

Important Information

Changes to your Terms and Conditions

Contents

- Introduction 3
- Section 1: Summary of Changes 4 – 6
- Section 2: Detailed changes to our Terms and Conditions 7 – 14
- Section 3: Detailed changes to our Fees Leaflet 15 – 16
- Section 4: Detailed changes to our Savings Rates 17

March 2010

Changes to Terms and Conditions for Personal and Private Banking

We have made some changes to the following:

- Our 'Personal and Private Banking – Terms and Conditions' (our '**Terms and Conditions**'); and
- Our leaflet, 'Personal and Private Banking – A Guide to Fees and Interest' (our '**Fees Leaflet**'); and
- Our leaflet 'Savings Account Rates' (our '**Savings Rates**').

These changes are to make some of our terms easier to read and understand and to comply with new regulations about how we notify you of changes to our interest rates. In particular, we have simplified when we can make changes to the Terms and Conditions, charges and interest rates.

These changes alter the terms of the contract between you and us, and they take effect from **11 June 2010**.

We have also removed the requirement for ISA account holders to have a nominated account which can be used if the amount you pay in exceeds the ISA subscription limit. If you have not provided an alternative bank account, any excess money will now be returned to you by cheque. This change takes effect from **31 May 2010**.

These changes apply to all our Personal and Private Banking current and savings accounts unless otherwise stated.

Please read the information in this leaflet carefully and keep it for future reference.

- Section 1 of this leaflet summarises the main changes to our Terms and Conditions, Fees Leaflet and Savings Rates.
- Section 2 of this leaflet provides full details of the changes to our Terms and Conditions.
- Section 3 of this leaflet provides full details of the changes to our Fees Leaflet.
- Section 4 of this leaflet provides full details of the changes to our Savings Rates.

If you have any questions on how these changes affect you please contact your local branch.

The updated version of these leaflets will be available on request in your local branch or on our website **www.natwest.com** from **11 June 2010**.

Section 1: Summary of Changes

Main terms being changed in our Terms and Conditions	Summary of change
General Condition 7.2.1 Section A: Conditions of General Application	This has been amended so that, in certain circumstances, we may allow you to close your account over the phone.
General Condition 7.3.1 Section A: Conditions of General Application	This has been amended to clarify that, if your account is a savings account, you agree that we may convert it to another savings account in our range of accounts.
General Condition 10 (Changes to the Agreement) Section A: Conditions of General Application	<p>General Condition 10 has been amended and split into two separate conditions which clarify and simplify when we can make changes to the Terms and Conditions, charges and interest rates.</p> <p>The new General Condition 10 covers changes to the agreement and charges. The new General Condition 11 covers changes to interest rates. Please read General Conditions 10 and 11 for full details.</p>
Account Specific Condition 13 (Reward Reserve Account)	We have introduced a 4 day grace period to make it easier for you to receive an annual interest reward. We will now pay you an annual interest reward if you do not make more than three withdrawals and your account balance does not fall below £2,000 for more than 4 days in total during the annual period.
Account Specific Condition 14 (Advantage Reserve Account)	We have clarified that Advantage Reserve Accounts are available to customers who subscribe to Advantage Private or Advantage Gold current accounts.
Account Specific Condition 15 (Advantage Private Reserve Account)	We have clarified that no bonus interest is payable in any calendar month in which a withdrawal is made or if your account balance falls below £10,000. We have also clarified that if your Advantage Private current account is closed, we may close your Advantage Private Reserve Account and transfer the balance to a First Reserve Account.
Account Specific Conditions 24.6, 24.19, 25.6, 25.20, 26.6 and 26.20 (Cash ISA; e-ISA; and Cash ISA Plus)	We have removed the requirement for ISA account holders to have a nominated account which can be used if the amount you pay in exceeds the ISA subscription limit set by the Government. If you have not provided an alternative bank account with instant access, any excess money will now be returned to you by cheque.
Account Specific Condition 28 (30 Day Bonus Reserve Account)	We have clarified when annual bonus interest will be paid. In particular, no annual bonus interest will be paid if your account balance falls below £2,000. We have set out that annual periods commence on the last business day in March and end the last business day before the beginning of the next annual period.

