

# Banking charges guide.

# Your guide to our banking charges.

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.

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 when you use additional services. This guide tells you how our charges work and when you'll need to pay them.

Section	Page
Monthly account fees	3
Planned Overdraft fees explained	4
Unplanned Overdraft and Returned Item Fees: fees when you don't have enough money	6
Ways to help you manage your money	9
Debit card and ATM card charges	11
Other services	13

# Monthly account fees.

If you're not sure what type of account you have please log on to your Internet Banking at [tsb.co.uk](https://tsb.co.uk), drop in to any branch or call us on **03459 758 758**.

Type of current account	Monthly account fees
Under 19s	£0
Cash	£0
Classic	£0
Classic Plus	£0
Classic or Classic Plus with Control	£10
Student	£0
Graduate	£0
Silver	£9.95
Platinum	£17
Classic Essentials (no longer available for new customers)	£0
Enhance (no longer available for new customers)	£0
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

## 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. 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 monthly account 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 overdraft fees and charges at the end of your monthly billing period. We'll 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.

# Planned Overdraft fees explained.

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. Fees and interest are charged when you use a Planned Overdraft. Our charges are shown below and the current overdraft interest rates are available in branch, over the phone and at [tsb.co.uk/rates-and-charges](https://tsb.co.uk/rates-and-charges)

With our overdrafts:

- You must be 18 or over to apply.
- You must be a UK resident.
- 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're eligible for a Planned Overdraft or an increase to an existing one, the level we agree will depend on your 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 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://tsb.co.uk)

Overdrafts are subject to status and 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. How much we lend depends on our assessment of your personal circumstances.

## Planned Overdraft fees and interest

If you borrow more than your interest and fee-free amount plus your £10 buffer, these fees apply, as well as overdraft interest:

Fee	Amount	Description
Monthly Overdraft Usage Fee	£6	<ul style="list-style-type: none"><li>• You'll only pay this once if you use a Planned or Unplanned Overdraft over your £10 buffer in your monthly billing period</li><li>• If you have an interest and fee-free Planned Overdraft limit, you'll pay the £6 fee if you go over your interest and fee-free limit by more than your £10 buffer</li><li>• 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'll pay another Monthly Overdraft Usage Fee.</li></ul>
Interest on the amount you borrow	Our current interest rates are available online, in branch or over the phone.	<ul style="list-style-type: none"><li>• No interest is charged if you borrow less than your interest and fee-free amount plus your £10 buffer.</li></ul>

## Planned Overdraft buffer

We have a £10 buffer on our Planned Overdraft. Here's how it works:

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'll be charged Planned Overdraft fees and interest on this additional amount (as well as interest on the £10 buffer).

## Planned Overdraft interest and fee-free amounts

Type of current account	Interest and fee-free amount subject to application and approval
Under 19s	Planned and Unplanned Overdrafts aren't available on this account. If we need to give you an Unplanned Overdraft, you won't pay any charges or interest.
Cash	Planned and Unplanned Overdrafts aren't available on this account. If we need to give you an Unplanned Overdraft, you won't pay any charges or interest.
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)	Planned and Unplanned Overdrafts aren't available on this account. If we need to give you an Unplanned Overdraft, you won't pay any charges or interest.
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

# Unplanned Overdraft and Returned Item Fees: fees when you don't have enough money.

If you don't have enough money in your account when you pay for something, we'll assume you're asking to use our Unplanned Overdraft service to cover the payment. Unplanned Overdraft fees are shown overleaf. If we don't give you an Unplanned Overdraft you won't be able to make the payment. We'll write to tell you we've declined your request and a Returned Item Fee will be charged.

## We won't charge you more than £80 a month

**We'll never charge you more than a total of £80 each monthly billing period for all of the following:**

- Unplanned Overdraft Daily Usage Fees
- Monthly Overdraft Usage Fee (when it's charged for using an Unplanned Overdraft)
- Unplanned Overdraft interest
- Returned Item Fees

The maximum monthly charge does not include fees we charge for Planned Overdrafts.

