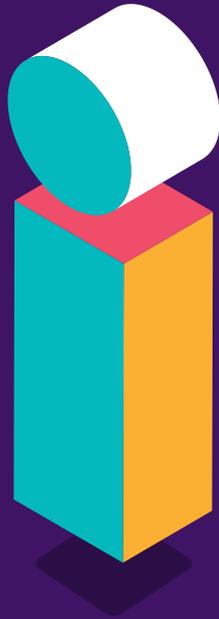


Overdraft control

Helping you avoid
unarranged overdrafts



NatWest

Overdraft control is a free service only available on the Select account. If you register, it could help you avoid unarranged overdrafts on your account.

How does overdraft control work?

When you have Overdraft Control, we'll stop payments if paying them would create or increase an unarranged overdraft on your account:

- Direct Debits and standing orders
- BACS and CHAPS payments
- Cheques
- Future dated payments arranged by telephone or online banking

Debit card

You'll get a debit card with overdraft control but it doesn't allow you to make some transactions such as contactless payments or payments on a plane regardless of your account balance – these are known as offline payments, where your bank is not contacted electronically and is unaware of the transaction.

What happens if you don't have overdraft control?

If there was a payment due on your account (like a Direct Debit) which would create or increase an unarranged overdraft, then we would use our discretion, taking into account your financial circumstances, when deciding whether or not to make the payment:

- **If we agreed to make the payment** which sent you into an unarranged overdraft, you'd normally have to pay an unarranged overdraft usage fee of £8 for each day there was an unarranged overdraft of greater than £10 on your account (maximum of 9 fees per monthly charging period)

- **If we rejected the payment**, you'd normally have to pay an unpaid transaction fee of £8 for each transaction we reject (maximum 1 fee per monthly charging period)

The monthly cap on unarranged overdraft charges is £80. For full details of these fees, please refer to 'NatWest Personal & Private Current Account Terms' and 'Personal & Private Current Account Fees & Interest Rates'.

Payments that overdraft control can't stop

Although overdraft control makes unarranged overdrafts less likely, it can't stop them altogether. And there are some transactions we'll continue to pay, such as:

- Payments using your debit card – where the retailer does not check with us that you have enough money in your account before accepting the payment
- Any fees or arranged overdraft interest – due on your NatWest account

Please think about these points before registering

- If you have Overdraft Control, we will reject payments even if they were to create an unarranged overdraft on your account of only £0.01. Important payments like your mortgage, rent or utility bills might not get paid. This could lead to your service being disrupted or the service provider applying fees for non payment
- We may cancel any standing order or Direct Debit on your account, if it is

rejected more than once by Overdraft Control and we think you're unlikely to be able to pay it in future

- Any payments you've asked us to make that have yet to be paid may be affected by you registering for Overdraft Control. Please think whether you've any outstanding payments, as they may not be paid once you have this service

How to register for Overdraft Control

 At your local branch

 By calling us on **0345 788 8444**. Customers with hearing and speech impairments can contact us by Minicom on **0800 404 6161**.

Lines are open Monday – Friday 8am-8pm, Saturday 9am-6pm, closed on Sundays and bank holidays. Calls may be recorded.

If you register before 6pm on a business day, Overdraft Control will take effect on the next business day.

You can register even if you have an arranged overdraft.

How to cancel Overdraft Control

You can cancel Overdraft Control at your local branch, or by contacting us on **0345 788 8444** (Minicom **0800 404 6161**).

If you cancel Overdraft Control before 6pm on a business day, the cancellation will take effect on the next business day.

If you cancel Overdraft Control, please think about whether you have any upcoming payments. Once it is cancelled, we'll use our discretion to decide whether or not to pay them.

Glossary

- **An arranged overdraft** – is a limit on your current account, agreed in advance between you and the bank, which allows you to keep spending up to this agreed limit
- **An unarranged overdraft** – is when an account becomes overdrawn without prior arrangement with us
- **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.
- **A business day** – is a day on which banks in the UK 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 on the next business day
- **Overdraft fees** – are charged according to your monthly charging period not calendar month. 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 yours by getting in touch

Braille, large print or audio format?

If you would like this information in braille,
large print or audio format please contact us on
03457 888 444 (Minicom 0800 404 6161)

Calls may be recorded.