

Graduate Account

**Your world of choice
Our ongoing support**



**A dream career. Further study.
Time out. Graduation is always
the start of something new.**

**Our Graduate Account comes with
useful tools and an overdraft option.
So you can take control of your finances
and make the most of opportunities —
whatever they might be.**

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Graduate benefits

At a glance

Fee-free arranged overdraft

- ▶ You can apply for a tiered fee-free arranged overdraft of up to £2,000 in your first year after graduation, £1,500 in your second year and £1,000 in your third year after graduation (subject to application and approval).
 - ▶ Please see page 12 for more information and a Representative Example. Overdrafts are subject to status and repayable on demand.
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Easy access to your money

- ▶ A Visa debit card to use in shops and online, both in the UK and abroad.
- ▶ Withdraw up to £500 a day from any Bank of Scotland Cashpoint® machine and non-Bank of Scotland ATMs (Bank of Scotland does not make a charge but the owner of the machine may).

- ▶ No charges for everyday transactions when you're in credit. Other charges may apply – please see our Banking Charges section of the Bank Account Conditions, in branch or visit bankofscotland.co.uk for details.
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Credit Card

- ▶ You can also apply for a Bank of Scotland credit card – a secure, convenient and flexible way to spend.
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£ Managing your money

- ▶ You can choose how you want to manage your money with access to our Internet, Telephone and Mobile Banking services, 24 hours a day, seven days a week.
 - ▶ Our mobile alerts service offers a simple way to stay on top of your finances without even having to think about it. So if we have a mobile number for you, we'll help you keep an eye on your balance and much more.
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Please note although you can give us instructions 24 hours a day, seven days a week some of those instructions cannot be processed until the next working day, for example if the instruction is given after 10pm or at weekends or on Bank Holidays. Not all Telephone Banking services are available 24 hours a day seven days a week. Please speak to an adviser for more information. You must be registered for Internet Banking to be able to access your accounts through our Mobile Banking Service.

Everyday offers

Earn up to 15% cashback

It's always nice to feel appreciated. That's why there's Everyday Offers. It means you can earn cashback, using offers at the type of places you shop. Everyday Offers is available to our personal current account customers aged 18+, who bank online. It's completely free of charge and easy to use. Simply switch it on to activate your offers on online banking.

It's On Us

When you register for Everyday Offers, you can also sign up for It's On Us. Every month, you'll have the chance to be paid back for something you've bought, up to £500, with your Bank of Scotland debit card, or credit card if you are the main cardholder.

Everyday Offers is available to Bank of Scotland branded UK personal current account customers with a debit/credit card aged 18+ who are registered for Bank of Scotland Internet Banking. Any cashback earned on credit card purchases will be paid to the primary account holder, so long as they have a Bank of Scotland Bank account with a debit card. You'll need to stay registered for Everyday Offers and keep your current account open to receive your cashback. Merchant offers and cashback amounts vary and must be activated through Internet Banking for your next purchase. We will try to ensure that the information in all offers is accurate. If there are any errors in an offer, we may withdraw or correct it. This won't affect any offers you've already activated.

It's On Us is available to Bank of Scotland personal current account customers with a debit and/or credit card aged 18+ (excludes NI). To enter the draw you'll need to have registered for Everyday Offers through Internet Banking for up to one week and have activated It's On Us. Terms and conditions apply.



Nice surprises, useful services with
Everyday Offers and It's On Us

Get started now

Log in to Internet Banking and register for Everyday Offers and follow these simple steps:

- ▶ Click on 'Everyday Offers' in your account overview to see your offers, then select the ones you want to activate for use on your next purchase.
- ▶ Shop with your Bank of Scotland debit card, or credit card if you are the main cardholder, in line with the offer conditions.
- ▶ Enjoy the money you've earned, which is paid back into your account at the end of the following month.

Your Visa debit card

With the Bank of Scotland Visa debit card, it's quick and easy to pay for things directly from your account.

You can use a Visa debit card:

- ▶ In shops, online or over the phone.
- ▶ To take out up to £500 a day from any UK Bank of Scotland Cashpoint® machine free of charge and non-Bank of Scotland ATMs. Bank of Scotland does not make a charge but the owner of the other cash machine may.
- ▶ You can also take out up to £300 at Post Office® branches.
- ▶ If you use your Visa debit card to withdraw cash in a foreign currency, or to withdraw cash in pounds or make a purchase outside the UK, charges apply. Please see the Banking Charges guide or **bankofscotland.co.uk**



Things to remember

When you use a Bank of Scotland Visa debit card, some transactions are 'earmarked.' This means that the amount of the transaction is reserved until the money leaves your account. So you won't be able to use the money for anything else, even though it's still shown in your account.