continued overleaf

Main terms being changed in our Terms and Conditions	Summary of change
Account Specific Condition 31 (Regular Saver Account)	<p>We have amended the terms and conditions to reflect changes in how we operate the account which is intended to simplify account opening. As an existing customer, this will only affect you if you opened your account on 1 September 2009 or 1 October 2009. Under the new terms and conditions, the term of your account will extend by one month. So if you opened your account on 1 September 2009 or 1 October 2009, your maturity date after which your capital and interest accrued will be paid into an Instant Access Reserve Account will be 30 September 2010 and 29 October 2010 respectively, instead of 31 August 2010 and 30 September 2010. Interest will continue to accrue at a rate of 5% for this extra month provided you retain the funds in the account. However, should you wish to withdraw your capital on 31 August 2010 or 30 September 2010 you may do so. The interest accrued will be paid following the 30 September 2010 and 29 October 2010 into your Instant Access Reserve Account.</p>

Main terms being changed in our Fees Leaflet	Summary of change
Section 5 (Interest we pay you)	<p>We have amended the section 'Changes to Interest Rates' to reflect the new General Condition 11 setting out how we may change interest rates.</p>
Section 6 (Interest due on overdrawn balances)	<p>We have amended the section 'Changes to Interest Rates' to reflect the new General Condition 11 setting out how we may change interest rates.</p>
Section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges)	<p>We have deleted the second paragraph under the heading 'Changes to Charges'. This is to reflect the new General Condition 10 setting out how we may change charges.</p>
Section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges)	<p>We have clarified the operation of the £15 buffer on the Paid Referral Fee. A Paid Referral Fee will only be charged if the unarranged overdraft on your account stands at more than £15 at close of business on the day the transaction is paid or taken from your account (or the next business day if that day is a Saturday, Sunday or Bank Holiday).</p>
Section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges)	<p>We have amended the section 'Monthly Management Fee Option' to make it clear that the Unpaid Item Fee paid by both customers who have and have not opted for the Monthly Management Fee Option is £5.</p>

Main terms being changed in our Fees Leaflet	Summary of change
Section 9 (Additional Services)	Our safe custody charges have increased with effect from 1 January 2010 to reflect the return of VAT rates to 17.5%. You are advised of these charges when you request the service.

Main terms being changed in our Savings Rates	Summary of change
'Changes to Interest Rates' section	We have amended this to reflect the new General Condition 11 setting out how we may change interest rates.

Section 2: Detailed Changes to our Terms and Conditions

General Conditions

In the last sentence of General Condition 3.1.6, the word “also” has been inserted between the phrases “You can” and “obtain information”. This sentence now reads:

3.1.6 You can also obtain information about the refusal and, where appropriate, our reason for refusing the payment, along with information on how to correct any errors that led to the refusal, by contacting one of our branches in person or using telephone banking (unless a legal reason or certain other limited circumstances beyond our control prevent us from providing you with this information).

The first sentence of General Condition 5.1.1 has been amended and now reads:

5.1.1 If the cleared balance on your account (plus any unused arranged overdraft facility) is sufficient, you may carry out transactions on your account and withdraw money at any time.

General Condition 5.5.1(a) has been amended and now reads:

5.5.1(a) Where you instruct us to make a payment using the Faster Payments Service, the payment will normally be credited to the payee’s account almost immediately (but may sometimes take up to 2 hours), providing the payment amount is within the Faster Payments set limits and the receiving bank is a member of the scheme. Further information on the Faster Payments Service can be found in our leaflet *Our commitment to you*.

General Condition 7.2.1(a) has been amended and now reads:

7.2.1(a) You inform us in writing that you wish to close your account. We may allow you to close your account over the phone. If you notify us by telephone, we may ask you to confirm any notice in writing.

