

Our banking charges.

Your guide to our banking charges.

If you have a personal account, here's all you need to know about our main fees and charges. You may find it helpful to keep it with your bank statements and use it to plan ahead and avoid being charged fees.

Unless you pay a monthly account fee for an account with added benefits, we don't normally charge you for everyday banking as long as your account stays in credit. But in some situations, for example using your debit card abroad, there may be charges. This guide tells you how our charges work and when you'll need to pay them.

If you want to use a service we haven't covered here, we'll always let you know before you're charged. And, if we make any changes to fees or services you use regularly we'll always let you know before you're charged.

Finally, don't forget that our current account text alerts are easy to set up and will help you stay on top of your finances. Visit tsb.co.uk/textalerts

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Current account fees.

The table below shows the fees for each of our current accounts.

Type of current account	Monthly account fees
Under 19s	Free
Cash	Free
Classic	Free
Classic Plus	Free
Student	Free
Graduate	Free
Control	£10
Silver	£9.95
Platinum	£17
Classic Essentials (no longer available for new customers)	Free
Enhance (no longer available for new customers)	Free
Select (no longer available for new customers)	£8.95
Gold (no longer available for new customers)	£12.95
Premier (no longer available for new customers)	£25

If you're not sure what type of current account you have please log into your internet banking at tsb.co.uk, drop in to any branch or call us on **03459 758 758**.

When do charges come out of my account?

We take different fees from your account at different times:

- Monthly account fees come out at the end of your monthly billing period. This is usually from the second of each month to the first of the next month, but can vary. If you'd like to check what your monthly billing period is, just ask in branch or call us on **03459 758 758**. If you change an account or service with a regular fee part way through your billing period, you'll only pay for the time you've actually had it.
- We work out other charges, like the Monthly Overdraft Usage Fee, Unplanned Overdraft fees and overdraft interest at the end of your monthly billing period (we'll always let you know the amount before they are taken from your account).
- There are also charges we make at the time we provide you with a service. For example, when you use your debit card abroad.

Overdraft charges explained.

Planned Overdraft

An overdraft on your current account can be a useful way of borrowing money for a short period. For example, if you need a little extra money towards the end of each month before pay day. Setting up a Planned Overdraft is easy and don't forget, just because it's there, it doesn't mean you have to use it. It's there only when you need it.

Just remember:

- You must be 18 or over to apply.
- You can ask to increase, decrease or cancel your overdraft whenever you like.
- There's no set-up fee and you only pay fees and interest if you use your overdraft.

If you are eligible for a Planned Overdraft or an increase to an existing one, the level we agree will depend on your individual circumstances. As a responsible lender, we only want you to borrow what you can afford in a way that's best for you.

If you know you want to apply for a new or increased Planned Overdraft, you can do this in branch, by calling **03459 758 758** or if you're registered for Internet Banking, online at [tsb.co.uk](https://www.tsb.co.uk)

Unplanned Overdraft

If you don't have enough money in your account when you pay for something, we'll treat it as a request for an Unplanned Overdraft to cover the payment. We'll either agree to this or you won't be able to make the payment. In either case, fees will probably be payable (depending on your account type).

For more details about overdrafts and available funds, please read 'Your Banking Relationship with Us' which is our Personal Banking Terms and Conditions, or visit [tsb.co.uk/current-accounts](https://www.tsb.co.uk/current-accounts)

About our £10 buffers

We have a £10 buffer on our Planned Overdraft. If you're eligible for an Unplanned Overdraft, we also offer a £10 buffer.

Here's how they work:

- If you have a Planned Overdraft and you borrow £10 or less over any interest and fee-free amount, you won't be charged fees or interest. But if you borrow more than £10 over any interest and fee-free amount, you will be charged Planned Overdraft fees and interest on this additional amount (as well as the £10 buffer).
- If you have an Unplanned Overdraft of £10 or less, you won't be charged fees on the amount you've borrowed. But, you will be charged interest on the full amount (including the £10 buffer). If you borrow more than the £10 buffer, you will be charged both Unplanned Overdraft fees and interest on the full amount (including the £10 buffer).

Planned and Unplanned Overdraft Fees

If you borrow more than your interest and fee-free limit plus your £10 buffer, the following fees will apply:

Fee	Amount	Description
Monthly Overdraft Usage Fee	£6	<ul style="list-style-type: none">• You'll only pay this once if you use a Planned or Unplanned Overdraft over your £10 buffer in your monthly billing period• If you have an interest and fee-free Planned Overdraft limit as part of your account, you will pay the £6 fee if you go over your interest and fee-free limit by more than your £10 buffer• Planned Overdrafts continue until repaid. So if you have an overdraft from the previous month at the start of a new monthly billing period, you will pay another Monthly Overdraft Usage Fee.
Daily Fee	<p>Unplanned Overdraft balance</p> <ul style="list-style-type: none">• £10 or less: £0 (buffer applies)• Over £10 but under £25: £5 a day• £25 or more: £10 a day	<ul style="list-style-type: none">• You'll pay this every day you use an Unplanned Overdraft. The fee amount depends on the size of your Unplanned Overdraft and will be worked out at the end of each day, including weekends and Bank Holidays• We won't charge you more than 8 daily fees in a monthly billing period• Unplanned Overdrafts continue until repaid. So if you have an overdraft from a previous billing period at the start of the next period, you'll be charged more Daily Fees until you pay the borrowing back.

