

Personal and  
Private Banking

Keeping You Informed

**30 January 2009**

## **Important Information**

We are making some important changes which will allow us to notify you in advance of fees and charges in relation to unarranged borrowing or unpaid items which may be payable by you.

We are not changing the amount of our fees and charges or the way in which these can be incurred.

The key changes are explained in more detail below. Full details of the changes are set out in the 'Keeping You Informed' section of this notice.

## **Calculation and Application of Fees and Interest – current accounts only**

From **4 April 2009**, we will be aligning your charging period with the period covered by your monthly statement. Your charging period will now end on your statement date. Your statement date is the date we issue your statement to you, not the date you receive it. The dates on which we deduct any debit interest, Maintenance Charges and Advantage Banking subscription fees accrued on your account will also change from this date. These will be debited from your account 21 days after the charging period in which they accrued or were incurred (or on the next business day if this is a Saturday, Sunday or Bank Holiday).

For the first month following the change you may be charged any debit interest, Maintenance Charge and Advantage Banking subscription fee (if payable by you) earlier or later in the month than usual. The amount you pay is not changing. We are simply changing the date we deduct any charges or debit interest payable by you.

From **1 June 2009**, we will be changing the dates on which we deduct any Paid Referral Fees, Guaranteed Card Payment Fees and Unpaid Item Fees from your account to align with your charging period. These will also be debited from your account 21 days after the charging period in which they were incurred (or on the next business day if this is Saturday, Sunday or Bank Holiday).

If you would like to:

- find out when you will be charged any debit interest or charges; or
- change your statement date

please contact your Relationship Manager or call into your local branch.

## **Calculation and Application of Fees and Interest – savings accounts only**

We are not aligning the charging periods for Maintenance Charges, Paid Referral Fees, Guaranteed Card Payment Fees or Unpaid Item Fees on your account with the period covered by your statement. The charging periods for these fees and charges will be set out in our leaflet 'Personal and Private Banking – A Guide to Fees and Interest' (as amended by this notice).

From **1 June 2009**, we are changing the dates on which we debit any Paid Referral Fees, Guaranteed Card Payment Fees and Unpaid Item Fees to your account. These will be debited from your account on days specified in our leaflet 'Personal and Private Banking – A Guide to Fees and Interest' (as amended by this notice).

## **Pre-notification of Fees and Charges – current and savings accounts**

Maintenance Charges and debit interest are currently notified to you in advance of being debited from your account. From **1 June 2009**, any Paid Referral, Guaranteed Card Payment and Unpaid

Item Fees payable by you will also be notified in advance. If we are going to debit any such fees, charges or interest, we will give you not less than 14 days' notice of how much we are going to debit and when.

In giving you this advance notice, we are giving you the opportunity to manage your account more effectively by, for example, giving you time to pay sufficient money into your account to avoid an unarranged overdraft arising from any charges that may be debited from your account.

## Want to get less paper?

If you'd like to receive less paper and help the environment you can opt out of receiving paper statements. All online banking customers can view their statements online, including any advance notice of fees and debit interest, and you can even view statements up to six years old. If you're not already registered for online banking just go to **natwest.com** and follow the on-screen instructions. If you're already registered, just log in and click on "statements" then select "start or stop receiving bank statements by post."

## Where do I get more information?

The rest of this notice has more detailed information on these changes and others being made to the leaflet, 'Personal and Private Banking – A Guide to Fees and Interest'. The updated version of this leaflet will be available on request in your local branch or on our website **natwest.com** from **1 June 2009** when all of these changes will have taken effect.

If you have any queries about any of these changes, please contact your Relationship Manager or call into your local branch.

## Keeping you informed:

### Part 1: Changes to our Fees Leaflet and User Guide for Personal and Private Banking

We are making some changes to our leaflet, 'Personal and Private Banking – A Guide to Fees and Interest' (our '**Fees Leaflet**'). These changes allow us to notify you in advance of fees and charges in relation to unarranged borrowing or unpaid items which may be payable by you. We are also inserting details of our safe custody services.

These changes alter the terms of the contract between us.

The changes to our Fees Leaflet are shown in full in Part 2 of this notice. All changes come into effect on **4 April 2009** except those which are highlighted in **bold purple text** which come into effect on **1 June 2009**.

We are also making some changes to our leaflet, 'Our commitment to you' (our '**User Guide**'), which does not form part of the contract between us, but contains important information on how to use your account. These changes take effect from **1 June 2009**.

