' page at the back of this leaflet. To protect against fraud, there is a £2,500 limit in any 90 day period when you order travel money online or over the phone. There is no such limit if you place your order in-branch.

Emergency Cash

If your debit card is lost or stolen you can still get access to your money by using our 24-hour Emergency Cash service. Call us immediately on **0370 600 0459**. Customers with hearing and speech impairments can contact us by Minicom number **0800 404 6161**. You'll have to answer a few quick security questions and then we'll give you a code that will allow you to withdraw your money from any NatWest, Royal Bank of Scotland or Ulster Bank branded cash machine in the UK.

If you are an online or telephone banking customer you can withdraw up to £300. If you aren't you can still withdraw up to £60 to tide you over. These amounts are provided you have the money available in your account. As a minimum you must have £20 available in your account to use this service.

We will send you a replacement card within 24 hours of you reporting it missing.

Glossary

Below, we explain some of the most common terms, in plain English.

Account aggregation

An online service that allows consumers to consolidate and view on one webpage financial information from multiple products, across multiple financial institutions.

Annual Equivalent Rate (AER)

This is a notional rate used for interest bearing accounts which illustrates the gross credit interest rate (excluding any bonus interest payable) as if paid and compounded on an annual basis. It helps you to compare the effective rates of credit interest on different accounts.

Annual Percentage Rate (APR)

To help you make a meaningful comparison between the different interest rates on loans and other credit facilities, all lenders are obliged by law to use a standard method of calculating and displaying "APR". An APR is an interest rate that takes account of the full amount of interest on any money borrowed, the timing of repayments and any other charges which may be payable.

Base Rate

A rate of interest set by the Bank, which moves from time to time as the general level of interest rates move.

CHAPS

Same day electronic transfer of funds between bank accounts in the UK.

Clearing

Where your account is credited with a payment by cheque or electronic transfer, clearing is the process by which the bank, building society or other organisation which has been instructed to pay the cheque or make the electronic transfer confirms that the payment will be made. For more information about the normal timescales for clearing cheques and electronic transfers, see the section headed "Paying money in".

Credit card

A credit card – such as a Mastercard or Visa – allows you to buy now and pay later. When you receive monthly statements you can pay the monthly balance in full or part. You will normally be charged interest on what you owe – if you decide to repay the amount you owe in full by the payment due date shown on your statement, you may not have to pay any interest.

Credit reference

When you apply for a new bank account or loan, we may refer to a credit reference agency – a company licensed by the Financial Conduct Authority which holds information about an individual's financial background – to help us reach a lending decision. We will tell you in advance if we have to do this.

Credit Scoring

A system used by banks to help make lending decisions based on statistical analysis.

Drawer

The person who signs and issues a cheque.

Effective Annual Rate of Interest (EAR)

This is the real annual cost of an overdraft, stated as an annual rate, which takes into account how often arranged overdraft interest is charged to the account. All other charges, such as arranged and unarranged overdraft fees, must be shown separately from the EAR.

Loan agreement

A document detailing the Terms of a loan, issued each time we agree to provide a loan. It includes, among other things, the interest rate to be charged, the fees payable, the security required and the repayment arrangements.

PIN

Your Personal Identification Number (PIN) is unique to you and is needed to use cash machines or verify purchases at retailers.

Visa Debit

An international payment system which gives debit card holders access to goods and services at the point of sale where the Visa logo is displayed, access to cash at cash machines displaying the Visa logo and cash over the counter at banks at home and abroad which display the Visa logo.

Useful numbers

Customer Service Review: **0800 200 400**

Loans: **0800 200 400**

Minicom: **0800 404 6161**

Home insurance: **0800 051 5450**

Travel insurance: **0800 051 5401**

Minicom: **0800 051 3030**

Telephone banking Customer Advisers: **0345 788 8444**

To join telephone banking: **0800 88 11 77**

Lost/Stolen Bank Cards: **0370 600 0459**

(When phoning from abroad, call **+44 1268 500 813**)

Minicom: **0800 404 6161**

Credit cards: **0800 096 0220**

Minicom: **0800 028 5304**

Mortgages: **0800 068 8971**

Offset: **0800 068 8965**

Minicom: **0800 917 0789**

Silver Membership Services: **0345 601 5219**

Minicom: **03456 00 05 12**

Platinum Membership Services: **0345 609 0453**

Minicom: **03456 000 512**

Black Membership Services: **0345 601 7188**

Minicom: **03456 00 05 12**

Useful web addresses

natwest.com/onlinebanking – find out more, register or log-on to our Online Banking services.

If you need any help with online banking, answers to your questions can be found through our 'Got a question?' service, which can be found on the URL above or within Online Banking.

natwest.com/security – online security tips from our website.

banksafeonline.org.uk – website set up by the UK banking industry to help online banking users stay safe online.

natwest.com/personal – find out where your nearest branch is.

Braille, large print or audio format?

If you'd like this information in another format, call us on **03457 888 444** (Minicom 0800 404 6161)

The product(s) mentioned in this literature is/are covered by the Financial Services Compensation Scheme (FSCS).

The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations.

For further information about the compensation provided by the FSCS, refer to the FSCS website www.FSCS.org.uk

Our main business is banking and financial services. We will provide you with banking services in accordance with the terms which apply to your account. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are entered on the Financial Services Register and our registration number is 121878.

Calls may be recorded.

National Westminster Bank Plc,
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London EC2M 3UR
Registered Number: 929027, England and Wales

NWB 6770 26 June 2017