You may wish to set up regular payments to come from your Visa debit card with a company (known as 'recurring transactions'). If you want to cancel these payments in the future you can tell us that you no longer consent to these payments and we will stop the payments.

To cancel the next payment due to be made you do need to let us know before the end of the last working day before the payment is due to be made. You should also contact the person who you make the payment to so that they do not keep trying to take the payment and so that you can cancel the agreement which you have with them as we can't do that for you.

Banking your way every day

Internet Banking

With our Internet Banking service, you can view statements, check your balance, see Direct Debits, set up standing orders, transfer money and make payments online. Register in a branch or log in to the service at bankofscotland.co.uk/register

Mobile Banking app



Mobile Banking helps keep track of your Bank of Scotland UK personal accounts when you're on the move.

- ▶ View your balance and transaction history.
- ▶ Transfer funds between accounts.
- ▶ Make payments to new and existing recipients.

You can download the Mobile Banking app or log in to Mobile Banking through your mobile browser, using your Internet Banking details.

Telephone Banking

Call us to book an appointment, make payments and much more. Our 24/7 automated telephone banking service lets you carry out simple transactions and our advisers are available from 7am to 11pm to help with questions. Call us on **0345 721 3141**.

We don't charge you for Mobile Banking but your mobile operator may charge you for some services, please check with them. Available to Internet Banking customers with a UK personal account and valid registered phone number. Our app is available to iPhone and Android users and currently requires iOS 10.0 or above, or Android 4.4 or above, although the minimum operating system requirements may change in the future. Our app does not work on jailbroken or rooted devices. Device registration required. Mobile Banking services may be affected by phone signal. Terms and conditions apply. Please note, although you can use Internet, Telephone Banking and Mobile Banking to give us instructions 24 hours a day, seven days a week, some instructions, such as those given after 10pm or at weekends, cannot be processed until the next working day. Android/Google Play is a trademark of Google Inc. Apple, the Apple logo and Touch ID are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to an adviser for more information. Calls may be monitored or recorded.



Statements

- ▶ You will have access to regular statements that will show every transaction you make – either online or by post.
- ▶ You can also print a mini statement from selected Cashpoint® machines showing the ten latest transactions on your account.
- ▶ Log in to Internet Banking if you want to go paper-free and switch off paper statements. You can always switch them back on again if you change your mind.
- ▶ It's quick and simple to print or download your statements with our Internet Banking Service.

Overdrafts

Money can be tight in the first few years after you graduate. One way we can help to ease the financial pressure is to offer you a fee-free, tiered arranged overdraft of up to £2,000 in the first year after you graduate.

After you've graduated, you can apply for a tiered, fee-free arranged overdraft of up to £2,000, which could really help you settle in to your new life. Then the amount of your arranged overdraft that is fee-free will gradually reduce.

Representative Example:

In your second year after graduation, if you use an arranged overdraft of £1,200 on your Graduate Account, then we'll charge you a daily arranged overdraft fee of 0p.

Overdrafts are subject to application and approval and repayable on demand.

How overdrafts work

First year after graduation

In the first year after graduation you can apply for a fee-free arranged overdraft limit of £2,000. As long as you stay within your arranged overdraft limit you won't have to pay any daily arranged overdraft fees.

First year after graduation, with a **£2,000 arranged overdraft limit**. Fee-free amount: **£2,000**.



Second year after graduation

In your second year, your actual arranged overdraft limit won't change, but the amount of your limit that is fee-free will reduce to £1,500. Which means if you borrow more than £1,500, then a daily arranged overdraft fee will apply.

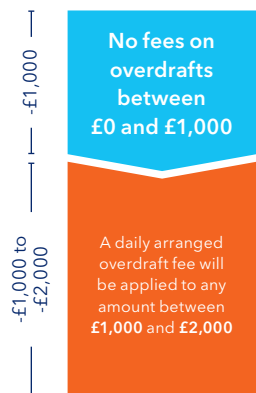
Second year after graduation, with a **£2,000 arranged overdraft limit**. Fee-free amount: **£1,500**.