Part 3 of this notice sets out the changes we are making to our User Guide. These changes amend the examples which show how our fees, charges and interest in relation to unarranged overdrafts and unpaid items work.

Please note that to the extent that any of the changes set out below do not take effect until **1 June 2009** the wording in the existing Fees Leaflet and User Guide will continue to apply until that date. A copy of the existing Fees Leaflet is available online or in your branch.

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

## Part 2: Full details of changes to our Fees Leaflet

### Section 4: Advantage Banking

The paragraph which appears under the heading 'Application of subscription fees' in Section 4 of our Fees Leaflet has been replaced with the following:

"The subscription fee for each monthly charging period will be debited from your account 21 days after the end of that charging period (or on the next business day if this is a Saturday, Sunday or Bank Holiday). The fee will appear on your statement as 'CHG'. The charging period normally ends on the date that we issue your statement to you."

### Section 5: Interest we pay you

The paragraph which appears under the heading 'Calculation and application of Interest' in Section 5 of our Fees Leaflet has been replaced with the following:

"Interest is calculated on a daily basis and paid into your account once a month, usually the day after we issue your statement. The exception to this is our Cash Account, where interest is paid within the first eight days of each month."

### Section 6: Interest due on overdrawn balances

The paragraph under the heading 'Calculation and application of interest' in Section 6 has been replaced with the following:

"Interest on arranged and unarranged overdrafts is calculated on a daily basis and charged monthly. The interest we charge in each charging period will be debited from your account 21 days after the end of that charging period (or on 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.

If we are going to debit interest from your account, we will give you not less than 14 days' notice of how much we are going to debit and when."

### Section 7: Arranged Overdrafts, Unarranged Overdrafts and Unpaid Items – Charges

The table which appears under the heading 'Unarranged overdrafts and unpaid items – charges' in Section 7 has been replaced with the following:

**"If we are going to debit any of the fees and charges set out in the table below from your account, we will give you not less than 14 days' notice of how much we are going to debit and when."**

Fee type	When charged on current accounts*	Fee amount
<b>Maintenance Charge</b>		
If your account becomes overdrawn without prior arrangement or any arranged overdraft limit is exceeded, you will be liable for a monthly Maintenance Charge.  The Maintenance Charge will be applied if you have an unarranged overdraft at any time during a monthly charging period.	21 days after the end of the charging period (or on 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.	£28

Fee type	When charged on current accounts*	Fee amount
<b>Paid Referral Fee</b>		
<p>A Paid Referral Fee will be payable if:</p> <ul style="list-style-type: none"> <li>· you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and</li> <li>· the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>· an unarranged overdraft is created or increased because we decide we are willing to accept your request.</li> </ul>	<p><b>21 days after the end of the charging period in which the transaction was paid or taken from your account (or on 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.</b></p>	<p>£30 for each day on which a Paid Referral occurs (subject to a maximum of £90 in any monthly charging period).</p>
<b>Guaranteed Card Payment Fee</b>		
<p>A Guaranteed Card Payment Fee will be payable if:</p> <ul style="list-style-type: none"> <li>· you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and</li> <li>· the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>· we decide we are not willing to accept your request but nonetheless accept it because we find that you have guaranteed payment by the use of a cheque guarantee card or debit card.</li> </ul>	<p><b>21 days after the end of the charging period in which the transaction was paid or taken from your account (or on 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.</b></p>	<p>£35 for each transaction.</p>
<b>Unpaid Item Fee</b>		
<p>An Unpaid Item Fee will be payable if:</p> <ul style="list-style-type: none"> <li>· you informally request an overdraft by issuing instructions for a withdrawal or other payment; and</li> <li>· the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and</li> <li>· we decide in our discretion not to make the payment.</li> </ul>	<p><b>21 days after the end of the charging period in which we decide not to make the payment (or on 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.</b></p>	<p>£38 for each item (subject to a maximum of £114 per day).</p>
<p>Making an informal request for an overdraft means you will have to pay a Paid Referral Fee, a Guaranteed Card Payment Fee or an Unpaid Item Fee. If an unarranged overdraft arises, you will also have to pay the Maintenance Charge and interest on the amount overdrawn (except so far as it represents fees, charges or costs of the kind described in Section 6 under the heading <i>Sums which do not bear interest</i>). For examples showing how our charges work, please see the section headed <i>Unarranged Overdrafts and Unpaid Items</i> in our leaflet <i>Our commitment to you</i>.</p>		
<p>* Savings account customers who have to pay any of the fees detailed in the table above should refer to the table overleaf under the heading 'Charging and application times for fees incurred on savings accounts' for details of charging periods and the dates when fees will be deducted.</p>		

