



NatWest

We're changing our charges for Unarranged Overdrafts

We wanted to give you plenty of notice about some changes we're making to our charges for an Unarranged Overdraft.

From 24th July we're:

- Reducing the maximum amount you can be charged in any monthly charging period from £150 to £80
- Increasing Unarranged Overdraft Usage Fees and Unpaid Transaction Fees from £6 to £8

Everything you need to know is below.

We've enclosed some terms for your account

- We're updating the MyRewards Terms, to explain how we'll keep you informed about making the most of Rewards. See page 2 for full details

You don't need to do anything

If you'd like to know more about how you can avoid Unarranged Overdraft Fees, just let us know. We hope you're still happy with your account, but if you'd like to move to another account or close it altogether, we can help with that too.

How our Unarranged Overdraft fees are changing

Fee	Until 24th July 2017		From the first day of your charging period after 24th July 2017	
	Amount	Maximum number of fees per charging period	Amount	Maximum number of fees per charging period
Unarranged Overdraft Usage Fee (for Unarranged Overdrafts of more than £10)	£6 Per day	15 (£90)	£8 Per day	9 (£72)
Unpaid Transaction Fee	£6	10 (£60)	£8	1 (£8)
Monthly Maximum Charge	£150		£80	

There are no other changes to the fees and interest rates in relation to overdrafts on your current account. The 'Personal & Private Current Account Fees & Interest Rates' will be updated to reflect these changes on 24th July 2017 and will be available in branch and online at natwest.com/myterms

Student accounts

Student accounts will not be charged the Unarranged Overdraft Usage Fee, but may be charged the Unpaid Transaction Fee.

What is a monthly cap on Unarranged Overdraft charges and how does it work?

1. Each current account will set a monthly maximum charge for: (a) going overdrawn when you have not arranged an overdraft; or (b) going over/past your arranged overdraft limit (if you have one).
2. This cap covers any: (a) interest and fees for going over/past your arranged overdraft limit; (b) fees for each payment your bank allows despite lack of funds; and (c) fees for each payment your bank refuses due to lack of funds.

This is a standard definition of the maximum monthly charge that all banks are required to use, but please remember that we don't charge interest for going into an Unarranged Overdraft.

Unarranged Overdrafts explained

What's an Unarranged Overdraft?

If you try to make a payment or take money out of your current account and don't have enough money to cover it (or you have exceeded an overdraft limit that you've previously agreed with us) you'll go into an Unarranged Overdraft and may be charged.

What's an Unarranged Overdraft Usage Fee?

This is the daily charge for each day the account has an Unarranged Overdraft of more than £10.

What's an Unpaid Transaction Fee?

If we stop a payment going through, this is the charge for each declined transaction.







What's a charging period?

A charging period runs month to month, usually from the date you opened your account. For example, if you opened your account on 15th August, your charging period will run from 15th of each month to 14th of the next month.

What happens if our fees or overdraft terms change?

When we make changes to our charges like those detailed in this letter, we'll always provide you with at least 60 days' notice.

Top tips to manage your account and help you avoid Unarranged Overdraft charges:

-  Keep track of your balance on the go with our mobile banking app. Go to natwest.com/mobile to find out more.
-  Register for free text alerts – we'll let you know when your balance reaches a certain level or you're about to go overdrawn.
-  Remember, it can take 4 days or longer before we receive the details of any contactless payments you've made and take them from your account. Until then they may not show in your balance.
-  You may be eligible to apply for an arranged overdraft or a higher limit. Go to natwest.com/overdrafts to find out more.
-  Avoid Unarranged Overdraft fees completely by switching to a Select account with Overdraft Control. Find out more at natwest.com/overdraftcontrol
-  Book yourself in for a free Financial Health Check: we'll look at ways you can save on your outgoings and focus on what's important. Get in touch to book yours today.

Changes to MyRewards Terms

We're updating the MyRewards Terms to reflect that we will use your email address and/or mobile number to send you more information about other products and services we offer that pay Rewards.

Section 5(a) 'Communications from us' of the MyRewards Terms has been deleted and will be replaced with:

(a) Communications from us

If you give us your email address and/or mobile number, we'll use these to send service related information to you including:

- reminding you about your MyRewards balance, and
- alerting you to any concerns we have about the activity on your MyRewards.

We'll also send you information about how to make the most of MyRewards, including:

- making you aware of other products or services we offer which pay Rewards, and
- reminding you about who our retail partners are and telling you about any short-term offers.

If you'd prefer not to receive communications about how to make the most of MyRewards, please let us know by amending your settings at natwest.com/myrewards or by calling **0370 901 6790** (Minicom 0800 027 1395).