All overdrafts are repayable on demand. This means that you must pay us any money you've borrowed from us immediately, if we ask you to. If you don't repay your overdraft this may affect your credit rating and ability to borrow money in future.

Interest and fee-free amounts

Type of current account	Interest and fee-free amount subject to application and approval
Under 19s	Overdrafts not available on this account
Cash	Overdrafts not available on this account
Classic and Classic Plus	£25
Student	Up to £1500
Graduate	Up to £2000
Silver	£50
Platinum	£300
Classic Essentials (no longer available for new customers)	Overdrafts not available on this account
Enhance (no longer available for new customers)	£25
Select (no longer available for new customers)	£50
Gold (no longer available for new customers)	£150
Premier (no longer available for new customers)	£500

Cash Accounts

Planned Overdrafts aren't available on Cash Accounts. If we do give you an Unplanned Overdraft in a situation where we're unable to stop it occurring, such as in-flight purchases and buying fuel at pay-at-pump petrol stations, you won't be charged interest or fees. If we don't agree to give you an Unplanned Overdraft, you won't be able to make the payment and a Returned Item Fee won't be charged (see Returned Item Fees section).

Under 19s Accounts

We do not provide Planned Overdrafts on Under 19s Accounts and we won't charge fees and interest.

Classic Essentials (no longer available to new customers)

Planned Overdrafts aren't available on Classic Essentials. If we do give you an Unplanned Overdraft in a situation where we're unable to stop it occurring, such as in-flight purchases and buying fuel at pay-at-pump petrol stations, you won't be charged interest or fees. If we don't agree to give you an Unplanned Overdraft, you won't be able to make the payment and a Returned Item Fee may be charged (see Returned Item Fees section).

Avoid overdraft charges with our Grace Period.

Our Grace Period means that you have until 10pm (UK time) to pay enough money into your account to avoid any Planned and Unplanned Overdraft fees and interest that we may charge that day. The money needs to be immediately available to use, so you could transfer money from another account you have with us by Mobile Banking, Internet Banking, Telephone Banking, paying in cash over the counter in branch or transferring the funds from another provider.

Our Control service.

For £10 a month, we offer a Control service with our Classic and Classic Plus accounts to help you save money on fees. Control helps in three ways:

- It stops your account from going into Unplanned Overdraft (except in some situations beyond our control, such as in-flight purchases and buying fuel at a pay-at-pump petrol station.)
- If your account does go into Unplanned Overdraft because we can't check your balance as above, you won't pay fees for the Unplanned Overdraft but you will still be charged interest.
- You won't be charged Returned Item Fees if you try to make a payment without sufficient money in your account. But you may be charged by the recipient who was expecting payment.

Returned Item Fees.

When you don't have enough money available to make a payment and we decline your request for an Unplanned Overdraft, you won't be able to make that payment. We'll write to tell you we have declined your request and we will charge a Returned Item Fee.

Fee	Amount	Description
Returned Item Fee	£10 for each item, maximum of 3 a day	<p>If there isn't enough money in your account to pay a cheque, Direct Debit or standing order and we decline your request for an unplanned overdraft, we won't immediately decline the payment. Instead, we will give you some time to put more money in your account to cover the payment:</p> <p>Cheques and Direct Debits – if there isn't enough money in your account by 3.30pm on the same day the cheque or Direct Debit payment was attempted, the payment will be declined and a Returned Item Fee will apply</p> <p>Standing orders and future dated payments – we will try to make your payment again at 3.30pm on the same day the payment was due and also shortly after midnight on the next working day. If there isn't enough money in your account to pay your standing order and future dated payment at the final attempt, then the payment will be declined and a Returned Item Fee will apply</p> <p>If a point of sale transaction using a debit card is declined, no Returned Item Fee will apply</p>

Returned Item Fees do not apply to Cash Accounts and Under 19s Accounts.

Avoid missing payments with our Retry Periods.

