

# PRIVATE BANKING PREMIER CURRENT ACCOUNT

Guide to charges



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This is your guide to the main fees and charges for services on your Private Banking Premier Current Account and debit card.

Rates that apply to your Private Banking Premier Current Account can be found in our Private Banking Premier Accounts - Rates of Interest Guide.

We've designed this guide to help you plan ahead and avoid unnecessary charges in the future, so you may find it helpful to keep it with your bank statements for reference.

There'll also be a charge if you use special services, such as using CHAPS payments. This guide explains how these charges work, and when we apply them.

If you ask us for a service that's not covered here or if we make any changes to our fees, we'll always let you know before you are charged.

You can also check the latest information either online at: [bankofscotland.co.uk/privatebanking](https://bankofscotland.co.uk/privatebanking) or by phoning the Private Banking Service Centre (PBSC) on **0345 711 1111**.

## When charges are applied

Different fees are taken from your account at different times.

- ▶ We take most charges when we provide you with the service.
- ▶ We take some fees afterwards. If this is the case, we've set this out in the information below.

## Monthly charging period

- ▶ Runs from the 2nd working day of the month to the 1st of the next month; or
- ▶ Depending on the type of account you may have held with us previously, it may be different. We will have told you this separately.
- ▶ If you'd like to check what your monthly billing period is, call us on **0345 711 1111**.

## Monthly account fee

The monthly account fee is £25.

If you open, upgrade or close your account part way through a month, you'll only pay for the days you have used.

## Borrowing from us with an arranged overdraft

An arranged overdraft is where, as part of our overall service, we're willing to lend you money through your current account.

How much we lend depends on our assessment of your personal circumstances. We agree an arranged overdraft limit with you in advance.

- ▶ Bank of Scotland plc is a responsible lender and we only want you to borrow what you can afford and in a way that is best for you.
- ▶ All overdrafts are subject to application and approval and are repayable on demand. You must be 18 or over to apply.
- ▶ If you decide you need an overdraft, you must ask us in advance for an arranged overdraft. You can also ask to increase an existing arranged overdraft limit at any time.
- ▶ If you try to make a payment that would take your account overdrawn or over your arranged overdraft limit, we may refuse that payment due to lack of available funds.
- ▶ If we agree to provide you with an arranged overdraft, we'll let you know about any further conditions which apply.
- ▶ Please see **Section F** of the Bank of Scotland Private Banking: Current Account Conditions for more information on conditions which apply to overdrafts.

Please contact us if you'd like to discuss your requirements, or if you have any financial difficulties, and we'll do our best to help.

## Avoiding arranged overdraft interest

You can avoid paying arranged overdraft interest if your balance goes overdrawn during the day, but you pay money into your account later the same day to bring it back into credit. The money needs to be immediately available to use, so you could transfer money from another personal account you have with us using our mobile banking app, online banking, or telephone banking. You could also pay cash in at a machine that accepts cash payments, a Post Office or a Banking Hub.

You can check your balance:

- ▶ by using the app
- ▶ online
- ▶ at any cash machine
- ▶ by calling the Private Banking Telephone service.

You should always try to make sure there is enough money in your account and try to move any large payments that are due to a time in the month when you have more money. Subject to our lending assessment of you, you should also make sure your arranged overdraft is enough to allow us to make all payments.

If we have agreed an interest-free arranged overdraft, you won't pay interest if you keep within that agreed limit. We'll only charge interest on the balance if you go above the interest-free limit agreed.

We'll write and tell you if we refuse your payment request.

We won't charge you for refusing or trying to refuse your requested payments, but this may impact on your credit score. But we'll continue to charge arranged overdraft interest if any fees or payments take, or have taken, your account above your arranged overdraft limit.

If you try to make a payment out of your account (for example by direct debit or cheque) without enough cleared funds, we'll consider whether to agree to your request, taking into account your personal circumstances.

If you know you're likely to need to borrow from us, please ask for a new or increased arranged overdraft. Just ask your Private Banking Service Centre on **0345 711 1111**.

Please note, an arranged overdraft continues until it is repaid. So, at the start of any monthly billing period, if you still have an arranged overdraft from the previous monthly billing period, you'll incur a further monthly account fee and interest.