General Condition 7.3.1 has been amended and now reads:

7.3.1 If your account is a current account, you agree that we may convert it to another current account in our range of accounts. If your account is a savings account, you agree that we may convert it to another savings account in our range of our accounts.

We will only do this if:

- (a) we have a valid reason for converting your account; and
- (b) we notify you personally not less than 60 days before we convert it if it’s a Payment Account or not less than 30 days if your account is a Non-payment Account.

We will convert your account after the expiry of our notice unless in the meantime you have informed us in writing that you wish to close your existing account under General Condition 7.2.1. For a period of 30 days from the date on which we convert your account, you may close the account (or switch to any other account which we are willing to provide to you) without loss of interest or any additional charges.

General Condition 10 has been amended and split into two clauses – General Condition 10 and a new General Condition 11. These read as follows:

10 CHANGES TO THE AGREEMENT AND CHARGES

10.1 General Provisions

10.1.1 If we have a valid reason for doing so, we may change the terms of our agreement with you by notifying you personally not less than 60 days before the change comes into effect.

- 10.1.2 We may introduce new charges on your account or change the amount of any charges which already apply to your account by notifying you personally not less than 60 days before the change comes into effect.
- 10.1.3 If you have an account of fixed duration (such as a bond), we will only make changes under General Condition 10.1.2 if we have a valid reason for making the change.

10.2 Copies of the Conditions

- 10.2.1 If we make a major change or a lot of minor changes in any one year, we will give you a copy of the new Conditions or a summary of the changes. You can also request a copy of the Conditions at any time.

10.3 Your rights when changes are made

- 10.3.1 If we give you notice of:
- (a) a change in the terms of our agreement with you under General Condition 10.1.1; or
 - (b) the introduction of a new charge or a change in the amount of any existing charge under General Condition 10.1.2,
- then for a period of 60 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges.
- 10.3.2 Your rights under General Condition 10.3.1 will not be affected by any Account Specific Conditions which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

11 CHANGES TO INTEREST RATES AND EXCHANGE RATES

11.1 Reasons for changing interest rates

- 11.1.1 We may change the interest rates which apply to your account for any of the following reasons:
- (a) to enable us to respond proportionately to a change in the Bank of England's base rate or any other publicly listed market rate;
 - (b) to enable us to respond proportionately to changes in the interest rates paid or charged by other banks and financial institutions on personal current and savings accounts;
 - (c) to reflect changes in the costs we reasonably incur in providing your account;
 - (d) to reflect changes in the law or a decision by an ombudsman;
 - (e) to enable us to meet changed regulatory requirements;
 - (f) to reflect changes in any codes of practice to which we subscribe.
- 11.1.2 We may also change the interest rates which apply to your account for any other reason. If we do this, we will tell you the reason for the change.
- 11.1.3 Nothing in General Conditions 11.1.1 or 11.1.2 enables us to change an interest rate which, under the Account Specific Conditions, is fixed or tracks a specified rate or index.
- 11.1.4 If we give you notice of a change in interest rates then for a period of 60 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges.
- 11.1.5 Your rights under General Condition 11.1.4 will not be affected by any Account Specific Conditions which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

11.2 Notification of changes to credit interest rates

- 11.2.1 We will give you notice of any change we make to the interest rates we pay on credit balances as follows:

- (a) If we are changing the interest rates in a way that is to your advantage we will give you notice of the change either before the change comes into effect or at the earliest opportunity afterwards.
- (b) If your account is a Payment Account and we are changing the interest rates in a way that is to your disadvantage, we will notify you personally not less than 60 days before the change comes into effect.
- (c) If your account is a Non-payment Account and we are changing the interest rates we pay on credit balances in a way that is materially to your disadvantage, we will notify you personally not less than 14 days before the change comes into effect. A change in interest rates is materially to your disadvantage where:
 - (i) the interest rate that applies to your account falls by 0.25% or more in a single movement; or
 - (ii) there has been a total fall of 0.50% or more in the interest rate that applies to your account in any preceding 12 month period.
- (i) and (ii) above apply only where your account has a balance of £500 or more.
- (d) If your account is a Non-payment Account and we are changing the interest rates we pay on credit balances in a way that is to your disadvantage, but not materially so, we will give you notice of the change either before the change comes into effect or at the earliest opportunity afterwards.
- (e) If your account tracks a specified external rate or index, the provisions in (a) to (d) above do not apply. We will apply changes to the interest rates which apply to these accounts in accordance with the Account Specific Conditions and notify you at the earliest opportunity after the change comes into effect.

