

## CHARGES FOR ACCOUNT SERVICES

This leaflet contains charges which apply on savings and current accounts from 28 March 2012. There may be other fees and charges (not listed below), which are made by us for providing additional services and these will be notified to customers at the time the service is requested. It is possible that other taxes or costs may exist that are not paid through us or imposed by us. Fees, charges and overdraft interest rates may vary from time to time. Unless otherwise stated, all charges for services are payable when the service, or processing of a payment, is requested.

Stopping payment of a cheque.	£5
Copy of a paid cheque or payee details	£5
Replacement for a lost card or personal identification number (PIN)	£5
Duplicate statements of interest and account transactions. Up to five duplicate statements may be obtained in a single request. Where more than five duplicate statements are required, or you require copies of statements issued before 31st March 1996, please contact your branch to obtain a separate indication of the cost of producing duplicates.	£5
Replacement for a lost passbook	£10
Special presentation of a cheque	£12
Processing same day CHAPS payments to other UK banks or building societies	£25
Commission charge on sale of sterling travellers cheques	1.5%

### Transferring money abroad

Transfer of Euros to another European country (transfer should arrive the next bank working day)	£10
Express service transfers in currencies other than Euros and/or to non European countries (transfer should arrive within 2 bank working days)	£27
Economy service transfers in currencies other than Euros and/or to non European countries (transfer should arrive within 3 bank working days)	£20
Budget service transfers for payments up to £2,000 to Australia, Canada, New Zealand, South Africa and the USA (transfer should arrive within 5 bank working days)	£10
Overseas Bankers Drafts (exchange rates will be calculated by the Royal Bank of Scotland on the day they process your order)	£18

The recipient of the funds will also be subject to a charge. We regret we cannot confirm in advance the amount of any such charge.

### Accepting foreign denomination cheques and sterling cheques drawn on a foreign bank account

Charges are payable for these services and are made both by our bankers and the bank on which the cheque is drawn (the drawing banker). We cannot confirm in advance the rate of exchange which will apply or the amount of the charges, but for guidance they could be as high as £60. All charges will be deducted from the amount converted and the net amount will be credited to your account. Please allow at least eight weeks for these cheques to be paid by the drawing banker. The rate of exchange which will apply will be the rate applicable on the date the cheque is paid by the drawing banker. We will normally not accept such cheques for amounts less than £100.

### Foreign Currency Transactions made using Your Visa Debit Card

When you use your Cumberland Visa debit card to carry out a transaction in a currency other than sterling, unless you are offered and accept a currency conversion rate at the time, transactions will be converted into sterling at the exchange rate on the date they are received by Visa in the UK. In addition, the retailer or ATM provider may apply a charge.

For Visa debit card numbers (i.e. the 16-digit number across the middle of your card) beginning 475148 only, we will make a charge of 2.5% of the transaction amount from 1 July 2012.

## Personal accounts

### Charges relating to overdrafts

<b>Unpaid item charge</b> – applied when we consider and return a request to process a payment because you do not have sufficient cleared funds in your account. For cheques this is when they are presented for payment (typically before 9am), and for direct debits and standing orders, by 3.30pm on the day they are due to be paid. This charge is per item and we will inform you in writing when we are unable to make payments because of insufficient cleared funds.	£17.50
<b>Paid item charge</b> - Payments made on a Money Management Account, 24/7 Account, or Cumberland Day2Day Account where there are insufficient funds to cover the payment being made or on a current account where no formal overdraft has been agreed, or an agreed overdraft limit has been exceeded (charge per item). If we honour a payment request on your account in these circumstances and the debit balance on your account is either no more than £17.50 or no more than £17.50 in excess of any agreed overdraft limit, we will not make this charge.	£17.50
<b>Overdraft management charge</b> - If the debit balance on your account exceeds £17.50 or exceeds your agreed overdraft limit by more than £17.50 at close of business on a Society working day, a fee will be incurred for that month in addition to any other charges made to your account, and will be incurred each subsequent month until the balance is brought within the agreed overdraft limit (if any). (This charge does not apply to Money Management, 24/7 and Cumberland Day2Day accounts).	£20.00

The above three charges will be debited on the last bank working day (i.e. excluding Saturdays, Sundays and Bank Holidays) of the calendar month following the month in which the charge is incurred. E.g. a charge incurred in June would be debited on the last bank working day of July. We will not charge you more than 2 paid and/or unpaid item charges per day or charge more than £90 (in paid and/or unpaid item charges and overdraft management charge) per month.

