



# Changes to how we charge for Arranged and Unarranged Overdrafts – from 2 April 2020.

## We're simplifying our overdraft fees, charges and interest.

### At a glance:

- **No more monthly or daily fees:** No more monthly or daily fees when you use an Arranged or Unarranged Overdraft.
- **One interest rate:** We're increasing the interest rate we charge on Arranged and Unarranged Overdraft to 2.84% monthly (39.9% EAR) on all accounts. This rate is variable, which means we can change it again in the future in the way set out in the Personal Banking Terms and Conditions.
  - **Arranged Overdrafts:** You'll pay interest on the money you borrow over any interest free amount that's on your account.
  - **Unarranged Overdrafts:** We're removing the Unarranged Overdraft buffer, so you'll pay interest on all money you borrow using an Unarranged Overdraft.
- **Changes to interest free amounts:**
  - **Classic, Classic Plus and Classic Enhance:** We're removing the interest free amount on these accounts.
  - **Graduate accounts:** If you opened or moved to a Graduate account on or after 2 August 2016 we're changing the interest free amount on Graduate accounts to £2,000. If you opened or moved to a Graduate account on or before 1 August 2016 your interest free amount will change to £1,500.
  - **All other accounts:** We're reducing the interest free amount by £10.
- **Control Service:** We're removing the £10 monthly fee for our Control Service. (If you don't already have Control set up on your account you'll no longer be able to add it.)
- **Returned item fee:** We've already reduced the returned item fee from £10 to £3.
- **Maximum monthly charge:** We're reducing the maximum monthly charge from £80 to £30 and removing the three a day cap on returned item fees. This means we'll never charge you more than £30 each monthly billing period for returned item fees and Unarranged Overdraft interest together. The maximum monthly charge doesn't apply interest we charge for Arranged Overdrafts.

Remember, we'll always tell you how much interest you need to pay 14 days before we take it out of your account.

## What this means for you.

This table shows some examples of costs before and after the changes. If you're not sure, you can find your account type and Arranged Overdraft limit on your statements. Remember, you must successfully have applied for an Arranged Overdraft before you can get an interest free amount.

If you borrow £500 using an Arranged Overdraft.								
Account type	What you'll pay now				What you'll pay from 2 April 2020			
	Interest free amount	Cost for 7 days	Cost for 30 days	Cost for 60 days	Interest free amount	Cost for 7 days	Cost for 30 days	Cost for 60 days
Classic, Classic Plus, Classic Enhance*	£35	£7.62	£12.95	£25.90	No interest free amount	£3.26	£13.99	£28.07
These examples are based on paying interest at 2.84% monthly (39.9% EAR) on the £500 you borrow. There's no monthly fee.								
Select*	£60	£7.53	£12.57	£25.15	£50	£2.93	£ 12.59	£25.26
Silver*	£60	£7.53	£12.57	£25.15	£50	£2.93	£ 12.59	£25.26
Gold*	£160	£7.18	£11.08	£22.16	£150	£2.28	£9.79	£19.64
Platinum*	£310	£6.66	£8.83	£17.66	£300	£1.30	£5.59	£11.21
Premier*	£510	£0	£0	£0	£500	£0	£0	£0
These examples are based on paying a £6 monthly fee and interest at 1.52% monthly (19.84% EAR) on all money borrowed over your interest free amount.					These examples are based on paying interest at 2.84% monthly (39.9% EAR) on the money you borrow over your interest free amount. There's no monthly fee.			
Account type	Interest free amount			Cost for 7, 30 and 60 days	Interest free amount			Cost for 7, 30 and 60 days
Graduate	Up to £2,010 for the first year after you graduate. Up to £1,510 for the second year after you graduate. Up to £1,010 for the third year after you graduate.			£0	Graduate accounts opened on or after 2 August 2016 up to £2,000. Graduate accounts opened on or before 1 August 2016 up to £1,500.			£0
Student	<b>Year 1</b> First 6 months – £510 Months 7-9 – £1,010 Months 10-12 – £1,510 <b>Years 2-6</b> (depending on course length) £1,510			£0	<b>Year 1</b> First 6 months – £500 Months 7-9 – £1,000 Months 10-12 – £1,500 <b>Years 2-6</b> (depending on course length) £1,500			£0
There's no fees or interest to pay because the money you borrow is within your interest and fee free amount.								

EAR is the Equivalent Annual Rate. This is the actual annual rate of an overdraft. It doesn't take into account fees and charges. \*Not available to new customers.

If we've got your mobile number, we'll automatically send you alerts when: you go into an Arranged Overdraft; you have £50 or less available to spend in your account; or you're over your account limit or when you don't have enough money to make a payment. If you haven't given us your mobile number please log on to your Internet Banking, select 'Text Alerts' from 'My Account Tools' and follow the instructions displayed on the screen.

### These changes will apply to your Overdraft Agreement from 2 April 2020.

Where to find these changes in the Banking Charges Guide:

Section 04 – Arranged Overdrafts

Section 05 – Unarranged Overdrafts and refused payments

Section 06 – Our Control Service – this is being removed, so Sections 07 onwards will be renumbered

Remember, overdrafts are available to UK residents only aged 18 or over, subject to application and acceptance. Overdrafts are repayable on demand.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call **03459 758 758** (lines are open from 7am to 11pm, 7 days a week).

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week).

Not all Telephone Banking services are available 24 hours, 7 days a week. Speak to a Partner for more information. 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 **0203 284 1575**.

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