11.2.2 We will give you notice under General Condition 11.2.1(a), (d) or (e) by advertising the change in at least three national daily newspapers and on our website **www.natwest.com** Where the change applies to branch based accounts, we will also display a notice of the change in our branches.

11.3 Notification of changes to overdraft interest rates

11.3.1 Except where General Condition 11.3.2 applies, if we are changing the interest rates we charge on overdrafts, we will notify you personally not less than 7 days before the change comes into effect.

11.3.2 For overdraft interest rates that are linked to an internal reference rate (for example, set at a margin over our base rate) we may notify you of a change to the reference rate by advertising the change after it comes into effect in at least three national daily newspapers and on our website **www.natwest.com** Where the change applies to branch based accounts, we will also display a notice of the change in our branches.

11.4 Exchange rates

11.4.1 Our exchange rates are based on a reference rate which is our prevailing rate for the day. The reference rate is published at **www.natwest.com/personal/travel-international/g2/international-payments.ashx** We may change our exchange rates immediately and without notice to you where such changes reflect a change in the reference rate or where the change is more favourable to you.

General Conditions 11, 12, 13 and 14 have been re-numbered accordingly, and references to these General Conditions have also been updated to follow the revised numbering.

General condition 15.3.1 (formerly General Condition 14.3.1) has been amended and now reads:

15.3.1 Provided that the cleared balance on your account (plus any unused arranged overdraft facility) is sufficient, you may use your card along with your PIN to obtain cash from any cash

machine which we advise will accept your card. Withdrawals may be made up to the daily cash withdrawal limit.

General condition 15.3.4 (formerly General Condition 14.3.4) has been amended and now reads:

15.3.4 If you have a card that displays the Visa Debit logo and starts with the numbers 4751 27 or 4751 28, you will only be able to use your card at a retailer or supplier of services where they can authorise the transaction with us at the time of the transaction being made. If this is not possible the transaction will be declined. A retailer or supplier of services may also ask us for authorisation in line with 15.4.1 (formerly 14.4.1).

Account Specific Conditions

Reward Reserve Account

Account Specific Condition 13 has been amended and now reads:

13 REWARD RESERVE ACCOUNT

- 13.1 Reward Reserve Accounts are available only to individuals, including personal trustees.
- 13.2 Interest will be paid to you as set out in our leaflet *Savings Account Rates*. Quarterly and annual interest rewards will also be paid to you provided you meet the requirements set out in Account Specific Conditions 13.4 and 13.7.
- 13.3 If your account balance falls below £2,000, you will receive a nominal rate of interest as detailed in our leaflet *Savings Account Rates*.
- 13.4 We will pay you a quarterly interest reward for any quarterly period in which:
- (a) you do not make more than one withdrawal; and
 - (b) your account balance does not fall below £2,000 for more than four days in total.
- 13.5 Quarterly periods commence on the first business day of January, April, July or October and end the day before the beginning of the next quarter.
- 13.6 If you qualify for a quarterly reward, the reward interest will be paid into your account on the first business day of the next quarterly period.
- 13.7 We will pay you an annual interest reward for any annual period in which:
- (a) you do not make more than three withdrawals; and
 - (b) your account balance does not fall below £2,000 for more than four days in total.
- 13.8 Annual periods commence on the first business day of January and end the day before the beginning of the next annual period.
- 13.9 If you qualify for an annual reward, the reward interest will be paid into your account on the first business day of the next annual period.
- 13.10 Quarterly and annual interest rewards are calculated on a daily basis on the amount you have in your account at close of business at the rates set out in our leaflet *Savings Account Rates*.
- 13.11 If you open your account during a quarterly or annual period, any quarterly or annual reward interest earned during the remainder of that period will be paid on a pro rata basis.
- 13.12 If you close your account during a quarterly period, you will not receive any quarterly reward interest for that period.
- 13.13 If you close your account during an annual period, you will not receive any annual reward interest for that period.
- 13.14 If you have elected for credit interest to be paid into a NatWest current account in your name(s), then both quarterly and annual interest rewards will also be paid into that account. Payments of interest will not be treated as withdrawals in determining whether you should receive quarterly or annual rewards.

