

# Fees

A guide to  
personal account fees

We're committed to helping you get the most out of your account – which includes making you aware of the charges and rates of interest that apply to your account.

It is important that you read and retain this leaflet which forms an integral part of the documents and brochures in the following list that apply to your account:

- the account opening form or the conversion form for your account;
- Personal Banking – Terms and Conditions;
- Current accounts brochure;
- Advantage Cheque - Your Guide to Insurance benefits
- Our commitment to you.

All charges and rates shown are correct as at 1st October 2009 and may change. The interest rates shown in this leaflet have been rounded to two decimal places.

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

- phone our helpline – see page 11
- look on our website – [www.natwestinternational.com](http://www.natwestinternational.com)
- ask any of our branch staff

More help or advice

- If you would like more help and advice, please contact either your branch or your Relationship Manager.

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## Our service

Your NatWest current account offers a wide range of banking services. We are easy to contact with around 30 customer outlets in our island network, 24-hour Telephone Banking service, Online Banking and over 30,000 cash machines in the LiNK network which customers can use, free of charge.

We know you like to be kept informed of our fees and the following pages explain our charges and those services which are free.

## When you don't pay

As long as you stay in credit, we do not charge you anything for using any of the following standard account services:

- payments by Debit card, cheque, Direct Debit or standing order;
- transactions using your Debit card or ATM card in NatWest, Isle of Man Bank, RBS International or Royal Bank of Scotland cash machines, or almost all other UK cash machines. There are some cash machines in the UK and abroad where the owner of the machine may charge a fee. You will be advised on the screen about any charges before you withdraw cash. You can stop the transaction if you do not want to be charged;
- account statements (not copies);
- cheque books, paying-in books and statement holders;
- Telephone Banking – free apart from the cost of the phone call;
- Online Banking - free apart from our ibanking plus service, which incurs a small joining fee.
- normal use of our counter services, but there may be additional fees where we have to make special arrangements.

Our staff will be pleased to advise you if you require further information.

## Advantage banking

A £12 per month membership fee is payable by Advantage Cheque customers. Membership includes access to all the benefits listed in the appropriate brochure.

## Interest you receive

When you have money in your account, you may become eligible for credit interest. We work this out on the amount actually in your account at the close of business every day (this does not include any cheques not yet cleared and this is explained in our leaflet 'Our commitment to you'). We add this interest to your account every month. The annual rates of interest paid on credit balances are available at any NatWest branch – please ask for details.

## Interest you pay

We encourage our customers to agree an overdraft limit in advance of any borrowing in order to avoid unnecessary excess charges. If you have not contacted us to arrange an overdraft limit in advance and there is not enough money in your account, we may not allow you to withdraw money, pay your cheques, standing orders or Direct Debits, including those to a NatWest loan account and we will charge a fixed fee for each item we do not pay. You may pay a higher rate of interest on any previously unarranged borrowing. Details of interest and fees payable for unarranged borrowing are given later in this leaflet.

Please remember that amounts paid in through cash machines and the rapid deposit service may not be processed until the next working day. For more details about this and cheque clearance, see our brochure 'Our commitment to you', available from any branch.

Ask your branch about an overdraft. Once your application for an overdraft has been approved and set up by us, you will be able to go overdrawn up to an agreed limit without asking your branch first. Once it has been set up, you can use it as many times as you need up to the agreed limit. With an agreed overdraft, you may pay less than if you go overdrawn without telling us.

### **Arranged borrowing on Advantage Cheque**

Presently on accounts with an arranged overdraft, the interest is set at a margin of 6% above our base rate. The rate you pay will change automatically as our base rate changes in line with interest rates generally. Changes to our base rate are available from our branches.

The margin can be varied by us on giving you at least 30 days prior written notice.

### **Arranged borrowing on Current Plus and Current accounts**

Where you have an arranged overdraft limit and you pay interest at the standard credit zone overdraft interest rate detailed below, you will pay interest on the whole overdrawn balance up to the agreed limit - except where you are overdrawn by less than £100 in which case no interest will be charged.