Our Retry Periods mean that if you don't have enough money in your account to allow us to pay Direct Debits, cheques, standing orders and future dated payments, we'll give you extra time to put money into your account to allow us to make these payments. The money needs to be immediately available to use, so you could transfer money from another account you have with us by Mobile Banking, Internet Banking, Telephone Banking or by paying in cash over the counter in a branch. If you do deposit enough money into your account to meet the payment that you wish to make, the payment will be made and you won't incur a Returned Item Fee.

The Retry Periods are:

Payment Type	Retry Period
Direct Debit	We will retry the payment at 3.30pm (on the same day the payment is first attempted)
Cheque	
Standing Orders	We will retry the payment at 3.30pm (on the same day the payment is first attempted) and then a further retry shortly after midnight on the next working day.
Future Dated Payments	

If you don't deposit enough money into your account to meet the payment you wish to make, the payment won't be made and you will incur a Returned Item Fee. You may also be charged by the person you were making the payment to.

Other services.

Service	Charge
Stopping a cheque (free for lost and stolen cheques)	£10
Special cheque presentation: allows you to find out whether a cheque will clear or not. This does not affect the clearing time of the cheque or how quickly the funds will be available	£10
Regular account statements	Free
Duplicate statements	£5 a request, for any number of pages
Banker's draft/cheque (sterling)	£20
CHAPS payment: transfers cleared money to an account at any other bank on the same day. Includes a notification to the person being paid when the money reaches their bank	£30

Overseas payments and deposits	Charge for all PCAs except Cash Account	Charges for Cash Account
International payment made online	Payment up to £5,000: £10 Payment over £5,000: £17.50	Payment up to £5,000: £10 Payment over £5,000: £17.50 Payment made in pounds within EU: Free
International payment made in branch and on the telephone	£20	Payment made in pounds within EU: Free All other payments: £20
International draft	£20	Payment made in pounds within EU: Free All other payments: £20
Electronic payment received from abroad	Up to £100: £2 Over £100: £7	Up to £100: £2 Over £100: £7 Payment received in pounds within EU: Free
Cheques received from abroad	0.25% of sterling value with an £8 minimum and £80 maximum charge	0.25% of sterling value with an £8 minimum and £80 maximum charge Payment received in pounds within EU: Free

For details of our foreign cheque charges, please visit tsb.co.uk/legal/current-accounts/foreign-cheques



Some fee examples explained.

We want you to understand how fees are charged on your current account and help you avoid these if possible. The table below gives examples of fees you will pay if you try to make a payment when you don't have money available in your account, or you haven't set up a Planned Overdraft.

These examples are provided to help illustrate ways our fees are calculated but you may not be able to use your account in these ways.

If at any time you would like help with managing your current account and advice on how to avoid fees, either visit us in branch or call us on **03459 758 758**.

Fee scenarios

Reasons that you might pay Unplanned Overdraft and Returned Item fees	Typical fees and charges*
We refuse a payment because there is not enough money in your account	If the amount of the payment that we decline is £10 or less: Free If the amount of the payment that we decline is greater than £10: £10
A payment from your account takes you into an Unplanned Overdraft by less than £10. You use an Unplanned Overdraft for one day during the month	Free
A payment from your account takes you into an Unplanned Overdraft and you make another payment from the account while you are overdrawn. You use an Unplanned Overdraft for two days in a row during the month: 1 day between £10 to £25 and 1 day above £25	1 x Overdraft Usage Fee: £6 1 x £5 Daily Fee: £5 1 x £10 Daily Fee: £10 Total fees payable: £21 plus 2 days' interest
A payment from your account takes you into an Unplanned Overdraft greater than £25 and you make nine further payments from your account while you are overdrawn. You use an Unplanned Overdraft for 10 days in a row during the month	1 x Overdraft Usage Fee: £6 8 x £10 Daily Fee: £80 2 x £0 Daily Fee: Free Total fees payable: £86 plus 10 days' interest
A payment from your account takes you into an Unplanned Overdraft greater than £25. You are overdrawn for one day. However, on three further occasions during the same month, a payment takes you into an Unplanned Overdraft. On each of these occasions you are overdrawn for three days	1 x Monthly Overdraft Usage Fee: £6 8 x £10 Daily Fee: £80 2 x £0 Daily Fee: Free Total fees payable: £86 plus 10 days' interest
A payment from your account takes you into an Unplanned Overdraft greater than £25. You are overdrawn for 21 days in a row during the month and you make 12 further payments from the account while you are overdrawn	1 x Overdraft Usage Fee: £6 8 x £10 Daily Fee: £80 13 x £0 Daily Fee: Free Total fees payable: £86 plus 21 days' interest

*These are the typical charges that apply to most current accounts. Actual charges may vary depending on the account you have.

As well as Overdraft fees, you'll pay daily interest on any Overdraft you use. Please see in branch or visit our website [tsb.co.uk/rates-and-charges](https://www.tsb.co.uk/rates-and-charges) for details of our interest rates.

