

# Business Banking



Business account charges



**NatWest**  
International

# Contents

Services you don't pay for	2
Business Tariffs – Service Charge	3-4
Additional services	5-6
How to reduce your transaction charges	7
Internet Banking	8
Unarranged borrowing	9
When you get charged	9

# Welcome to NatWest International

This leaflet details the costs we charge you for running your business account. It tells you exactly what you have to pay – and when. And, since we want to see your business succeed, we also give you some tips on what you can do to reduce your transaction charges.

If you want to know the price of a service that we haven't included here, or if you have any questions about our charges, your Business Manager will be able to help.



# Services you don't pay for

We provide a number of banking services which are free of charge to our business customers:

## Internet and telephone banking

There is no charge for using NatWest International Online Banking (our Internet Banking service). All you pay is the cost of a local telephone call (unless you are calling from a mobile or from overseas) and your usual account charges. Please note, some Internet Service Providers may charge you to access NatWest International Online Banking.

## Transfers between your NatWest International accounts

You can transfer money between NatWest International accounts in the same name for free. You can do this either by Telephone Banking or Online Banking. We may charge you for transfers between accounts that are not in the same name.

## Statements

All regular bank statements are free of charge.

## Community organisations

Subject to status, we offer free banking to community organisations as long as the yearly turnover doesn't exceed £100,000. Free banking

means that the charges for the day-to-day running of your account (referred to as Service Charges on pages 3 & 4) will not apply during the free banking period.

## Start-ups\*

If you have started a business within the last 12 months and open a Business Current Account, we'll give you 12 months free banking. At the end of the free banking period, you will automatically move to the Standard Tariff.

Free banking applies to businesses that started trading within the past twelve months with projected or existing annual turnover not exceeding £1 million.

## Letters

Unlike some other banks, we don't charge you for letters we write to you about your loans or overdrafts – even if we need to let you know that your account is overdrawn.

## Unpaid cheques

If you pay in a cheque from someone else and it is returned, we won't charge you. We do however, charge you if we have to return a cheque on one of your accounts because there is not enough money to cover it.

\* Not available in Gibraltar.

# Business Tariffs - Service Charge

## Payments out of your account

What will appear on your statement	Service	Start-up tariff	Standard tariff
BACs Direct Debits	These are automated payments taken by Direct Debit, which include the debit taken for Autopay	Free	40p per transaction
Standing orders	Standing orders	Free	45p per transaction
Other automated debits	For example payments or withdrawals by Debit card	Free	40p per transaction
Cheques and other debits	Cheques and other debits made manually out of your account	Free	71p per payment
Cash out at branches	Withdrawing cash from your account at a branch	Free	66p per £100 withdrawn
Autopay services regular payments are shown as 'Autopay Services'	Autopay payments: These are regular payments to another account using our Autopay service	Free	50p per payment
Direct Banking Bill or Direct Payments Debit	Direct payment services	Free	40p per payment
Telephone Faster Payment	Bill or 3rd party Faster Payments made via the telephone	Free	40p per payment
Internet Faster Payment	Bill or 3rd party Faster Payments made via the internet	Free	40p per payment
Branch Faster Payment	Faster Payment made out of your account at a branch	Free	£3 per payment
Other Branch Payments	Future dated Branch Faster Payment which on the due date for the payment can only be sent as a BACs payment for reasons beyond NatWest International's control	Free	71p per payment

## Payments into your account

What will appear on your statement	Service	Start-up tariff	Standard tariff
Tariff automated credits	These are automated payments paid into your account by standing order and other automated methods	Free	22p per transaction
Credits	Manual credits (cash and cheques) using a paying-in slip	Free	76p per transaction
Cash paid in at branches	Cash paid into your account at a branch	Free	66p per £100
Cash paid in using our Business Quick Deposit	Cash handling service where there is no need to wait whilst your cash is counted	Free	64p per £100
Deposit service Cheques paid in at branches	Cheques, postal orders and batches of Worldpay vouchers paid into your account through a branch	Free	33p per transaction

## Other services

What will appear on your statement	Service	Start-up tariff	Standard tariff
Cash exchanged at branches	Cash exchanged at a branch for other denominations	Free	£1.75 per £100 exchanged
Account maintenance charge/fee	Account maintenance fee to cover the cost of providing you with the basic business account services such as cheque books, paying-in books and plastic cards	Free	£6.00 per month

# Additional services

These charges will normally be debited to your account when the service is provided.