Third year after graduation

In your third year after graduation, your fee-free allowance will reduce to £1,000, meaning that if you borrow above £1,000, a daily arranged overdraft fee will apply.

Third year after graduation, with a **£2,000 arranged overdraft limit**. Fee-free amount: **£1,000**.



If you borrow more than the fee-free amount, then you'll be charged a daily arranged overdraft fee for any borrowing above the fee-free amount, up to your arranged overdraft limit. Please see the following page for details on daily arranged overdraft fees.

Daily arranged overdraft fees

As shown on the previous page, if you go over the fee-free amount of your arranged overdraft, you will be charged a daily arranged overdraft fee for any borrowing above the fee-free amount but within your arranged overdraft limit.

You will pay a daily arranged overdraft fee for each full day you use an arranged overdraft. We calculate your fees depending on how much you borrow, so your daily fee could be made up of two different rates added together.

- ▶ 1p for every full £6 you borrow each day up to £1,250
- ▶ 1p for every further full £7 you borrow each day between £1,250 and £2,500

If you borrow £1,250 or less, you'll only pay one fee of 1p for every full £6. If you borrow more, the fee you'll pay will be a combination of the fees shown above.

In some circumstances, we may have agreed an arranged overdraft limit which is higher than stated above. In this case, you may be charged a third tier:

- ▶ 1p for every further full £8 you borrow each day over £2,500.

Daily charging

Instead of paying all fees in one go each month, a daily arranged overdraft fee will be charged at the end of each day you use your arranged overdraft including weekends and bank holidays – so you'll pay for what you borrow on the day you borrow it.

This will help you keep track of how much using your daily arranged overdraft costs you.

If you go over your limit

So all your payments are made, it's important you manage your account within your arranged overdraft limit. If you don't have enough money in your account or you reach your limit, you may not be able to make any more payments. If a payment takes you over your limit or we refuse it, you won't be charged.

Overdrafts are subject to status and repayable on demand. You need to be 18 or over to apply for an arranged overdraft. How much we lend depends on our assessment of your circumstances.

Mobile Alerts

It's important to monitor your account regularly to make sure you have enough funds to make any payments due. Our mobile alerts service offers a simple way to stay on top of your finances without even having to think about it.

So if we have a mobile number for you, we'll let you know when:

- ▶ **You've started using your overdraft and are being charged.** You will only receive this message once when you are first charged for using your overdraft. You have until midnight to pay in enough to avoid future daily arranged overdraft fees. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us via Mobile, Internet or Telephone Banking or pay in cash over the counter in branch.
- ▶ **You're nearing your limit.** We'll send a message when your balance falls below £50. If you have an arranged overdraft, we'll also send an alert when you're within £50 of your arranged limit.
- ▶ **You don't have enough to pay a standing order.** If you're able to move your money from other accounts, you will have until 2.30pm to pay in cleared funds in order to make any payments.
- ▶ **You've reached your limit.** You will only receive this message once when you first reach your limit and have zero available funds.

You can receive alerts abroad, but please check with your service provider for any charges you may incur.

You can check if we have a valid number for you – or set one up – through Internet Banking, in a branch, or by calling us on **0345 721 3141**. If you don't want to receive alerts you can text STOP to 65558 to opt-out.

Mobile alerts are sent throughout the day, 7 days a week including Bank Holidays. This is a free service for all eligible current account customers. We won't charge you for this service, but if you receive texts while abroad, your network service provider may charge you.

Overdrafts are subject to status and repayable on demand. You need to be 18 or over to apply for an arranged overdraft. How much we lend depends on our assessment of your circumstances.

Overdraft jargon buster

Arranged overdraft

An overdraft is a convenient and flexible way to borrow money through your current account. With an arranged overdraft you'll agree a maximum borrowing limit with us in advance, which is available immediately.

Grace Period

Our grace period means that you have until 2.30pm to pay in enough money to ensure the payment goes out, but you have until midnight to avoid a daily overdraft fee for that day. The money needs to be immediately available, so you could transfer money from another personal account or pay in cash over the counter in branch.

