

# A Guide to Personal Accounts Fees and Interest

 **Ulster Bank**

Current Accounts  
Savings and Deposit Accounts



# Glossary

## Standardised terms and definitions

- To improve transparency and comparability of fee information, and as required under the Payment Accounts Regulations 2016, this glossary provides a definition for the most representative services linked to a Payment Account.
- The below terms are incorporated into our 'Fee Information Document' which details the main fees applicable to our on sale Payment Accounts and will also be incorporated where applicable into an annual 'Statement of Fees' for all Payment Account customers.
- Not all the services below are available on all Payment Accounts. Please refer to your account terms and conditions for further information.
- The below terms and definitions have been provided by the Central Bank of Ireland 18.04.2018.

Reference: *Payment Account Services List*

*Regulation 3(1) of the European Union (Payment Accounts) Regulations 2016*

Term	Definition
<b>General account services</b>	
<b>Maintaining the account</b>	The account provider operates the account for use by the customer.
<b>Payments (excluding cards)</b>	
<b>Standing Order</b>	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
<b>Direct Debit</b>	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
<b>Credit Transfer</b>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account.
<b>Cards and cash</b>	
<b>Using a debit card for purchases in Euro</b>	The customer uses the customer's debit card to make a payment in euro.
<b>Using a debit Card for purchases in foreign currency</b>	The customer uses the customer's debit card to make a payment in foreign currency.
<b>Cash Withdrawal</b>	The customer takes cash out of the customer's account.
<b>Cash Lodgement</b>	The customer puts cash into the customer's account.
<b>Overdrafts and related services</b>	
<b>Referral Item</b>	Cheques, withdrawals, direct debits and standing orders are presented for payment on the customer's account and, when paid, place the customer's account in an Unauthorised overdraft position.
<b>Unpaid Item</b>	Cheques, direct debits or standing orders, presented for payment on the customer's account, are returned unpaid because of insufficient balance on the customer's account.
<b>Overdraft</b>	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
<b>Unauthorised overdraft</b>	The customer's account is overdrawn in excess of an authorised overdraft limit or where no authorised overdraft limit has been agreed.
<b>Other services</b>	
<b>Cheque Lodgement</b>	The customer lodges a cheque to an account.
<b>Provision of a Chequebook</b>	The account provider provides a facility which allows the customer to direct the account provider to pay a stated sum from the customer's account.

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All information in this leaflet is correct as at 19 April 2019 but may change.

Please read this brochure in conjunction with the Personal Banking Terms and Conditions brochure which outlines the terms and conditions applicable to our products.

# 1. Plain speaking – glossary of terms

## **Fee for maintaining the account**

This fee covers providing current account and associated services. A fee for maintaining the account applies to a number of personal current accounts.

## **AER**

AER stands for Annual Equivalent Rate which illustrates what the interest rate would be if paid and compounded each year.

## **Direct Debit**

The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient.

The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.

## **Emergency cash**

This is a service we offer if you have a cash card or debit card. If you report your card lost or stolen through our lost and stolen helpdesk, we will check your identity and, if you have enough money available in your account, we will give you a unique code so you can withdraw an amount of 'emergency cash' from an Ulster Bank cash machine without having to use your card.

## **Future-dated payment**

This is when you use the Anytime Internet and Telephone Banking service, or the Branch Funds Transfer service, to ask us to make a payment at a future date.

## **Gross rate**

The rate of interest before we take off Deposit Interest Retention Tax (DIRT).

## **Personal current accounts**

Personal current accounts include:

- Current Account
- Graduate
- Adapt
- Service
- PRIVATE Current Account
- Standard
- **u**first PRIVATE Account
- Foundation
- Student

Personal current accounts – no longer available for sale

- **u**first
- Current Plus
- **u**first**gold**
- Facility Account
- Dual Account

## **Savings accounts**

Savings accounts include:

- Instant Access
- PRIVATE Reserve
- Regular Savings
- Accounts no longer available to new customers
- Youth Accounts

## **Standing order**

The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.

## **Transaction Fees**

Transaction Fees are charged when transactions are processed through a customer's current account. Transaction fees apply to a number of personal current accounts.

## 2. Services you don't pay for

As long as you stay in credit or within your overdraft limit, you can receive the following services without incurring any separate charge.

- No fee for setting up, amending or cancelling Direct Debit
- No fee for setting up, amending or cancelling standing order
- No fee for provision of a cheque book
- No statement fees (except duplicates)
- Access to our free Mobile Banking App, Anytime Online Banking and Telephone Banking services (see note 1 below)

Note 1. Free apart from the costs of the phone call and any charges your internet service provider may charge you for using the service. We may charge you if you have asked for a payment for a future date and do not have enough cleared funds to pay all the items presented on that date. Transaction fees may apply.