<b>Arranged credit zone overdraft</b>	<b>Nominal monthly rate</b>	<b>Nominal annual rate</b>	<b>EAR</b>
<b>Current Plus and Current accounts</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>
Under £1,000	1.48	17.73	19.24
£1,000 - £4,999	1.48	17.73	19.24
£5,000	1.48	17.73	19.24

## **Calculation and application of interest**

Interest on arranged and unarranged overdrafts is calculated on a daily basis and charged monthly, 21 days after the end of the charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we send your statement to you.

## **Changes to interest rates**

We may change the interest rates for all accounts referred to above by giving notice on our website [www.natwestinternational.com](http://www.natwestinternational.com)

Where the change applies to branch based accounts, we will also display a notice of the change in our branches.

## Repayment of your overdraft

We can demand repayment of your overdraft by giving you written notice at any time. If we do so, you must immediately repay the full amount of your overdraft.

### Effective Annual Rate (EAR)

The Effective Annual Rate is the annual interest rate you would pay if you were continually overdrawn for the whole year.

## Arranged overdrafts – arrangement fees

Advantage Cheque	Fee payable
Overdrafts up to £10,000	No fee
Overdrafts above £10,000	2% of the new limit, (minimum £45)
Renew an overdraft at the existing level	1% (minimum £45)

Current Plus and Current accounts	Fee payable
Credit Zone Overdrafts up to and including £7,500, where interest is charged at the standard Credit Zone Overdraft rate	No fee
Credit Zone Overdrafts over £7,500 or Credit Zone Overdrafts where an interest rate other than the standard Credit Zone Overdraft rate is payable	2% of the new limit, (minimum £30)

### Unarranged borrowing on Advantage Cheque, Current Plus and Current accounts

Any amount overdrawn in excess of the authorised overdraft limit will be charged at an unarranged borrowing rate of **1.48%** per month, which is equivalent to an Effective Annual Rate of **19.24%**.

## Unarranged overdrafts, unpaid items and enforcement charges

If we are going to debit any of the fees and charges set out in the table below from your account, we will give you not less than 14 days' notice of how much we are going to debit and when. Please note, we do not charge interest on any of these fees.

Fee type	When charged	Fee amount
<b>Maintenance charge</b>		
If your account becomes overdrawn without prior arrangement or any arranged overdraft limit is exceeded, you will be liable for a monthly maintenance charge. The maintenance charge will be applied if you have an unarranged overdraft at any time during a monthly charging period.	21 days after the end of the charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we issue your statement to you.	£20.
<b>Paid referral fee</b>		
A paid referral fee will be payable if: <ul style="list-style-type: none"> <li>• you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and</li> <li>• the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>• an unarranged overdraft is created or increased because we decide we are willing to accept your request; and</li> <li>• the level of the unarranged overdraft is £15 or more.</li> </ul>	21 days after the end of the charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we issue your statement to you.	£15 for each day on which a paid referral occurs (subject to a maximum of £90 in any charging period).
<b>Guaranteed card payment fee</b>		
A guaranteed card payment fee will be payable if: <ul style="list-style-type: none"> <li>• you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and</li> <li>• the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>• we decide we are not willing to accept your request but nonetheless accept it because we find that you have guaranteed payment by the use of a cheque guarantee card or Debit card.</li> </ul>	21 days after the end of the charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we issue your statement to you.	£15 for each transaction (subject to a maximum of £90 in any charging period).

Fee type	When charged	Fee amount
<b>Unpaid item fee</b>		
An unpaid item fee will be payable if: <ul style="list-style-type: none"> <li>• you informally request an overdraft by issuing instructions for a withdrawal or other payment; and</li> <li>• the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>• we decide in our discretion not to make the payment.</li> </ul>	21 days after the end of the charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we issue your statement to you.	£5 for each item (subject to a maximum of £50 in any charging period).
<p><b>Making an informal request for an overdraft means you will have to pay a paid referral fee, a guaranteed card payment fee or an unpaid item fee. If an unarranged overdraft arises, you will also have to pay the maintenance charge and interest on the amount overdrawn. For examples showing how our charges work, please see the section headed unarranged overdrafts and unpaid items in our leaflet 'Our commitment to you'.</b></p>		