Points to note

- ▶ If you previously had a Bank of Scotland Student Account with an arranged overdraft, this will have moved across to your Graduate Account. If your current limit is less than £2,000 you can now apply to extend it.
- ▶ If you previously didn't have an overdraft you need to apply.
- ▶ To avoid paying charges you'll need to remain within your fee-free allowance applicable to the year after graduation.
- ▶ If you don't stay within your fee-free amount, you will pay a daily arranged overdraft fee on borrowing above the fee-free amount up to your arranged overdraft limit.
- ▶ So all your payments are made, it's important you manage your account within your arranged overdraft limit. If you don't have enough money in your account or you reach your limit, you may not be able to make any more payments. If a payment takes you over your limit or we stop it, you won't be charged.
- ▶ Each year we'll write to you at least two months before the fee-free amount is due to change on your account to remind you about this.

A Credit card that works with our Graduate Account

A Bank of Scotland Credit card gives you a secure, convenient and flexible way to spend and manage your money.

Perfect for spreading the cost of things you need to buy or consolidating existing credit and store card balances.

We understand just how important it is that you know exactly where you are with your finances, so we've made sure that our cards have all the services and features you need to keep you fully informed. Together with the smart features of your Graduate Account, they can be great for managing your money, not just spending it.



Credit cards and bank accounts are provided subject to status to UK residents aged 18 or over.

The issue of a credit card depends on our assessment of your circumstances.



Bank of Scotland Credit card benefits

- ▶ Make life simpler by setting up Direct Debits for your payments – to take either the full amount, minimum payment, fixed amount or fixed percentage.
- ▶ You can use our Mobile Banking app to keep track of your credit card spend and pay your bill.
- ▶ If you pay off your bill in full and on time each month, you won't pay any interest on purchases.
- ▶ Spend with confidence, knowing that when you spend online, in shops, or by phone you're protected.

- ▶ If your card is used in an unusual place, or an odd way, we will get in touch with you to double check that it is OK.

To find out more

Visit a Bank of Scotland branch.

Call on **0345 964 5645** (lines are open Monday to Friday 8am to 8pm, Saturday 8am to 6pm and Sunday 9am to 5pm).

Or visit **[bankofscotland.co.uk/creditcards](https://www.bankofscotland.co.uk/creditcards)**

Travel money

Travel money

You can buy your foreign currency and American Express® Travellers Cheques from us from any Bank of Scotland branch, through Telephone Banking or Internet Banking (if registered). We will also buy them back from you when you return from your trip*:

When you use your debit card to purchase foreign currency or travellers cheques in the UK from another provider we won't charge you, but the other provider may.

* The price at which we buy back your currency may differ from the price at which we sold it to you. There are minimum denominations we can accept in certain currencies. Details of these are available on request. We may not be able to re-purchase currency if a country becomes embargoed or we no longer deal with that currency.

Your money won't go travelling unless you do

Register for and receive a Text Alert when your Bank of Scotland Visa debit card is used abroad, so if it wasn't you, you can do something about it straight away. Then, if you believe someone else made the transaction without your knowledge, you can call us on **0345 721 3141**.



To order your Travel Money

- ▶ Call the Travel Money Hotline on **0345 304 0029**, open 24 hours a day (including bank holidays).
- ▶ Visit **bankofscotland.co.uk**
- ▶ Or call in branch

Save the Change®

Save the Change®, a simple automatic way to save

- ▶ Sign up for Save the Change® and every time you make a purchase with your Bank of Scotland Visa debit card, the difference will be rounded up to the nearest pound and transferred into your nominated savings account the next working day. We will only do this if your account is in credit.
- ▶ Use your card to buy things big or small, from coffees and sandwiches to your weekly shopping. You'll soon discover that your small change will start to add up.
- ▶ All you need is a Bank of Scotland current account and an eligible Bank of Scotland savings account from our current range.



To find out more and register

- ▶ Call **0345 721 3141**
 - ▶ Visit **bankofscotland.co.uk/savethechange**
 - ▶ Or ask at any branch
-

What happens next?

The Graduate Account is only available to Bank of Scotland Student Account customers whose account will change to a Graduate Account after graduation.

The Graduate Account is not available to new or existing customer applications.

If you're moving from a Student to a Graduate Account, you'll be sent the new account details and terms and conditions two months before your account changes.

You can continue using your existing Visa debit card.

Your account number and sort code will not change.

We recommend you register for two of our smart ways to manage your money – PhoneBank and Internet Banking – as well as setting up Mobile Banking.

Need to know

Graduate Terms and Conditions

The Bank Account terms and conditions, additional conditions and the Banking Charges guide will apply to your account. If you need another copy of these documents, please visit your nearest branch or call **0345 721 3141**.

