

Bank Accounts

Important
information about
overdrafts.

Bank accounts

Information we provide before giving you an overdraft

What type of credit is an overdraft?

A planned overdraft is a short-term borrowing facility on your current account and is provided by Bank of Scotland plc, The Mound, Edinburgh EH1 1YZ.

What is the total amount of credit?

We will decide your credit limit and tell you what it is. We may change it at any time and we'll let you know about any change.

How long will the agreement last?

The agreement will start on the date the overdraft is made available and has no fixed end date, but we'll review it regularly. Please also remember that all overdrafts are repayable on demand.

How much will the credit cost?

The table below shows the fees that apply to using an overdraft. You won't have to pay any other fees for going overdrawn and we won't charge you interest on any overdraft.

ACCOUNT	PLANNED OVERDRAFTS		UNPLANNED OVERDRAFTS	
	AMOUNT OF OVERDRAFT	DAILY FEE	AMOUNT OF OVERDRAFT	DAILY FEE
Current Account or Reward Current Account	Up to and including £2,500	£1	All balances	£5
	Over £2,500	£2		
Ultimate Reward Current Account	Up to and including £300	Fee-free	All balances	£5
	From £300.01 to £2,500	£1		
	Over £2,500	£2		

An overdraft allows you to borrow extra money when you need to. The fees you'll pay for using your overdraft are set out above. When your account is overdrawn, we'll work out how much you owe us each day. Any overdraft fees incurred in any monthly billing period will be collected from your account between the last day of the following month and the first working day of the month after that. If you go above your planned overdraft limit, you must immediately pay money into your account to bring it back within the limit.

Who can end the agreement?

We can end or vary the terms and conditions of an overdraft (including any fees) at any time as set out in the Bank Account Conditions.

You can cancel a planned overdraft at any time. If you do, you must pay back any money you owe us.

Credit reference agencies

We may decide your application on the basis of searches we carry out with credit reference agencies. You have a right to be informed immediately and free of charge if that is the case and to know which agency we've used.

How long are we bound by this information?

We're bound by this information only on the day we've given it to you.

How else can we help?

Do you need extra help?

We want to help our customers in any way we can. If you have a hearing or speech impairment you can use Typetalk whenever you contact us, or you can use Textphone on **08457 32 34 36** (lines open 9am – 5pm, 7 days a week). For visually impaired customers we can provide documents in large print, Braille, on audio-cassette or audio CD. Please ask a member of staff if you'd like to know more.

Customer service

We do all we can to provide you with the service you want and expect. But we know sometimes things can go wrong. If you do ever have a complaint or a problem, please let us know. You can either talk to us in branch or call us on **08457 21 31 41**.

If you feel that we haven't done enough to resolve your complaint, please call our Telephone Banking Service on **08457 25 35 19**. If you'd like a copy of our complaints procedure, please ask us at any branch.

Calls may be monitored and recorded.

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More information

If you'd like to know anything more about how we can help you, please ask at any branch. The information in this leaflet is correct at the date of printing, March 2011.

Authorised and regulated by the Financial Services Authority, except for lending, where we are licensed by the Office of Fair Trading. We subscribe to the Lending Code, copies of which can be obtained from **www.lendingstandardsboard.org.uk**

We are members of the Financial Services Compensation Scheme and the Financial Ombudsman Service.