## Account services

What will appear on your statement	Service	Standard tariff
BACs payments	Charge for each item sent to BACs and AUDDIS entries (eg. salary credits and Direct Debits claimed)	18p per item
BACs files processed	Sending a file of payments or AUDDIS entries to BACs	£5 per file
Stopped cheques	When you ask us to stop a cheque you have written.	£10 a cheque
Special presentations	When you ask us to provide a next-day confirmation of whether a cheque has been cleared into your account.	£15 a cheque
Credits opened	When we make an arrangement to let you regularly withdraw cash whenever you want from a branch or bank that isn't your own branch.	£12 to set up
Copy statements	When you ask for a copy of a previous statement.	£5 per request
Certificates of balance	When you ask for a written certificate of balance, confirming your balance on a particular date.	£8 per certificate
Business audit certificates	When you ask for an audit certificate giving details of your account for your accountant.	£35.00 per request (free for community organisation accounts) + VAT*
	Fast track fee.	£100 + VAT*
Banker's opinion	For a credit reference on one of our customers, you will need to get their permission in writing. Please send it with a cheque for our fee to their branch.	£8.50 + VAT*
'CHAPS'	An electronic transfer system which transfers money in sterling to another UK-based account and guarantees that it will be received on the same day	£23 per transfer

\* where applicable

These charges will be pre-advised and debited to your account at the same time as your service charge

What will appear on your account	Service	Standard tariff
Tariff night safes deposited	Night safe deposit (We will charge the contents to be paid in separately)	£2 for each wallet or box you place in the night safe
BACs files referred	Files referred to BACs including file stops, re-inputs and extractions.	£45 per file

### Safe custody

The cost of keeping valuable or important items in our safe is as follows:  
Annual Holding Charges (payable annually in arrears).\*\*

Sealed envelopes	£20
Small boxes/parcels	£40
Large boxes/parcels	£55
Inspection fee	£10

\*\* Please note that we no longer accept new items into Safe Custody.

## Other services

### Foreign Services

For details of our International Trade Services charges, please ask your Business Manager or branch.

### Counter Services

If you use counter services of a bank other than NatWest International, we may have to pay charges to the other bank. If we do, we will charge you in full. Your Business Manager can tell you the current charges.



# How to reduce your transaction charges

## Reduce your number of pay-ins

- don't pay money in each day if you don't need to. If you pay in less frequently, you will incur fewer charges.

## Reduce your number of withdrawals

- try and keep the number of payments you make to a minimum. Use a cash machine rather than writing a cheque.

## Smarter ways to pay out

### Use a charge card for petty cash

Give a business charge card such as the NatWest International Business Card or NatWest International Company Card to some of your employees instead of writing cheques for petty cash. The card can have an individual limit and, for easy control, we can produce statements for each card holder.

### Reduce the number of cheques you write

Avoid writing cheques if there is a cheaper alternative. They are costly to handle and so more expensive for you. Remember to keep it automated whenever you can.

### Use automated methods when you make payments

It's cheaper to pay bills using Direct Debit, standing order, Telephone or Internet Banking, rather than by cash or cheque.

### Use automated methods to pay wages, salaries, suppliers and expenses.

There are cheaper alternatives to using cheques, paper credits or cash. For example:

- make regular payments;
- use a Payroll Services Provider;
- use Telephone Banking;
- use PC banking, such as NatWest International Bankline to pay staff or suppliers directly.

