

PREMIER INVESTMENT ACCOUNT

Key Features and Charges Guide

This document contains the main features of the Premier Investment Account. Please read this document and keep it with your other literature and documents relating to your Premier Investment Account.

Helping you decide

This document is designed to help you decide if the Premier Investment Account is the right product for you. You should be comfortable with and understand the key features of the account before you deposit your money with us. If you have any questions regarding the account that are not answered here, please contact us on **0345 711 1111 (+44 1312 783 698** from abroad). Lines are open 8am – 8pm, seven days a week, including bank holidays.

This document should be read in conjunction with the Private Banking Savings Accounts Terms & Conditions.

We may monitor and record telephone calls to help us provide a higher level of service. Call costs may vary depending on your service provider.

General features of the Premier Investment Account

- ▶ Convenient and simple account to manage
- ▶ Minimum account opening balance £2,500
- ▶ Interest can be paid annually or monthly. Annual interest is paid on the anniversary of the account opening. Monthly interest is paid on the same date each month as the date of the account opening (see Private Banking Savings Accounts Terms & Conditions). Unless you tell us otherwise when you complete your account application, interest will be paid annually
- ▶ Please note withdrawals by standing order or direct debits are not permitted on the Private Banking Premier Investment Account
- ▶ A variable rate of interest without the commitment of locking your money into a fixed term deposit. See "Savings – Rates of Interest" leaflet for details
- ▶ Deposits of £5million or more may be subject to approval by Bank of Scotland plc
- ▶ No withdrawal restrictions
- ▶ Access to your money when you need it

Premier Investment Account Key Features

Convenient Cashsweep® to the Bank of Scotland Private Banking Premier Current Account may be available. Please ask for details.

Cashpoint® card charges

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

Charges

Using your Private Banking Cashpoint card at a Bank of Scotland Cashpoint machine or branch in the UK

Free of charge

Using your Private Banking Cashpoint card at a non-Bank of Scotland Cashpoint machine or a non-Bank of Scotland branch in the UK

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

Cash withdrawal in a foreign currency, or cash withdrawal in pounds outside the UK (at a cash machine or over the counter)

Charges

Using your Bank of Scotland Private Banking Cashpoint card

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/travel/using-your-cards-abroad

We will charge you a foreign currency transaction fee of 2.99% of the pounds payment amount. This is a fee for currency conversion. We will also charge a foreign currency cash fee of £1.50 for each withdrawal

In some countries, the cash machine 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. In this instance, we will not charge you a foreign currency transaction fee, but we will charge a foreign cash fee of £1.50 for each withdrawal. The provider of the foreign currency may make a separate charge for conversion.

We won't charge a foreign currency cash fee or a foreign cash fee if you withdraw Euro within the EEA or UK

Other services

Service

Charges

Statements

Free

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

Duplicate statements

£5

CHAPS payment*

£25

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

Free

* **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.

Sending money outside the UK or in a foreign currency	Charges
Electronic payments sent outside the UK or in a foreign currency***	In Euro - no fee**** In any other currency - £9.50****
Correspondent Bank Fee	
Zone 1 (USA, Canada and Europe (non-EEA))	£12
Zone 2 (Rest of the World)	£20
Receiving money from outside the UK or in a foreign currency*****	Charges
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

*** **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 via Internet Banking, branch and Telephone Banking is 3pm. Euro payments sent via branch and Telephone Banking 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 foreign payment charges with the recipient when the payment is made:

- ▶ in any currency using Internet Banking; or
- ▶ in any currency to a bank account in the UK or EEA; or
- ▶ in any EEA currency or pounds to a bank account in Switzerland, Monaco or San Marino

Sharing the charges means you will pay our charge and the recipient will pay their bank's charges and any agent bank charges that apply.

If you make any other foreign payment, you can choose either:

- a) to share charges; or
- b) to pay both our charge and all agent bank charges

If you choose option b), you will pay our charge and the Correspondent Bank Fee that replaces all agent bank charges. The recipient bank may charge its customer a fee but we cannot provide information about such a fee.

***** 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.

Eligible deposits with us, up to a total of £85,000, are protected by the Financial Services Compensation Scheme (FSCS). We are also covered by the Financial Ombudsman Service (FOS). Please note that due to FSCS and FOS eligibility criteria not all Bank of Scotland Private Banking non-personal customers will be covered. You can ask for a copy of your account Terms & Conditions at any time.

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 www.relayuk.bt.com

SignVideo services are also available if you're Deaf and use British Sign Language: 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/contactus/complain

To speak to us, call: 0800 072 8668 or +44 131 278 3729 from abroad. Adviser service: 24/7.

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

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

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