You can only have the Graduate Account for up to three years from graduation. Around the third anniversary of your graduation, we will convert your account to a Classic Account (or similar if it is no longer available). We will write to you about this, giving you at least two months' notice before changing your account. Once your account is converted, the benefits connected with the Graduate Account will stop.

Cooling off

You have 14 days from opening your account to give us written notice that you wish to cancel. See the Bank Account conditions for details.

Frequently Asked Questions

How long do my payments take?

The majority of payments made – other than cheques and Direct Debits – to a UK Bank will be processed using the Faster Payments Service, with payments usually reaching the receiving account within two hours. Payments for larger amounts may take up to a day.

We will advise you when you ask us to make a payment, if the organisation you are sending the payment to is not a member of the Faster Payments Service. If we cannot make the payment using the Faster Payments Service, you can contact us on **0345 721 3141** or call into your local branch to ask if there is any other method available to make the payment.

What about standing orders, and future dated payments?

We make payments from your account shortly after midnight at the start of the due date. If your payment date falls on a non-working day, then we will try to collect your payment the next working day.

If you don't have enough funds in your account at this point to make a payment, we will try to make a payment again after 2.30pm the same day. This gives you the chance to put extra funds into your account so that we can make the payment. The money needs to be available to use straight away, so you could transfer money from another personal account you have with us via Internet, Mobile or Telephone Banking or pay in cash over the counter in branch.

If you do not have enough funds at the beginning of the day to make a payment:

- ▶ You have until 2.30pm to pay money into your account to make the payment that day.
- ▶ If a payment takes you overdrawn, you have until midnight to pay money into your account to avoid a daily overdraft fee for that day.

If there are still not enough available funds, we will make a final try on the next working day before rejecting the payment. Details of our fees and charges can be found in the Banking Charges guide.

What happens when I pay in a cheque?

For information about when cheques you either write or pay in will be processed, and the money can be accessed, please see the Bank of Scotland Bank Account conditions.

If you need to cancel a cheque you've written from being paid, please call Telephone Banking on **0345 721 3141** or visit your Bank of Scotland branch.

Frequently Asked Questions

What can I do to help prevent theft or fraud?

Here are some simple rules to follow so that you're always in control of your money:

- ▶ Make sure that your cheque book and cards are safe, but don't keep them together
- ▶ We recommend you don't write down your PIN. But if you need to write it down, disguise it so that it's not recognisable as your PIN, and never keep it with any of your cards. Never let anyone else know your PIN. If you forget your PIN, you can use the Mobile Banking app to order a new one.
- ▶ Always sign your cards in ballpoint pen as soon as you receive them
- ▶ Always be sure before you give your bank details out that you know who you're giving them to and why they need them

- ▶ Ensure that you keep your Visa debit card receipts in a safe place and dispose of them carefully making sure your card details cannot be read
- ▶ Check your statements regularly and get in touch if you see any transactions you don't recognise.

What if I lose my Visa debit card and cheque book, or they are stolen?

You must report any theft or loss as soon as possible so that we can prevent other people from using your account.

You can use the Mobile Banking app to report your card lost or stolen, and order a replacement.

Please call the Bank of Scotland 24-hour Lost and Stolen Cards service on **0800 028 8335** or **+44 131 454 1605** if calling from abroad.

You will receive replacement cards and/or cheque books from us usually within five working days of notifying us.

Important information

Our promise is to do our best to resolve any problems you have. If you wish to complain visit your local branch or call **0800 072 8668** or **0131 278 3729**. (Textphone **0800 389 1286** or **0131 278 3690**, if you have a hearing impairment). For more information visit **bankofscotland.co.uk/contactus/complain**

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve the quality of our service.

Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to an adviser for more information.

Rates quoted are subject to change.

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We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: **www.lendingstandardsboard.org.uk**

Eligible deposits with us are protected by the Financial Services Compensation Scheme. We are covered by the Financial Ombudsman Service.

Information correct as of January 2019.

Get in touch

 [bankofscotland.co.uk/
graduate](https://bankofscotland.co.uk/graduate)

 0345 721 3141

 Visit your local branch

If you'd like this in another format such as large print, Braille or audio CD please contact us.

If you have a hearing or speech impairment you can contact us using the Next Generation Text (NGT) Service or via Textphone on **0345 600 9644** (lines are open 9am to 5.30pm, 7 days a week). If you're Deaf and a BSL user, you can use the SignVideo service available at bankofscotland.co.uk/accessibility/signvideo