- 13.15 You may not have your wage or salary paid directly into your account.
- 13.16 Standing Order and Direct Debit payments are not permitted on your account.
- 13.17 Arranged overdrafts are not available on your account.
- 13.18 Cheque books are not available on your account.

Advantage Reserve Account

Account Specific Condition 14 has been amended and now reads:

14 ADVANTAGE RESERVE ACCOUNT

- 14.1 Advantage Reserve Accounts are available only to individuals (except those acting as trustees) who subscribe to Advantage Private or Advantage Gold current accounts.
- 14.2 If your account balance falls below £2,000, you will receive a nominal rate of interest as detailed in our leaflet *Savings Account Rates*.
- 14.3 You may not have your wage or salary paid directly into your account.
- 14.4 Standing Order and Direct Debit payments are not permitted on your account.
- 14.5 Arranged overdrafts are not available on your account.
- 14.6 Cheque books are not available on your account.
- 14.7 If your Advantage Gold or Advantage Private current account is closed (for any reason) and you do not change your subscription to another Advantage Gold or Advantage Private account, we may close your Advantage Reserve Account and transfer the balance to a First Reserve Account (or equivalent).

Advantage Private Reserve Account

Account Specific Condition 15 has been amended and now reads:

15 ADVANTAGE PRIVATE RESERVE ACCOUNT

- 15.1 Advantage Private Reserve Accounts are available only to individuals (except those acting as trustees) who subscribe to Advantage Private, and those we invite to open an account.
- 15.2 Interest will be paid to you as set out in our leaflet *Savings Account Rates*. Bonus interest will also be paid to you provided you meet the requirements set out in Account Specific Condition 15.9.
- 15.3 If your account balance falls below £10,000, you will receive a nominal rate of interest as detailed in our leaflet *Savings Account Rates*.
- 15.4 You may not have your wage or salary paid directly into your account.
- 15.5 Standing Order and Direct Debit payments are not permitted on your account.
- 15.6 Arranged overdrafts are not available on your account.
- 15.7 Cheque books are not available on your account.
- 15.8 If your Advantage Private current account (or, if you are an Advantage Gold customer and have been invited to apply, your Advantage Gold current account) is closed (for any reason) and you do not change your subscription to another Advantage Gold or Advantage Private account, we may close your Advantage Private Reserve Account and transfer the balance to a First Reserve Account (or equivalent).
- 15.9 No bonus interest is payable in any calendar month in which a withdrawal is made or if your account balance falls below £10,000.
- 15.10 If you close an account during a monthly bonus period you will not receive any monthly bonus interest for that period.

Cash ISA

Account Specific Condition 24.6 has been amended and now reads:

- 24.6 The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit and you have provided an alternative bank account with instant access, any excess money will be deposited into that account. If the amount paid in exceeds the subscription limit and you have not provided an alternative bank account with instant access, any excess money will be returned to you by cheque.

Account Specific Condition 24.19 has been deleted.

e-ISA

Account Specific Condition 25.6 has been amended and now reads:

- 25.6 The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit and you have provided an alternative bank account with instant access, any excess money will be deposited into that account. If the amount paid in exceeds the subscription limit and you have not provided an alternative bank account with instant access, any excess money will be returned to you by cheque.

Account Specific Condition 25.20 has been deleted.