The following text has been added between the table headed 'Unarranged overdrafts and unpaid items – charges' and the table headed 'Enforcement':

**“Charging and application times for fees incurred on savings accounts**

If in any charging period you incur a Maintenance Charge, **Paid Referral Fee, Guaranteed Card Payment Fee, Unpaid Item Fee** we will deduct the **fee** or charge from your account on the days set out in the table below. You can use this table by identifying the charging period in which the **fee** or charge was incurred in the first column and then seeing from the second column when a **fee** or charge incurred in that charging period will be deducted from your account.

We determine the charging period in which a fee or charge is incurred as follows:

- For a Maintenance Charge, the charging period in which you had the unarranged overdraft.
- **For a Paid Referral Fee, the charging period in which the transaction was paid or taken from your account.**
- **For a Guaranteed Card Payment Fee, the charging period in which the transaction was paid or taken from your account.**
- **For an Unpaid Item Fee, the charging period in which we decide not to make the payment.**

Charging Periods	Date fee is deducted from your account
4 Apr 09–1 May 09	29 May 2009
2 May 09–29 May 09	30 June 2009
30 May 09–3 Jul 09	31 July 2009
4 Jul 09–31 Jul 09	31 August 2009
1 Aug 09–28 Aug 09	30 September 2009
29 Aug 09–2 Oct 09	30 October 2009
3 Oct 09–30 Oct 09	30 November 2009
31 Oct 09–4 Dec 09	31 December 2009”

**For information only :**

For current and savings accounts Paid Referral, Guaranteed Card Payment and Unpaid Item Fees, charging and application times remain as stated in section 7 of the existing Fees Leaflet until **1 June 2009**. For convenience, these are repeated below:

Fee	When charged
Paid Referral Fee	On the sixth business day of the calendar month after the calendar month in which the transaction(s) took place
Guaranteed Card Payment Fee	At the time the transaction is paid or taken from your account
Unpaid Item Fee	At the time we decide not to make the payment

## Section 8: Calculation, charging and application times for fees and interest

Section 8 has been deleted.

Section numbers of our Fees Leaflet have been amended where necessary to accommodate this change.

## Section 10: Additional Services

This section has been renumbered Section 9.

This table is inserted under the table headed "Payments":

<b>"Safe Custody</b>	
Annual Holding Charges (payable annually in arrears)	
· Sealed envelopes	£24.47
· Small boxes/parcels	£44.04
· Large boxes/parcels	£63.62
Initial and subsequent re-deposit(s)	£9.79

Annual Holding Charges are applied in arrears so any withdrawal made prior to the anniversary of the deposit will incur a pro-rated amount of the annual charge. In addition, a £9.79 fee will be charged for initial deposits and any re-deposits following item inspection or temporary release.

The charges set out above are inclusive of VAT."

## Part 3: Changes to your User Guide

### Section headed 'Unarranged Overdrafts and Unpaid Items'

Example 4 in the section has been amended to reflect the changes to our Fees Leaflet and now reads as follows:

#### "Example 4

We decide not to pay a Direct Debit which, if paid, would have created an unarranged overdraft. As a result, an Unpaid Item Fee is debited to your account in the following monthly charging period. At the time when this fee is debited, there is not enough money in your account (including any unused arranged overdraft facility) to pay it. As a result, an unarranged overdraft is created. You then repay your unarranged overdraft within the same charging period. We apply the following fees, charges and interest:

- We charge the Unpaid Item Fee in the charging period following our decision not to pay the Direct Debit.
- We do not charge the Paid Referral Fee (this is because we do not charge this fee where an unarranged overdraft arises through the debiting of other fees to your account).
- We charge you a Maintenance Charge for the monthly charging period in which the unarranged overdraft is created.
- We do not charge interest on the unarranged overdraft (this is because the whole of the overdrawn balance represents an Unpaid Item Fee, on which we do not charge interest)."

Our updated User Guide will be available at your branch or on our website [natwest.com](http://natwest.com) from **1 June 2009**.

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