**Overdraft interest** The overdraft interest rates shown in this leaflet are variable. \* EAR stands for Effective Annual Rate

Type of account	Overdraft interest rate	
	Authorised	Unauthorised
Current Account	3.04% per quarter (EAR 12.73%*)	3.04% per quarter (EAR 12.73%*)
<i>Representative Example</i>	<i>If you are overdrawn by £250 for 18 days you will pay interest at 12.73% variable. The total charge for this credit would be £1.58.</i>	<i>If you go overdrawn beyond your agreed limit by up to a maximum of £50 for 5 days in a single calendar month you will incur a £20 monthly overdraft management charge and pay interest at 12.73% variable. The total charge for this credit would be £20.09.</i>
Reward, Cumberland Plus and Cumberland Offset Current Accounts	2.408% per quarter (EAR 9.99%*)	2.408% per quarter (EAR 9.99%*)
<i>Representative Example</i>	<i>If you are overdrawn by £400 for 16 days you will pay interest at 9.99% variable. The total charge for this credit would be £1.68.</i>	<i>If you go overdrawn beyond your agreed limit by up to a maximum of £50 for 5 days in a single calendar month you will incur a £20 monthly overdraft management charge and pay interest at 9.99% variable. The total charge for this credit would be £20.07.</i>
Current Account Plus and Offset Current Accounts	2.069% per quarter (EAR 8.54%*)	2.069% per quarter (EAR 8.54%*)
<i>Representative Example</i>	<i>If you are overdrawn by £1000 for 18 days you will pay interest at 8.54% variable. The total charge for this credit would be £4.16.</i>	<i>If you go overdrawn beyond your agreed limit by up to a maximum of £50 for 5 days in a single calendar month you will incur a £20 monthly overdraft management charge and pay interest at 8.54% variable. The total charge for this credit would be £20.06.</i>

Interest is charged on current account overdrafts for the period of time the account is overdrawn. The interest charged for each of the quarters ending 30 June, 30 September, 31 December and 31 March will be deducted from current account balances around the 25th day of the month following the dates shown. We will give you at least 14 days' notice, by way of your transactions statement or by personal notice, before we deduct overdraft interest from your account.

**Underfunding Charge (Cumberland Plus and Cumberland Day2Day accounts)**

Incurring for any full calendar month when your account is not funded in accordance with the conditions of the account.	£2.00
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The charge will be debited on or around the 25<sup>th</sup> day of the following month and we will give you at least 14 days' notice of the charge, by way of your monthly statement or personal notice.

**Charges for Cumberland Day2Day Accounts (from 8 November 2011) and Money Management & 24/7 accounts (from 1 July 2012)**

Chequebook charge - Each request for a chequebook*, including those generated automatically based on your cheque book usage. *Cheque books are only available to customers over 18 years old. In the case of joint accounts, all account holders must be over 18 years of age for a chequebook to be issued	£5.00
Account Transactions List Print charge - Each request for an Account Transactions List Print, either at a branch or via a call to our Head Office.	£2.00
Counter Cheque charge - Each request for a Counter Cheque, either at a branch or by contacting our Head Office, and charged per cheque requested.	£1.50

These charges also apply to some of our closed issue accounts. To find out which of our accounts they apply to, please contact our Head Office on 0845 601 8396 or (01228) 403141, or call into your local branch and speak to a member of staff.

**Charges for Cumberland Day2Day Accounts Only**

Paper statement charge - Each request for a paper statement (not available on accounts registered to receive eStatements).	£2.00
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## Cumberland • business Business current accounts

**Charges relating to overdrafts**

<b>Unpaid item charge</b> – applied when we consider and return a request to process a payment because you do not have sufficient cleared funds in your account. For cheques this is when they are presented for payment (typically before 9am), and for direct debits and standing orders, by 3.30pm on the day they are due to be paid. This charge is per item and we will inform you in writing when we are unable to make payments because of insufficient cleared funds.	£27.50
<b>Paid item charge</b> - Payment made on an overdrawn Current Account where no formal overdraft has been agreed, or an agreed overdraft limit has been exceeded (charge per item).	£20.00

The above 2 charges will be debited on the last bank working day (i.e. excluding Saturdays, Sundays and Bank Holidays) of the calendar month following the month in which the charge is incurred. E.g. a charge incurred in June would be debited on the last bank working day of July. We will not charge you more than 2 paid and/or unpaid item charges per day.

Overdraft arrangement fees and renewal fees will be confirmed to you prior to your overdraft being agreed.

**Overdraft interest** The overdraft interest rates shown in this leaflet are variable. \* EAR stands for Effective Annual Rate

Type of account	Overdraft interest rate	
	Authorised	Unauthorised
Business accounts	Individually agreed. Typical rate is 3.04% per quarter (EAR 12.73%*)	Individually agreed. Typical rate is 5.659% per quarter (EAR 24.63%*)

**Cash Exchange Charge:** 1.5% of value exchanged at branch counters.