## Enforcement charges

Fee type	When charged	Fee amount
A default notice fee will be payable if we need to serve a default notice on you (for example, if you fail to repay your overdraft on demand or we wish to enforce any security we hold). This is in addition to any other charges that may apply.	Within four days of the default notice being served.	£30 per notice,

## Changes to charges

From time to time we may alter the charges set out in this leaflet. If we increase a charge, we will notify you personally not less than 60 days before the charge comes into effect.

If we reduce a charge, we may make the change immediately. We will notify you personally, via our website and, if the change applies to branch based accounts, by branch notices.

# Currency notes and travellers cheques

## To buy currency notes and travellers cheques

Currency notes	0% commission
Currency travellers cheques	0% commission
<b>Sterling travellers cheques</b> (Fee free for Advantage Cheque account holders)	1% of value (2% in Gibraltar) (min £3.00, max £50.00)

## To cash in currency notes and travellers cheques

Currency notes	0% commission
Currency travellers cheques	0% commission
<b>Sterling travellers cheques</b>	0% commission

## Currency notes paid into or withdrawn from a currency account

(Not applicable to Gibraltar customers. Please ask in branch for further details)

Country	Commission Rate	Commission Rate	Commission Rate
USA	US \$25,000 and under 1% (min \$10)	US \$25,001 to US \$100,000 0.5%	Over US \$100,000 refer to GTMS dealers
Euro	€25,000 and under 1% (min €10)	€25,001 to €100,000 0.5%	Over €100,000 refer to GTMS dealers
All other currencies	£25,000 and under 1% (min £5)	£25,001 to £100,000 0.5%	Over £100,000 refer to GTMS dealers

# Foreign transaction and Debit card charges

## Using your card abroad

Simply use your Debit or ATM card abroad where you see the logos on cash machines and in retail outlets, then use your card as normal. Please remember that to be able to use your card abroad, you must have sufficient cleared funds in your account to cover your transaction, just as you would at home.

### Exchange Rate Transaction Fee

Any transaction in a foreign currency is converted into sterling at our prevailing exchange rate and a transaction fee of 2.75% is subsequently applied for Debit card transactions. This fee is known as the Exchange Rate Transaction Fee (ERTF).

### Debit Card Charges (foreign currency or sterling)

Transaction type	Charges
<b>Transactions in the UK (this includes the Channel Islands, Isle of Man and Gibraltar)</b>	
Cash withdrawals in sterling: <ul style="list-style-type: none"> <li>• at a UK cash machine (ATM)</li> <li>• in any NatWest, Isle of Man Bank, RBS International or Royal Bank of Scotland branch</li> <li>• using your Visa Debit card in any other bank, travel agent, bureau de change or other outlets displaying the Visa logo</li> </ul>	No charge* No charge  1.5% (minimum £2, maximum £4.50)
Purchase of foreign currency or travellers' cheques using a Visa Debit card:** <ul style="list-style-type: none"> <li>• in any NatWest, Isle of Man Bank, RBS International or Royal Bank of Scotland branch</li> <li>• in any other bank, travel agent, bureau de change or other outlets displaying the Visa logo</li> </ul>	No charge  1.5% (minimum £2, maximum £4.50)
Foreign currency withdrawal from cash machines	2% (minimum £2, maximum £5)
<b>Transactions abroad</b>	
Cash withdrawals Purchase of currency or travellers' cheques using a Visa Debit card Point of sale transactions	2% (minimum £2, maximum £5) 2% (minimum £2, maximum £5) £1.25 per transaction

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

\*We will not charge you for using your card at an ATM in the UK but other companies may charge a fee. You will be advised on screen about any charges before you withdraw cash.

\*\*Standard commission rates apply.

