

# smilemore current account

Your guide to charges (**smilemore** current account)

# 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](https://smile.co.uk) or by calling **08457 212 212**.

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**.

<b>smile current account overdraft services</b>	
<b>Debit interest rate</b>	1.24% per month 15.9% EAR*
<b>Formal overdraft service charge</b> When we have agreed or renewed a formal limit with you in advance over £500 <sup>1</sup> .	£20.00
<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.	£20.00
<b>Daily service charge</b> Each subsequent day your informal overdraft increases you will incur a daily service charge.	£20.00
<b>Unpaid items</b> This charge may be applied if cheques, standing orders or Direct Debits cannot be paid due to lack of funds.	£30.00
<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 1 to 4th of month 2. Please note the dates may vary when they do not fall on working days.	
<b>smilemore subscription fee</b>	
<b>A £13.00 subscription will be collected on the first working day of every month</b>	
<b>smilemore overdraft services</b>	
<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.	0.95% per month 11.9% EAR* 1.24% per month 15.9% EAR*
<b>Formal overdraft service charge</b> When we have agreed or renewed a formal limit with you in advance over £500 <sup>1</sup> .	£20.00
<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.	£20.00
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## smile student account overdraft services

### Free overdraft service – interest and charges-free zone

You can go overdrawn up to this amount at any time in a month without incurring interest or charges.

#### Year of study

1	£1,000
2	£1,400
3	£1,800
4+	£2,000

### Debit interest rate

Formal overdraft service above the free overdraft for the current year of study.  
Informal overdraft service.

0.79% per month 9.9% EAR\*  
1.24% per month 15.9% EAR\*

### Formal overdraft service charge

When we have agreed or renewed a formal limit with you in advance.

NIL

### Informal overdraft service charge

When you overdraw or exceed an existing overdraft limit without having agreed a formal limit with us in advance.

NIL

### Unpaid items

This charge may be applied if cheques, standing orders or Direct Debits cannot be paid due to lack of funds.

£30.00

### Waiver

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.

### Quarterly Cap

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.

### Charging Period

The charging period used for interest, commission and charges is 5th of month 1 to 4th of month 2. Please note the dates may vary when they do not fall on working days.

## Foreign transaction services

### Cash withdrawals

At VISA or PLUS dispensers or over the counter at a bank displaying the VISA sign.  
This includes the purchase of foreign currency or travellers' cheques made with the card.

2% of the value of the withdrawal or £2 (whichever is the greater)

### Foreign transaction fee

Applied to any debit or credit card transaction in a currency other than Sterling.

2.75% of the value of the transaction

### Overseas remittances

Normal rate transfers and drafts in Sterling or foreign currency.  
Urgent rate transfers in sterling or foreign currency.  
Structured payments.

0.25%, min £13, max £35°  
0.25%, min £17, max £35°  
£8

### Foreign currency banknotes

Sales.  
Purchases.

Free<sup>4</sup>  
1.25%, min £4 (per individual currency transaction)

### Issue of travellers' cheques

Foreign currency cheques.

Free<sup>4</sup>

### Bills and cheques

Cheques negotiated with recourse. (£1-£99)  
(£100+)  
Cheques for collection.  
Cheques returned unpaid.

£4.00  
0.25% (min £8, max £60)  
0.25% (min £15, max £60)<sup>9</sup>  
£10<sup>9</sup>

## Other services

### Stopped cheques

When you instruct us that a cheque you have issued (without using your cheque guarantee facility) should not be paid.

£10.00

### Copy of a statement

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

### Copy cheque

£10.00 (per cheque)

### Bankers cheque

To assure payment when buying goods such as a car by cheque.

£10.00

### Transfer to bank outside The Co-operative Bank (via CHAPS)

£25.00

### Other charges

There may be occasions when we will make other charges to the account. These will be notified to you at the time.

\*EAR = Equivalent Annual Rate for overdrawn balances. <sup>1</sup>For the first 12 months from account opening you will have an agreed overdraft limit of £500. This is a special offer and is subject to our right to withdraw it for new customers or in accordance with account terms and conditions in the future. <sup>9</sup>Plus postage, transmission and agent's charges where applicable. <sup>4</sup>Home delivery service is available and will be charged at cost.

smile the internet bank from

The **co-operative** bank  
good with money

**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 Lending 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. 0844 calls are charged at 5p per minute. Call charges from other companies may vary and you may want to check this with your service provider.