Cash ISA Plus

Account Specific Condition 26.6 has been amended and now reads:

- 26.6 The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit and you have provided an alternative bank account with instant access, any excess money will be deposited into that account. If the amount paid in exceeds the subscription limit and you have not provided an alternative bank account with instant access, any excess money will be returned to you by cheque.

Account Specific Condition 26.20 has been deleted.

30 Day Bonus Reserve Account

Account Specific Condition 28 has been amended and now reads:

28 30 DAY BONUS RESERVE ACCOUNT

- 28.1 30 Day Bonus Reserve Accounts are available only to individuals (except those acting as trustees).
- 28.2 Interest will be paid to you as set out in our leaflet *Savings Account Rates*. Bonus interest will also be paid to you provided you meet the requirements set out in Account Specific Condition 28.6
- 28.3 If your account balance falls below £2,000, you will receive a nominal rate of interest as detailed in our leaflet *Savings Account Rates*.
- 28.4 You may make withdrawals or close your account without loss of interest if:
- you give us 30 days' prior written notice of the amount you wish to withdraw or of the closure of your account; and
 - you make the withdrawal or close your account within 14 days of the end of that 30 day period.
- 28.5 If you cannot meet the requirements set out in Account Specific Condition 28.4, you may still make the withdrawal or close your account. However you will lose 30 days' interest on the sum withdrawn. This will be calculated at the interest rate applicable to your account

immediately before the withdrawal (excluding any bonus). If the amount of the lost interest is more than the interest which has accrued on your account at the date of withdrawal, we will deduct the rest from your account balance.

- 28.6 We will pay you bonus interest for any annual period in which:
- (a) you do not make more than four withdrawals; and
 - (b) your balance does not fall below £2,000.
- 28.7 Bonus interest will be paid into your account or another account held at the same branch.
- 28.8 Bonus interest is calculated and paid in the manner and at the rates set out in our leaflet *Savings Account Rates*.
- 28.9 If you open your account during an annual bonus period, any bonus interest earned during the remainder of that annual bonus period will be paid on a pro rata basis. Annual periods commence on the last business day in March and end the last business day before the beginning of the next annual period.
- 28.10 If you close your account during an annual bonus period, you will not receive any bonus interest for that annual bonus period.
- 28.11 If your account is a joint account and one of you dies, it can be:
- (a) closed without notice or loss of interest for early closure; or
 - (b) continued in the name of the survivor(s).
- 28.12 If it is a sole account and you die or a joint account and the sole surviving joint account holder dies, then it will be closed without notice or loss of interest for early closure.
- 28.13 You may not have your wage or salary paid directly into your account.
- 28.14 Standing Order and Direct Debit payments are not permitted on your account.
- 28.15 Arranged overdrafts are not available on your account.
- 28.16 Cheque books are not available on your account.

Regular Saver Account

Account Specific Condition 31 has been amended and now reads:

- 31.1 Regular Saver Accounts are only available to individuals who are aged 16 years or over including personal trustees.
- 31.2 You can only have one Regular Saver Account with us which can be held in your sole name or held jointly with someone else.
- 31.3 The term of your Regular Saver Account commences on the date of account opening, runs for a full 12 month period from the start of the following month, and ends on the last business day of the 12th month in that 12 month period (the "Term"). For example, if you open your account on 1 September 2009, the 12 month period starts on 1 October 2009 and ends on 30 September 2010. If you open your account on 12 September 2009, the 12 month period starts on 1 October 2009 and ends on 30 September 2010.
- 31.4 If you apply to open your Regular Saver Account on a business day, your account will open on that day and the Term will start on that day.
- 31.5 If you apply to open your Regular Saver Account on a non-business day, your account will open on the next available business day.
- 31.6 You are required to make 12 consecutive monthly deposits between £25 – £250 throughout the Term which will attract the standard rate of interest. Any additional deposits will attract interest at a nominal rate. A "deposit" means a sum of money up to a maximum of £250 and may comprise of one or more credits to your account.