## Transaction withdrawal limit

In most cases you can withdraw funds up to your ATM daily withdrawal limit, provided there are sufficient funds in your account. Within Europe, some cash dispenser networks have imposed a maximum value per transaction equivalent to around £135 sterling. To withdraw more than this you will have to carry out more than one transaction.

There is a daily limit for cash withdrawals using a Visa Debit card in any other bank, travel agent, bureau de change or other outlets displaying the Visa logo. Details of the limit are available on request from your branch.

## Credit cards

For full details of our charges, please talk to a Customer Adviser at one of our branches.

## Additional services

<b>Stopping payment instructions</b>	
Stopping a cheque (unless it has been lost or stolen)	£10
<b>Payments</b>	
Obtaining a sundry payments cheque	£12
Obtaining a special cheque clearance	£15 (£25 in Gibraltar)
CHAPS payments	£23
Obtaining copies of statements	£5 per request
Certificate of debit interest	No fee
Certificate of credit interest	£10
Tailored loan arrangement fee	2% of amount borrowed (minimum fee £100)
<b>International payments</b>	
Including currency transfers in the UK currency inward collections	0.3% (minimum fee £23, maximum fee £40) plus £10 agents charge where applicable
<b>Inward payments from overseas</b>	
Depending on payment instructions these charges may be for the beneficiary or remitter	Up to £100 - no charge Over £100 - £7.50 plus agents charges where applicable

<b>Foreign cheques</b>	
Cheques drawn at foreign banks in local currency are usually negotiated	Negotiation 0.25% (minimum fee £7, maximum fee £45)
The Bank reserves the right to obtain proceeds on a collection basis where appropriate	Collection 0.25% (minimum fee £20, maximum fee £70)
Foreign draft	£40

<b>Outward / Inward payment investigations</b>	
Within 6 months of payment release	£25 per item
6 - 12 months from payment release	£50 per item
Over 12 months from payment release	£100 per item

<b>ibanking plus payments</b>	
CHAPS reduced tariff	£15
<b>ibanking plus international payments</b>	
£5,000 or less	£15
Over £5,000	0.3% (maximum £40)

<b>Boxes and parcels</b>	
Large box	£55*
Small box	£40*
Sealed envelope	£20*
Inspection fee	£10*

\* Plus VAT where applicable

## Ways to bank with us

Choice and flexibility with Online banking.

## Not yet registered for Online banking?

It's easy to register, free and you get all of these great benefits:

- save time - check up-to-the-minute balances and mini statements;
- stay in control - check your limits and keep track of your spending 24/7;

- transfer money - move money instantly between your NatWest accounts;
- stay organised - settle bills, make payments and manage standing orders whenever you like;
- peace of mind - our advanced security systems provide added protection for your money. You can also download Rapport, our free software, which goes further than traditional online security;
- make life easier - no more rummaging through your paperwork or files cluttering up your home. With online statements you have quick and easy access to up to 7 years worth of transaction history
- Helpful Banking - just give our friendly UK-based staff a call whenever you need to.

They're available 24 hours a day, 7 days a week. Sign up now and you could start enjoying the service in minutes. Visit [www.natwestinternational.com/online](http://www.natwestinternational.com/online) or call into your local branch.

### Security

Remember - we never send e mails that contain links asking you to enter your PIN, password or any other security details. These e mails are from fraudsters.

## To find out more



[www.natwestinternational.com](http://www.natwestinternational.com)



Jersey	<b>01534 282828</b>
Guernsey	<b>01481 703800</b>
Isle of Man	<b>01624 697900</b>
Gibraltar	<b>00 350 20077737</b>

from Monday to Friday 9.00am to 5.00pm  
except public holidays



**Visit your nearest NatWest branch**

AER stands for Annual Equivalent Rate and illustrates the interest rates as if paid and compounded each year. Rates correct as at October 2009.

EAR stands for Effective Annual Rate and is the annual interest rate you would pay if you were continually overdrawn for the whole year.

Customers of RBS International trading as NatWest are advised that National Westminster Bank plc ('NatWest plc') provide technology support to the online banking service and this will enable NatWest plc in the UK to access your account data. In subscribing for this service, you consent to and authorise this access.