## Interest payable on arranged overdrafts

Please see the Rates of Interest Guide for details of interest payable on your account.

## **Avoiding an unarranged overdraft**

Occasionally you may go over your arranged overdraft limit, or not have enough money for payments you want to make. We may decide to either refuse a payment or allow it, taking you into an unarranged overdraft. Going into an unarranged overdraft may impact your credit score.

If a payment takes you over your arranged overdraft limit, we won't charge you interest on the part that is above your limit. We'll continue to charge interest on the amount of your arranged overdraft. We may also ask you to repay the unarranged amount. We may refuse any further payments until you have enough money in your account or available arranged overdraft to cover them.

You can avoid going into an unarranged overdraft if you pay money into your account later the same day, to bring it back into credit.

## Debit card charges

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**If you take money in pounds from your account in the UK using any cash machine or over the counter**

### **Charges**

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**Using your Private Banking debit card at a Bank of Scotland, Lloyds Bank or Halifax cash machine or branch in the UK**

Free

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**Using your Private Banking debit card at a non-Bank of Scotland, Lloyds Bank or Halifax cash machine or branch**

Bank of Scotland does not make a charge. However the owner of the machine may. If so, the machine will show you the amount and tell you that it will be taken from your account when you withdraw the cash.

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**Paying in cash using a machine**

You can pay cash into your account at any Bank of Scotland, Lloyds Bank or Halifax cash machine that accepts payments in. We won't charge you for this deposit.

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**When you use your debit card to purchase foreign currency in the UK**

### **Charges**

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**From Bank of Scotland, Lloyds Bank or Halifax branches**

Free

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**From any other banks, travel agents, Bureau de Change and outlets displaying the Visa sign**

Bank of Scotland does not make a charge but the provider of foreign currency may make a charge.

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## Debit card charges continued

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Withdrawing cash in a currency other than in pounds, or withdrawing pounds outside the UK (at a cash machine or over the counter)

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Using your Private Banking debit card

### Charges

We won't charge you our debit card fees for doing this.

If you use your card to:

- ▶ withdraw cash in a foreign currency, or
- ▶ withdraw cash in pounds outside the UK,

then, unless you've asked the cash machine or card terminal provider to do the currency conversion, the card payment scheme, for example Visa, will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies. You can check the payment scheme exchange rate for your card online at:

**[bankofscotland.co.uk/privatebanking/services/important-information](https://bankofscotland.co.uk/privatebanking/services/important-information)**

In some countries, the cash machine or card terminal you use may offer you the option of paying for the transaction in pounds. If you choose to pay in pounds, the exchange rate will generally be provided by the cash machine operator or card terminal provider. The provider of the foreign currency may make a separate charge for conversion.

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## Buying goods or services in a foreign currency

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## Charges

### Using your Private Banking debit card

We won't charge you our debit card fees for doing this.

If you use your debit card to make a purchase or other transaction (not a cash withdrawal) in a foreign currency, the card payment scheme, for example Visa, will convert the amount into pounds the day the transaction is processed using their exchange rate. In Visa's case, this will be the Visa Payment Scheme Exchange Rate. The symbol on your card will tell you which payment scheme applies. You can check the payment scheme exchange rate for your card online at: [bankofscotland.co.uk/privatebanking/services/important-information](https://bankofscotland.co.uk/privatebanking/services/important-information) If you're abroad, and choose to pay for something in pounds, the provider of the currency conversion may still charge you.

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## Other services

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### Service

### Charges

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#### Statements

Free

We will send you regular account statements and if you order an extra statement at any Bank of Scotland cash machine this will be free of charge

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#### CHAPS payment\*

£25

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#### Returned cheque (if a cheque you pay into your account is returned to us unpaid by another bank or branch)

Free

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**\*Important information about cut-off times.** We must receive your CHAPS payment instruction before the cut-off time on the day you want the payment to arrive. The cut-off time for instructions via branch is 4.25pm. If you make your payment via your Private Banking Relationship team, the cut-off time is 3.30pm. If the CHAPS payment instruction is not received by us by the cut-off time on a working day, we will treat it as being received the next working day. You can ask us for further information about the relevant cut-off times.