Ways to avoid using an Unplanned Overdraft and incurring Returned Item Fees are explained on page 9.

To make comparing bank products easier for you, banks are setting a maximum monthly charge for unplanned borrowing fees. Each bank may charge different fees, but all banks are explaining it the same way, with the same wording.

### Monthly cap on unarranged overdraft charges

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

## Unplanned Overdraft Fees

If you borrow more than your £10 Unplanned Overdraft buffer, these charges apply:

Fee	Amount	Description
Monthly Overdraft Usage Fee	£6	<ul style="list-style-type: none"><li>You'll only pay this once if you use a Planned or Unplanned Overdraft over your £10 buffer in your monthly billing period.</li><li>Unplanned Overdrafts continue until repaid. So if you have an overdraft from the previous month at the start of a new monthly billing period, you'll pay another Monthly Overdraft Usage Fee.</li></ul>
Unplanned Daily fee	Unplanned Overdraft balance: <ul style="list-style-type: none"><li>£10 or less: £0 (buffer applies)</li><li>Over £10 but under £25: £5 a day</li><li>£25 or more: £10 a day</li></ul>	<ul style="list-style-type: none"><li>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 the day, including weekends and Bank Holidays.</li><li>The maximum number of daily fees you may pay in a month is 8.</li><li>Unplanned Overdrafts continue until repaid. So if you have an overdraft from a previous month's billing period at the start of the next billing period, you'll be charged more daily fees until you pay the borrowing back.</li></ul>
Interest on the amount you borrow	Our current interest rates are available online, in branch or over the phone	<ul style="list-style-type: none"><li>You'll be charged interest on the full amount borrowed (including the £10 buffer).</li></ul>

## About our Unplanned Overdraft buffer

If you're eligible for an Unplanned Overdraft we also offer a £10 Unplanned Overdraft buffer.

Here's how it works:

If you have an Unplanned Overdraft of £10 or less you won't be charged fees on the amount you've borrowed. But you'll be charged interest on the full amount borrowed (including the £10 buffer). If you borrow more than the £10 buffer, you'll be charged both Unplanned Overdraft fees and interest on the full amount (including the £10 buffer).

All overdrafts are repayable on demand. This means that you must pay us back any money you've borrowed straight away, if we ask you to.

## Returned Item Fees

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

Fee	Amount	Description
Returned Item Fee	£10 for each Returned item, maximum of 3 a day	<p>If there isn't enough money in your account to pay a cheque, Direct Debit, standing order or future dated payment we won't immediately decline the payment. Instead, we'll give you some time to put more money in your account to cover the payment.</p> <p><b>Cheques and Direct Debits</b> – 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><b>Standing orders and future dated payments</b> – we'll try to make your payment again at 3.30pm on the same day the payment was attempted and also shortly after midnight on the next working day. If there isn't enough money in your account to pay your standing order or future dated payment at the final attempt, then the payment will be declined and a Returned Item Fee will apply.</p>

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





# Ways to help you manage your money.

## Weekly Balance Alerts and Text Alerts

If you register for text alerts, we'll send you a text message when you get close to or exceed your limit, so that you know to move your money around so you can avoid fees. You can register for this service by calling **03459 758 758**, in branch or online by logging into your Internet Banking.

## 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, pay in cash over the counter in branch or transfer funds from another provider.

## 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, pay in cash over the counter in a branch or transfer funds from another provider. 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	

## Avoid Unplanned Overdraft and Returned Item Fees with the 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 where we can't check your balance, such as in-flight purchases).
- If your account does go into Unplanned Overdraft, you won't pay fees but you will 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 the payment.



# 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% (£0.01) = £1.01	£1.51
£5	£1 + 2.99% (£0.15) = £1.15	£6.15
£30	£1 + 2.99% (£0.90) = £1.90	£31.90

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

# 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
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 charge a fee	Free
Duplicate account 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](https://tsb.co.uk/legal/current-accounts/foreign-cheques)





## 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.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

Information correct as at August 2017.