

# Your guide to the charges you can expect on your **smile current account**

There are no charges for normal banking services as long as you do not go overdrawn. However, we do make a charge for certain other services including overdraft services.

We can vary or amend these charges or interest rates at any time but will notify customers that we are doing so in accordance with account Terms and Conditions. Confirmation of current interest rates can be obtained online at [smile.co.uk](http://smile.co.uk) or by calling **0870 843 2265**. The services, charges and rates detailed are effective from 3rd July 2009.

## **Overdraft services:**

You can request an overdraft or an increase to an existing overdraft either formally or informally.

**Formally** – you can request our overdraft services in advance and if we agree to your request we will tell you your overdraft limit and confirm the terms of the overdraft in writing.

**Informally** – if you have not formally requested our overdraft services as above, you may still request our overdraft services by undertaking a payment or withdrawal from your account, even though no overdraft limit has been agreed or where the payment or withdrawal would cause you to exceed any agreed overdraft limit.

If you request an overdraft informally in this way then we will limit the amount of related charges you could incur in two ways:

### **Waiver: helping with infrequent charges.**

If you maintain your account in credit (or within any agreed overdraft limit) for a year then we won't charge you if you then request an informal overdraft, providing that your account is returned to credit (or inside an agreed overdraft limit) within six working days.

### **Quarterly Cap: putting an upper limit on charges.**

We have placed a limit of £150 per quarter on charges relating to informally requested overdrafts.

## **Financial Difficulties**

Should you be experiencing financial difficulties and can't keep up with bill payments or your income falls we would recommend that you contact us as early as possible. We will be happy to discuss your needs and to help you understand what options might be available to you.

You can get further information by calling 0800 028 8696.



## smile current account overdraft services

<b>Debit interest rate</b>	<b>1.24% per month 15.9% EAR*</b>
<b>Formal overdraft service charge</b> When we have agreed or renewed a formal limit with you in advance over £500 <sup>†</sup> .	<b>£20.00</b>
<b>Informal overdraft service charges</b> <b>Monthly service charge</b> When you have overdrawn or have exceeded an existing overdraft limit without having agreed with us in advance you will incur a monthly service charge.	<b>£20.00</b>
<b>Daily service charge</b> Each subsequent day your informal overdraft increases you will incur a daily service charge.	<b>£20.00</b>
<b>Unpaid items</b> This charge may be applied if cheques, standing orders or Direct Debits cannot be paid due to lack of funds.	<b>£30.00</b>
<b>Waiver</b> We will not charge you any informal overdraft service charges or unpaid item charges for informal overdrafts that last six consecutive working days or less (or for any informal overdraft requests that we do not agree) providing that you had not requested an informal overdraft in the previous 366 days.	
<b>Quarterly Cap</b> We will not charge you more than a total of £150 of informal overdraft service charges and unpaid item charges per quarter (a quarter being a group of three charging periods starting in January, April, July or October). If we agree to refund any previously charged informal overdraft service charges or unpaid item charges during a given quarter then the £150 will increase by the amount of those refunded charges.	
<b>Charging period</b> The charging period used for interest, commission and charges is 5th of month one to 4th of month two. Please note the dates may vary when they do not fall on working days.	

## smilemore subscription fee

**A £13.00 subscription will be collected on the first working day of every month**

## smilemore overdraft services

<b>Free overdraft service – interest and charges free zone</b> You can go overdrawn up to £260 at any time in a month without incurring interest or charges.	
<b>Debit interest rate</b> Formal overdraft service over £260. Informal overdraft service.	<b>0.95% per month 11.9% EAR* 1.24% per month 15.9% EAR*</b>
<b>Formal overdraft service charge</b> When we have agreed or renewed a formal limit with you in advance over £500 <sup>†</sup> .	<b>£20.00</b>
<b>Informal overdraft service charges</b> <b>Monthly service charge</b> When you have overdrawn or have exceeded an existing overdraft limit without having agreed with us in advance you will incur a monthly service charge.	<b>£20.00</b>
<b>Daily service charge</b> Each subsequent day your informal overdraft increases you will incur a daily service charge.	<b>£20.00</b>
<b>Unpaid items</b> This charge may be applied if cheques, standing orders or Direct Debits cannot be paid due to lack of funds.	<b>£30.00</b>
<b>Waiver</b> We will not charge you any informal overdraft service charges or unpaid item charges for informal overdrafts that last six consecutive working days or less (or for any informal overdraft requests that we do not agree) providing that you had not requested an informal overdraft in the previous 366 days.	
<b>Quarterly Cap</b> We will not charge you more than a total of £150 of informal overdraft service charges and unpaid item charges per quarter (a quarter being a group of three charging periods starting in January, April, July or October). If we agree to refund any previously charged informal overdraft service charges or unpaid item charges during a given quarter then the £150 will increase by the amount of those refunded charges.	
<b>Charging period</b> The charging period used for interest, commission and charges is 5th of month one to 4th of month two. Please note the dates may vary when they do not fall on working days.	



## Other services

<b>Stopped cheques</b> When you instruct us that a cheque you have issued (without using your cheque guarantee facility) should not be paid.	£10.00
<b>Copy of a statement</b> If original statement is less than a year old and available online. If original statement is more than a year old and no longer available online.	£2.50 (or free if you print it yourself) £10.00
<b>Copy cheque</b>	£10.00 (per cheque)
<b>Banker's cheque</b> To assure payment when buying goods such as a car by cheque.	£10.00
<b>Transfer to bank outside The Co-operative Bank (via CHAPS)</b>	£25.00
<b>Other charges</b> There may be occasions when we will make other charges to the account. These will be notified to you at the time.	

**Please call 08457 212 212 if you would like to receive this information in an alternative format such as large print or Braille.**

Policy and supplier terms and exclusions apply.

**The Co-operative Bank p.l.c. P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937.**

**smile is part of The Co-operative Bank, is authorised and regulated by the Financial Services Authority (No. 121885), subscribes to the Banking Code, is a member of the Financial Ombudsman Service and is licensed by the Office of Fair Trading (No. 006110).**

Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status. The Bank reserves the right to decline any application. The subscription fee for the smilemore current account is £13.00 debited from the account on the first working day of each month.

Calls may be monitored or recorded for security and training purposes. Calls to 0845 numbers will cost no more than 4p per minute for BT customers. Call charges from other companies may vary and you may want to check this with your service provider.