

Keeping You Informed

Personal Current and Savings Accounts



NatWest

Changes to NatWest services

This leaflet tells you about a number of changes and improvements we are making to the services we offer our customers. These include the new Faster Payments service and greater security for you when you purchase goods online. If you would like further information on any of the following items, please contact your Personal Relationship Manager or call into your local branch.

Contents

1. Faster Payments Service
2. Securecode
3. Direct Debit guarantee
4. Joint accounts
5. Making euro payments easier
6. Changes to cheque books

1. Faster Payments Service

On 27 May 2008, the UK Banking Industry will introduce a new system that reduces the time taken for standing orders and payments in sterling made from an account (via online and telephone banking services) to reach the payee's bank account. There will be an initial period when some banks are still joining the system therefore payments to these banks will continue on the current three day cycle until they are fully engaged. You will be advised of the expected transfer period when you set up a payment. You can keep up to date with developments by logging on to our website at natwest.com



Questions and Answers

Question	Answer
How fast will the new service be?	<p>Where both banks involved in the payment participate in the new scheme, standing orders or other payments paid out of your account, via online or telephone banking, will be received by the payee, almost immediately after leaving your account, but sometimes up to two hours later, providing the payment amount is within the Faster Payment set limits. This also applies to any standing order, online or telephone banking payments coming into your account.</p> <p>Please note that in cases where the receiving organisation operates on a collection account basis, e.g. credit card accounts or utility companies, funds will not necessarily arrive in the specific account on the same day.</p> <p>Payments that are outside the scheme set limits can still be made under the present three day cycle, or CHAPs payments will still be available at the normal charge.</p>

What other charges will I see?

You may have already noticed that some payments that you make between accounts within The Royal Bank of Scotland Group may be going faster as part of our improved service prior to the industry wide launch.

Once Faster Payments commences the transaction information on your statements will show more detail including a unique Transaction Reference Number for online and telephone payments.

- If you set up Future Dated Payments via online or telephone banking it is important to ensure that sufficient funds are available to meet them on the business day (Mon-Fri) prior to the due date. If not, the payments may be unpaid with the resultant Unpaid Fee, or if, at our discretion, we pay them, an unarranged overdraft may arise which may also result in fees being incurred.
- These Future Dated payments will be processed overnight, so at weekends or Bank Holidays the availability of funds on your account will be affected by these and all other transactions such as standing orders, salaries, Direct Debits and Cirrus (ATM) and Maestro which are due on the next business day.

Making Payments

To guarantee that payments reach the correct destination, it is essential that you provide us with accurate details of the following when making or setting up a payment from your account:

- **The Sortcode** (e.g. 151000) the six digit number which identifies the bank or institution at which the payee holds their account
- **The Account Number** of the recipient's account
- Payments are processed on the sortcode and account number and **NOT** the name of the person you wish to pay
- Similarly, if you are expecting a payment from someone else direct to your account, it is important that you give them the correct information as shown above. If these details are incorrect this may result in the payment being delayed or even not received.

Where payments you have previously made via online or telephone banking have incorrect details, the instruction will be cancelled as we would be unable to make any further payments under the new scheme. If you are affected by this, you will be asked to provide an up to date sortcode and account number should you contact us to make further payments to the same payee.

Direct Debits are unaffected by the Faster Payments programme.

Questions and Answers

Question	Answer
What do I need to do?	<p>You do not need to take any action to benefit from Faster Payments. If you are not already signed up for online and telephone banking, it's quick and easy to apply. You can either visit natwest.com/online, call 0800 88 11 77* (Textphone 0800 404 6161), or you can visit any branch where our staff will be happy to help you.</p> <p><i>*Calls may be recorded.</i></p> <p>Remember it is important to protect your personal access and account details at all times, by knowing who you are dealing with, either by e-mail or telephone. Please note that we will never ask you for your full PIN or password, by telephone or online.</p>

2. Securecode

One of the great things about Internet shopping is the extra time it gives you to enjoy life offline.

NatWest Secure protects your card against unauthorised use when you shop online at participating merchants.

To enhance the service we provide, at NatWest we have made additional security changes to protect you against fraud. When you use your Maestro or Solo debit card to shop online at participating merchants, you must now use NatWest Secure to complete your transaction.

Once you have registered with NatWest Secure you will be given your own private securecode. Each time you make a purchase at participating online merchants NatWest Secure will automatically request your securecode, ensuring you are the cardholder, to complete your purchase.

If you attempt to shop online at a participating merchant offering Mastercard Securecode and you have not registered with NatWest Secure then you will be asked to register before your transaction can be completed.

This added security confirms you are the genuine cardholder and helps prevent unauthorised use of your card at participating merchants.

To find out more information on our enhanced security service please visit natwest.com/natwestsecure/debit or mastercard.com/uk/cardholderservices/securecode

NatWest is in association with MasterCard Securecode.

3. Direct Debit guarantee

Our Direct Debit guarantee protects you against unauthorised Direct Debits being taken from your account in error, whether by a company or organisation, or by ourselves.

For example, if:

- too much is taken;
- it is taken too early;
- it is taken after you have cancelled;
- you have not been given enough notice of a change to a Direct Debit amount or date.

If you think an amount has been wrongly taken from your account under a Direct Debit, tell us straight away and if it is an error, we will give you a full refund.

4. Joint accounts

With an 'either to sign' joint account, both account holders:

- have full access to funds
- can set up an arranged or unarranged overdraft without the other party's consent
- are responsible for the whole debt, even if they did not agree to it.

If one account holder dies, an 'either to sign' account can usually continue to be operated as normal by the remaining account holder.

In some circumstances, it may be necessary to freeze a joint account, for example:

- where we receive a request to convert the joint account to a sole account without both parties' agreement
- where we receive notification of bankruptcy of any party to the joint account
- where we know of a dispute between account holders
- if we are informed that the relationship between the parties has ended.

5. Making euro payments easier

You will now find it easier and quicker to send euro payments. This is because the Single Euro Payment Area (SEPA) came into effect on 28 January 2008, facilitating euro payments to the 27 countries of the European Community as well as Iceland, Liechtenstein, Norway and Switzerland. Under SEPA our Standard transfers are covered by agreed European standards so you only need to provide us with an International Bank Account Number (IBAN), Bank Identifier Code (BIC) and agree to pay NatWest charges. This generates cost savings, which we have been able to pass onto you with a reduction in tariff from £20 to £10. For those customers with a regular euro Relay transfer instruction already providing this information, payment is now processed as a Standard Transfer still at the £10 tariff.

Euro Transfer Tariffs

Standard Transfer	£10
Urgent Transfer	£27

Ask in branch for further details.

6. Changes to your cheque books

If you've recently received a new cheque book, or are about to, you may notice that there are fewer cheques than before – now 20 to be precise. This reflects the lower usage of cheques as we move onto other methods of payment such as debit card, online and telephone banking and will also assist in fraud prevention.

The existing processes for issuing cheque books will remain in place so your cheque books will be despatched automatically as before.

National Westminster Bank Plc. Registered Office: 135 Bishopsgate, London EC2M 3UR.
Registered number: 929027, England.

VAT Registration No. 243852752. Website www.natwest.com. Authorised and regulated by the Financial Services Authority No. 121878.

NMT0818S