### General purchases

When you make purchases, use a business charge card or a Debit card, rather than cheques.

## What your customers can do

Talk to your customers about the way they make payments to you. Consider these alternatives to taking cheques:

- if your customers have a Credit or Debit card, Worldpay is a specialised service which can collect all the payments for you and pay them into your account;
- ask your customers to pay by standing order if they make regular payments. Otherwise, ask if they can pay you using the BACs system.

## Need some more help?

These are just some ways that could help you reduce your transaction charges. If you would like more details, please contact your Business Manager.

# Internet Banking

## NatWest International Online Banking

A simple and convenient internet banking service which means you can carry out all your day-to-day banking transactions, whether you're on the move, at home, or at work. You can make instant transfers between most of your own accounts, pay bills, check your up-to-the minute balances, see your statements online – and more. It's free to use although your Internet Service Provider may charge you for accessing the service.

## Bankline

Bankline has been developed to provide a more efficient way of managing your finances and to substantially reduce the need for time-consuming paperwork

and administration. Bankline is an online solution, which uses smartcard security and can be accessed anytime, anywhere you have access to the internet.

You can access real-time account information and make single and bulk domestic BACs payments.

It also allows you to transfer money between accounts and make regular or one-off payments in the UK. You can import payment files and export balance and transfer transaction information and view most cheques, credit vouchers and payment advices online.

The tariff will be tailored to how you use the service and is a combination of monthly service fee, payment transaction fees and voucher request service fees.



# Unarranged borrowing

If your account becomes overdrawn without our agreement or goes over the arranged limit, we charge interest (known as Unarranged Borrowing Rate) on the extra amount. The Unarranged Borrowing Rate is currently 15% per annum. All Unpaid Item and Paid Referral Fees will be accrued and charged in line with the charging periods detailed below.

## Unpaid Item Fee

An Unpaid Item Fee of £20 (subject to a maximum of £100 per month) will be payable if:

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

## Paid Referral Fee

A Paid Referral Fee of £20 (subject to a maximum of £100 per month, or £300 per quarter) will be payable if:

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

We only charge one Paid Referral Fee per day even if more than one item is paid from your account on that day. The Paid Referral Fee is payable in addition to interest at the Unarranged Borrowing Rate.

# When you get charged

**We will tell you about 21 days before we take any account charges from your account.**

We determine the charging period in which a fee or charge is incurred as follows:

- for a fixed fee the charging period in which the fee or charge was in force;
- for all transaction types listed on pages 3 to 4 of this leaflet together with Paid Referral Fees, the charging period in which the transaction was paid or taken from your account;

- for an Unpaid Item Fee, the charging period in which we decide not to make the payment.

If you have to pay account charges, the charge will be debited from your account on the last business day of the month following the period of accrual, e.g. charges accrued in September will be debited on the last business day of October. The actual dates can be found at [natwestinternational.com](http://natwestinternational.com)

# To see how we can help



Visit us at [natwestinternational.com](http://natwestinternational.com)



Call us on **Jersey**      **01534 282828**

**Guernsey**    **01481 703800**

**Isle of Man**   **01624 697900**

**Gibraltar**    **00 350 20077737**

Monday to Friday 7.00am to 7.00pm and Saturday 8.00am to 1.00pm except public holidays.



Or just visit us in branch

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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.

Credit facilities: Over 18's only. (Security may be required).

Cards are only issued to people who meet our criteria.

Credit cards are issued by National Westminster Bank plc. Registered office: 135 Bishopsgate, London, EC2M 3UR. Only available to over 18's. Conditions apply. Subject to status.

Customers are advised that NatWest International is part of The Royal Bank of Scotland Group plc ("RBS Group"). RBS Group companies in the UK and elsewhere provide support for our Online Banking service and can access your account data.

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.