RBS International trading as NatWest is a member of the Depositors Compensation Scheme as set out in the Banking (Depositors Compensation) (Jersey) Regulations 2009. Further details of the scheme are available on request.

RBS International trading as NatWest is a participant in the Guernsey Banking Deposit Compensation Scheme. The Scheme offers protection for 'qualifying deposits' up to £50,000 subject to certain limitations. The maximum total amount of compensation is capped at £100,000,000 in any 5 year period. Details are available from: [www.dcs.gg](http://www.dcs.gg) +44 (0) 1481 722756 and PO Box 380, St Peter Port, GY1 3FY. Deposits made in a Guernsey branch will not be covered by any equivalent Scheme in any jurisdiction outside of the Bailiwick of Guernsey.

RBS International trading as NatWest Isle of Man branch is a member of the Depositors' Compensation Scheme as set out in the Compensation of Depositors Regulations 2008. Further information is available on request.

RBS International trading as NatWest is a member of the Gibraltar Deposit Guarantee Scheme as set out in the Deposit Guarantee Scheme Act 1997 and Deposit Guarantee Scheme (Amendment) Act 2009. Further information is available on request.

RBS International is not an Authorised Person subject to the rules and regulations made under the UK Financial Services & Markets Act 2000, and therefore deposits made with branches, all of which are outside the UK, are not protected by those rules and regulations covered by the UK Financial Services Compensation Scheme. As at 31 December 2008 RBS International's paid-up capital and reserves exceeded £1,292 million.

UK resident depositors may be subject to declaration and taxation of resulting income.

The Royal Bank of Scotland International Limited (RBS International) trading as NatWest. Registered Office: PO Box 64, Royal Bank House, 71 Bath Street, St. Helier, Jersey, JE4 8PJ. Regulated by the Jersey Financial Services Commission. Business address: PO Box 11, 16 Library Place, St. Helier, Jersey, JE4 8NH.

Guernsey business address: PO Box 62, Royal Bank Place, 1 Glategny Esplanade, St. Peter Port, Guernsey, GY1 4BQ. Regulated by the Guernsey Financial Services Commission and licensed under the Banking Supervision (Bailiwick of Guernsey) Law, 1994, as amended, the Insurance Managers and Insurance Intermediaries (Bailiwick of Guernsey) Law, 2002, and the Protection of Investors (Bailiwick of Guernsey) Law, 1987, as amended.

Isle of Man business address: PO Box 7, 1 Prospect Hill, Douglas, Isle of Man, IM99 1AQ. Licensed by the Financial Supervision Commission of the Isle of Man and registered with the Insurance and Pensions Authority in respect of general business.

NatWest is the registered business name of The Royal Bank of Scotland International Limited (RBS International) under the Business Names Registration Act. Gibraltar business address: National Westminster House, PO Box 707, 57 Line Wall Road, Gibraltar. Regulated and authorised by the Financial Services Commission, Gibraltar to undertake Banking and Investment Business from 57 and 55 Line Wall Road, and 1 Corral Road, Gibraltar.

NatWest is a member of The Royal Bank of Scotland Group. The Royal Bank of Scotland plc - Registered in Scotland No 90312. Registered office: 36 St Andrew Square, Edinburgh, EH2 2YB. The Royal Bank of Scotland plc is authorised and regulated by the Financial Services Authority. The latest report and accounts are available at [www.investors.rbs.com](http://www.investors.rbs.com).

NatWest places funds with other parts of its Group and thus its financial standing is linked to the Group. Depositors may wish to form their own view on the financial standing of NatWest and the Group based on publicly available information. The latest report and accounts are available at [www.natwestinternational.com/financial-results](http://www.natwestinternational.com/financial-results).

Our services are not offered to any person in any jurisdiction where their advertisement, offer or sale is restricted or prohibited by law or regulation or where we are not appropriately licensed.

If you are not satisfied with any of our products or services, we have a complaints procedure that you can use. A leaflet, giving details of the procedure, is available from your branch upon request.

Calls may be recorded.

# Helpful Banking