

NatWest Welcome
Account and NatWest
NRI Welcome Account
free money transfer
service conditions



Please read the Terms and Conditions carefully.

Important – The Bank will automatically send all payments to the Beneficiary in foreign currency unless expressly stated in the payment request

These Terms and Conditions explain the Account Holder's rights and responsibilities and those of the Bank in respect of the use of the Bank's free money transfer service accessed either by way of phone or by way of mobile banking using the International Money Transfers Service. Currently the free money transfer service and the International Money Transfers Service are only available to holders of NatWest Welcome Accounts and Natwest NRI Welcome Accounts.

Nothing in these terms and conditions affects the operation of the Account Holder's account(s) with the Bank which is governed by separate terms and conditions which shall prevail in the event of a dispute between the two.

1. In these Terms and Conditions the following words and expressions shall have the following meanings:

'Account Holder' means the individual using the money transfer service offered by the Bank;

'Bank' means National Westminster Bank Plc;

'Beneficiary' means the intended payee of, and as stated in the payment request

'BIC' means the internationally recognised Bank Identifier Code;

'IBAN' is the International Bank Account Number that is used to identify the Beneficiary's account;

'Payment' means the international money transfer to be made on behalf of the Account Holder under the Bank's money transfer service as indicated by the Account Holder in the request form used for phone requests or via a mobile phone request using the International Money Transfers Service;

'Swift' means the Society for Worldwide Interbank Financial Telecommunications

2. The Bank's responsibility - Reasonable skill and care will be exercised by the staff of the Bank. Should such skill and care not be exercised then, subject and without prejudice to the limits on the liability of the Bank pursuant to Clause 4, the Bank will be responsible for any loss of a kind that would ordinarily be expected to occur. This includes interest but not loss of contracts or profits or other indirect or consequential loss.

The Bank undertakes to process the Payment on the date requested on the Payment form or via the International Money Transfers Service provided that it is received by the cut off time on the processing day. If the instruction has been sent via mobile phone this cut off time is 3pm on the processing day. If the instruction has been sent via telephone the cut off time is 3.50pm on the processing day. In addition mobile phone instructions cannot be forward dated however this can be done via the telephone route. If the date is left blank or the date requested has already passed when received by the Bank, the Payment will be processed as soon as reasonably practicable after receipt. In exceptional circumstances there may be occasions where we cannot process the Payment on the day it is received, in which case the Payment will be processed as soon as reasonably practicable after the receipt. The law that shall govern the Bank's agreement with the Account Holder and for the Payment shall be the laws where the Payment is initiated by the Bank.

3. The Account Holder is responsible for the accuracy of the Payment instructions, including the Beneficiary's IBAN (for payments to Poland). The payment will NOT be made unless the Beneficiary's IBAN is provided.

4. The Bank does not accept liability for any delay in transit or for any failure (not caused by the Bank) in the Payment not reaching the intended Beneficiary's account, unless such delay is caused by the gross negligence of the Bank. Notwithstanding the foregoing,

the Bank shall have no liability for, and may delay or refuse to process or proceed with processing any Payment, without giving notice or reason to the Sender or the Beneficiary, if, in its opinion it is prudent to do so in the interests of crime prevention or following advice from any governmental or regulatory (in each case either domestic or international) authority. In standard cases the payment should arrive with the beneficiary within 3 working days.

5. In the case of a foreign exchange transaction, the rate of exchange applied to the Payment will be that used by the Bank on the date of processing. Details of the exact exchange rate used will be confirmed in writing after the transaction has been made.

6. In order to make this Payment through the banking payments system the Bank may require to transfer relevant personal information to third parties. This may mean that such personal information will be transferred to countries which do not provide the same level of protection for your personal information as the UK. By giving this instruction you agree to this and you are authorised to instruct the Bank to transfer personal information relating to other individuals named. Information transferred to these third parties may subsequently be accessed and used by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

7. These Terms and Conditions shall be written in English and Polish. In the event of any discrepancy between the two versions, the English version of these Terms and Conditions shall prevail.

8. For important information, including the financial limits which apply to your use of the mobile International Money Transfers Service, and instructions on how to use the Service, please read our *User Guide* before completing the Monilink registration process.

another way

Registered Office: 135 Bishopsgate, London EC2M 3UR
Registered Number: 929027, England
NWB45384 November 2008