- 31.7 The standard rate of interest is a fixed rate.
- 31.8 Interest will be paid on the first business day after the end of the Term into your Instant Access Reserve Account.
- 31.9 You must make 12 consecutive monthly payments of at least £25 into your Regular Saver Account, on or before the last business day of each month. The first payment (of at least £25) must be made by the last business day of the month in which you open your account. If you fail to do so, Account Specific Condition 31.11 will apply.
- 31.10 Withdrawals are not permitted. If you make a withdrawal, Account Specific Condition 31.11 will apply.
- 31.11 If you fail to pay at least £25 into your Regular Saver Account in any month or if you make a withdrawal in any month:
- (a) your Regular Saver Account will be converted to an Instant Access Reserve Account; and
 - (b) we will pay you a nominal rate of interest on the balance of your Regular Saver Account from the date you open your account to the date that your account is converted, as set out in our leaflet *Savings Account Rates*.
- 31.12 You must not pay more than £250 into your Regular Saver Account in any month.
- 31.13 If you pay more than £250 into your Regular Saver Account in a month, then you will receive interest on the excess at a nominal rate as set out in our leaflet *Savings Account Rates*.
- 31.14 You may only close your Regular Saver Account at the end of the Term. If you close your Regular Saver Account early, we will pay you interest up to the date of closure at a nominal rate as set out in our leaflet *Savings Account Rates*.
- 31.15 At the end of the Term, your Regular Saver Account will convert to an Instant Access Reserve Account. Any payments into your Regular Saver Account will be transferred to your Instant Access Reserve Account.
- 31.16 You may not have your wage or salary paid directly into your account.
- 31.17 Standing Order and Direct Debit payments are not permitted on your account.
- 31.18 Arranged overdrafts are not available on your account.
- 31.19 Cheque books are not available on your account.
- 31.20 If your Regular Saver Account is held jointly and one of you dies, your account will continue until maturity in the survivor's name. If it is a sole Regular Saver Account and you die, then the Regular Saver Account will be closed without loss of interest for early closure.

Section 3: Detailed Changes to our Fees Leaflet

At Section 5 (Interest we pay you), the section “Changes to Interest Rates” has been amended and now reads:

From time to time we may alter the interest rates set out in this leaflet.

When we alter our interest rates, we will either notify you personally or, in certain cases, we may notify you by press advertisements within three of the following daily national newspapers:

The Times	The Financial Times
The Independent	The Guardian
The Daily Telegraph	Daily Mail
Daily Express	

If we notify you by press advertisements, we will also advertise the changes on our website www.natwest.com and, where the alteration applies to branch based accounts, by branch notices.

For more information on when we may change interest rates in this way, please see General Condition 11 (Changes to interest rates and exchange rates) in our leaflet *Personal and Private Banking – Terms and Conditions*.

At section 6 (Interest due on overdrawn balances), under “2. Student Account”, the first sentence of the second paragraph has been amended and now reads:

Student Account arranged overdrafts are interest free and available subject to status.

At section 6 (Interest due on overdrawn balances), under the sub-section “Unarranged Overdrafts” the first heading has been amended and now reads as follows:

Advantage Private, Advantage Gold, Current Account, Current Plus, Private Bank Account, Student Account, Graduate Account and Gold Plus

At section 6 (Interest due on overdrawn balances), the sub-section “Changes to Interest Rates” has been amended and now reads as follows:

From time to time we may alter the interest rates we charge on overdrafts set out in this leaflet.

When we do this we will notify you personally not less than seven days before the change comes into effect, unless your overdraft interest rate is linked to an internal reference rate (for example, set at a margin over our base rate).

For overdraft interest rates that are linked to an internal reference rate, we may notify you by press advertisements within three of the following daily national newspapers:

The Times	The Financial Times
The Independent	The Guardian
The Daily Telegraph	Daily Mail
Daily Express	

If we notify you by press advertisements, we will also advertise the changes on our website www.natwest.com and, where the alteration applies to branch based accounts, by branch notices.