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**Sending money outside the UK  
or in a foreign currency****Charges**

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**Electronic payments sent outside the UK  
or in a foreign currency\*****Our fee**

In Euro - no fee  
In any other currency - £9.50

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**Correspondent Bank Fee (where applicable)\*\***

Zone 1 (USA, Canada and Europe (non-EEA)) £12

Zone 2 (Rest of the World) £20

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**Receiving money from outside the UK  
or in a foreign currency\*\*\*****Charges**

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**Electronic payments received in Euro from  
within the EEA or UK or by SEPA credit transfer**

Free

**All other electronic payments**

Up to £100 - £2  
£100.01 and above - £7

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\* **Important information about cut-off times.** We must receive your payment instruction before the cut-off time on a working day so that we can start processing it the same day. The cut-off time for most payments sent using online banking, telephone banking and branch is 3pm. Euro payments sent using telephone banking and branch may be subject to an earlier cut-off time of 2pm. If this applies to your payment, we will tell you at the time of the transaction. If you make a payment via your Private Banking Relationship team, the cut-off time for all currencies is 12.30pm.

\*\* You will share charges with the person you are sending the money to when you make your payment

- ▶ in any standard currency using online banking; or
- ▶ in any currency to a bank account in the UK or EEA; or
- ▶ in any EEA currency or in pounds to a bank account in Switzerland, Monaco or San Marino.

Sharing the charges means you will pay our charge, and the person you are sending the money to will pay their bank's charges and any agent bank charges that apply.

For other payments in standard currencies, you can share the charges or, if you want the full payment amount to be received by the recipient bank, this is only available in branch or by calling us. You'll pay our charge and the Correspondent Bank Fee that replaces all agent bank charges.

For any payment in non-standard currencies if we offer them, your full payment amount will automatically be received by the recipient bank. This is available through online banking, in branch or by calling us, and you will only pay our charge.

The bank you are sending money to may still charge its customers a fee.

You can find a list of our standard currencies and non-standard currencies we offer on our public website.

\*\*\* The amount you pay will be calculated after we've converted the money you've received into pounds. We'll do this on the day we pay it into your account.

Most banking services are exempt from VAT at present. If this should change, we reserve the right to add VAT to these charges.

For more information on Private Banking Premier Current Account services and charges, please call the Private Banking Service Centre on **0345 711 1111** or visit us at: **[bankofscotland.co.uk/privatebanking](http://bankofscotland.co.uk/privatebanking)**

We may monitor or record phone calls with you in case we need to check we have carried out your instructions correctly and to help improve the quality of our service.

# GET IN TOUCH

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In our mobile banking app or visit:  
[bankofscotland.co.uk/privatebanking](https://bankofscotland.co.uk/privatebanking)

0345 711 1111

If you need this communication in another format, such as large print, Braille or audio CD, please contact us.

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages: [relayuk.bt.com](https://relayuk.bt.com)

SignVideo services are also available if you're Deaf and use British Sign Language: [bankofscotland.co.uk/contactus/signvideo](https://bankofscotland.co.uk/contactus/signvideo)

If you need support due to a disability please get in touch.

If you want to make a complaint, you'll find helpful information at: [bankofscotland.co.uk/privatebanking/services/contact-us](https://bankofscotland.co.uk/privatebanking/services/contact-us)

To speak to us, call: **0800 072 8668** or **+44 131 278 3729** from outside the UK. Adviser service: 24/7. Or visit a branch.

Calls and online sessions may be monitored and recorded. Not all Telephone Banking services are available 24 hours a day, seven days a week.

Eligible deposits with us, up to a total of £85,000, are protected by the Financial Services Compensation Scheme [bankofscotland.co.uk/fscs](https://bankofscotland.co.uk/fscs)

We are also covered by the Financial Ombudsman Service.

Arranged overdrafts are subject to application and approval and repayable on demand.

Our app is available to customers with a UK personal account and valid registered phone number. Minimum operating systems apply, so check the App Store or Google Play for details. Device registration required. Terms and conditions apply: [bankofscotland.co.uk/aboutonline/online-conditions](https://bankofscotland.co.uk/aboutonline/online-conditions)

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This information is correct as of June 2025 and is relevant to Bank of Scotland products and services only.