Debit card and ATM card charges.

Withdrawing cash in the UK

There's no charge to use your debit card or ATM card to withdraw cash at a TSB cash machine, or over the counter at a TSB branch.

We won't charge when you use your card at a non-TSB cash machine or branch in the UK, but the owner of the machine or branch may. If so, you'll be told the amount that will be taken from your account when you withdraw the cash.

Withdrawing foreign currency abroad

When you withdraw cash abroad with your debit card or ATM card (at a cash machine or over the counter), the cash will be converted into pounds, normally on the day withdrawn.

You can sometimes choose whether you want the currency conversion to be done by TSB or the ATM operator when you withdraw foreign currency from an ATM. The exchange rate and charges you pay will depend on which option you choose.

If you choose conversion by us, the exchange rate used will be Visa's daily Visa Payment Scheme Exchange Rate and we will charge the fees shown in the table below.

If you choose conversion by the ATM provider, they will set any fees and the exchange rate. You would choose this by selecting the amount you want to withdraw in pounds (not the foreign currency) on the ATM. Some ATMs won't allow you to do this.

We can't advise you which would be the cheaper option when you want to withdraw foreign currency, as we don't know what charges and exchange rates would be used by the ATM provider.

Type of card	Description	TSB Foreign Conversion Fees	Fees when foreign currency conversion done by ATM operator
Debit card	Non-Sterling Transaction Fee	2.99% of the value withdrawn	1.5% of the value withdrawn (min £2.00, max £4.50 for each transaction). However, fee does not apply to Cash Account customers. Please note the ATM operator may charge an additional fee.
	Non-Sterling Cash Fee	1.5% of the value withdrawn (min £2.00, max £4.50 for each transaction)	
ATM card	Non-Sterling Transaction Fee	2.99% of the value withdrawn	There are no TSB fees. However, the ATM operator may charge a fee.
	Non-Sterling Cash Fee	1.5% of the value withdrawn (min £1.50, no maximum limit for each transaction)	

Purchases and other transactions in a foreign currency

When you use your debit card to make purchases or transactions (including contactless but not cash withdrawals, foreign currency or traveller's cheque purchases) in a foreign currency, whether you're in the UK or abroad, fees will apply.

You can sometimes choose whether you want the currency conversion to be done by us or the merchant from whom you are making the purchase. The exchange rate and charges you pay will depend on which option you choose.

If you choose conversion by us, the exchange rate used will be Visa's daily Visa Payment Scheme Exchange Rate and we will charge the fees shown in the table below.

If you choose conversion by the merchant, they will set any fees and the exchange rate. But we won't charge you an additional amount. You would choose this by selecting the amount you want to pay in pounds (not the foreign currency) when making the payment. Some merchants won't allow you to do this.

We can't advise you which would be the cheaper option when you want to pay in a foreign currency, as we don't know what charges and exchange rates would be used by the merchant.

Type of card	Description	TSB Foreign Conversion Fees	Fees when foreign currency conversion done by merchant / payment scheme provider
Debit card	Foreign Exchange rate	The amount is converted into pounds on the day it is processed by Visa, using the Visa Payment Scheme Exchange Rate	There are no TSB fees, however the merchant may charge a fee.
	Non-Sterling Transaction Fee	2.99% of the payment amount in pounds	
	Purchase Fee	£1 per transaction. Note: this fee does not apply if you use a Platinum or Premier Account debit card	

The below shows a working example of how our foreign transaction fees are applied:

Overseas purchase amount (equivalent in pounds)	Contactless* and Chip & PIN Transaction (TSB charges)	Total transaction amount
50p	$£1 + 2.99\% (\text{£}0.01) = \text{£}1.01$	£1.51
£5	$£1 + 2.99\% (\text{£}0.15) = \text{£}1.15$	£6.15
£30	$£1 + 2.99\% (\text{£}0.90) = \text{£}1.90$	£31.90

*UK Contactless transaction limit is £30 but this varies by country.

Buying foreign currency in the UK

We won't charge you when you buy foreign currency or foreign currency traveller's cheques with your debit card in the UK at another bank, travel agent, bureau de change or outlet displaying the Visa sign, but the currency or cheque provider may.



Other ways we can help

For everything from current accounts and loans to mortgages and credit cards, we're here to help. Just go online, ask a member of our team or pick up a brochure in branch.

Call 03459 758 758
Click [tsb.co.uk](https://www.tsb.co.uk)
Visit Drop into your local branch

If you'd like this in another format such as large print, Braille or audio please ask in branch.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 3843** (lines are open 7am to 11pm, 7 days a week).

Calls may be monitored or recorded. If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 (0)203 284 1575**. Not all Telephone Banking services are available 24 hours a day, seven days a week. Please speak to a Partner for more information.

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