At section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges), in the table under the sub-section “Unarranged overdrafts and unpaid items – charges”, the section headed “Paid Referral Fee” has been amended and now reads:

Fee type	When charged on current accounts	Fee amount
Paid Referral Fee		
<p>A Paid Referral Fee will be payable if:</p> <ul style="list-style-type: none"> • you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and • the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and • an unarranged overdraft is created or increased because we decide we are willing to accept your request; and • the unarranged overdraft on your account stands at more than £15 at close of business on the day the transaction is paid or taken from your account (or the next business day if that day is a Saturday, Sunday or Bank Holiday). 	<p>21 days after the end of the charging period in which the transaction was paid or taken from your account (or the next business day if this is a Saturday, Sunday or Bank Holiday). The charging period normally ends on the date that we issue your statement to you.</p>	<p>£15 for each day on which a Paid Referral occurs (subject to a maximum of £90 in any charging period).</p>

At section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges), the second paragraph under the section headed “Changes to Charges” has been deleted.

At section 7 (Arranged Overdrafts, Unarranged Overdrafts, Unpaid Items and Enforcement Charges), the section headed “Monthly Management Fee Option” has been amended and now reads:

If you regularly pay unarranged overdraft or unpaid item charges, we may agree with you that our Monthly Management Fee Option will apply to your account. Under this option:

- you pay a monthly management fee of £10;
- any Maintenance Charge, Paid Referral Fee or Guaranteed Card Payment Fee which you have to pay will be reduced to £5;
- the Paid Referral Fee will be subject to a maximum of £30 in any charging period and the Guaranteed Card Payment Fee will be subject to a maximum of £30 in any charging period;
- the Unpaid Item Fee will remain at £5 and will continue to be subject to a maximum of £50 in any charging period.

Please note that this option is not available for certain accounts, including Student, Graduate, Adapt and Step Accounts and cannot be combined with introductory or special offers on other accounts. For further details, please contact your branch.

At section 9 (Additional Services), the fees listed in the table headed “Safe Custody” have been amended with effect from 1 January 2010 to reflect the return of VAT rates to 17.5% and now read:

Annual Holding Charges (payable annually in arrears)	
Sealed envelopes	£25
Small boxes/parcels	£45
Large boxes/parcels	£65
Initial and subsequent re-deposit(s)	£10

Section 4: Detailed Changes to our Savings Rates

The section headed “Changes to Interest Rates” has been amended and now reads:

From time to time we may alter the interest rates set out in this leaflet.

When we alter our interest rates, we will either notify you personally or, in certain cases, we may notify you by press advertisements within three of the following daily national newspapers:

The Times	The Financial Times
The Independent	The Guardian
The Daily Telegraph	Daily Mail
Daily Express	

If we notify you by press advertisements, we will also advertise the changes on our website **www.natwest.com** and, where the alteration applies to branch based accounts, by branch notices.

For more information on when we may change interest rates in this way, please see General Condition 11 (Changes to interest rates and exchange rates) in our leaflet *Personal and Private Banking – Terms and Conditions*.

To find out more about our current interest rates and charges, you can:

- phone our helpline – **0800 255 200**
- use our Minicom service – **0800 917 0526**
- look on our website – **www.natwest.com**
- ask any of our branch staff

Unless otherwise specified, interest rates and tiers are correct as at 11 June 2010 and are subject to variation.

NatWest is a member of the Financial Services Compensation Scheme (FSCS). The Scheme can pay compensation to customers if they are eligible and a regulated firm is unable to pay claims against it, usually if the firm stops trading or is insolvent. Compensation limits apply depending on the type of claim. For deposits that are held in a bank or building society in the UK, the scheme will cover up to the greater of £50,000 or €50,000 per person. Deposits in all currencies are treated the same. Most retail consumers (this includes private individuals and some small businesses) are eligible under the Scheme. For further information on the conditions governing compensation and details on how to apply please refer to the FSCS at www.fscs.org.uk

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