## 3. Changes to interest, fees and charges

### Interest

For Payment Accounts (in other words, any current or savings accounts which you have with us, apart from Money Desk Deposits), we may change any of our credit interest rates in line with the conditions of that account. We will give you 60 days' notice if we do make a change.

For non-Payment Accounts, unless the interest rate is fixed (Money Desk Deposits), we can change our credit interest rates at any time for any valid reason by giving you 30 days' notice.

For all accounts, we may change any of our overdraft interest rates at any time for any of the reasons set out in the **Personal Banking Terms and Conditions** (Condition 7.4(a) to (e)).

We will let you know about any changes we make to our interest rates by putting a notice in three of the national daily newspapers mentioned below, in our branches or by writing to you.

We will also update the information on our services where we provide information including telephone helplines and websites as soon as the changes apply. Any notice we publish will appear in the following newspapers:

- The Irish Independent
- The Irish Times
- The Irish Examiner

To find our latest interest rates, please speak to any member of staff, phone Anytime Banking on 1850 424 365 (from abroad + 353 1 804 7475) or visit our website at **[www.ulsterbank.ie](http://www.ulsterbank.ie)**.

All returns are subject to Deposit Interest Retention Tax (DIRT). Under current legislation, the effective DIRT rate is 35%.

### Fees and charges

We will give you at least 60 days' notice of any increase in our fees and charges.

## 4. Fee for maintaining the account and transaction fees

A monthly fee for maintaining the account of €2 and transaction fees apply to the following accounts: Current Account, Standard Account, Dual Account, Current Plus Account and Facility Account. Customers aged 66 years of age and over can avail of a fee waiver where the date of birth on the account can be identified as being 66 or over. These customers will not pay the monthly maintenance fee or transaction fees.

### How to avoid transaction fees

There is a balance waiver in place that will help you avoid transaction fees. A waiver simply means we will not apply transaction fees to your Account as long as you manage your account in a certain way. Please note, the monthly maintenance fee of €2 will still apply.

### Balance Waiver

Keep a minimum cleared balance of €3,000 in your Account for each charging cycle.

The charging cycle for this waiver runs from the day after the third Friday of one calendar month to the third Friday of the following calendar month.

### Transaction Fees

These fees are charged for the processing of transactions through your account. Below is a detailed breakdown of what they are and how much they cost.

Transaction Type	Description	Fee per transaction
Contactless	Using a Debit Card for purchases in Euro within SEPA <sup>1</sup> Apple Pay and Google Pay Transactions	€0.01
Automated	Direct Debits Standing Orders Payments and transfers into your account via branch, Mobile Banking, Anytime Internet and Telephone Banking Credit transfers via branch, Mobile Banking, Anytime Internet and Telephone Banking	€0.20
Debit Card	Using a Debit Card for purchases in Euro <sup>2</sup> within SEPA In App Apple Pay transactions <sup>2</sup> In App Google Pay transactions <sup>2</sup> Refunds and Credits into your account via Debit Card	€0.20
ATM Withdrawal	Cash withdrawal <sup>3</sup> in Euro within SEPA Cash withdrawal at any Ulster Bank, RBS or NatWest branded cash machine (ATM)	€0.35
In branch/ Counter (Including An Post <sup>4</sup> and Cash & Cheque lodgement machines)	Cash withdrawals Cash lodgements Cheque withdrawals Cheque lodgements Credit transfers associated with Bank Giro Credit Payments Payments into your account using a Bank Giro Credit slip Bank Draft lodgements Withdrawals associated with Bank Drafts Offset Money Manager Transfers	€0.80

Charges for additional services may still apply. Please see section 10 of this brochure for further details.

<sup>1</sup>The Single Euro Payments Area (SEPA) includes any countries within the European Economic Area (EEA) & Switzerland, San Marino & Monaco

<sup>2</sup>Euro Debit Card, In App Apple Pay and In App Google Pay transactions completed online, over the phone or via mail order, irrespective of whether the retailer is based inside SEPA or outside SEPA, will be charged this fee

<sup>3</sup> Including Emergency Cash & Get Cash transactions

<sup>4</sup> Cash and cheque lodgements must be lodged separately at An Post outlets and separate transaction fees will apply. Cash withdrawals cannot be undertaken at An Post outlets.

## When do we charge transaction fees and the fee for maintaining the account?

The table below shows the dates that both transaction fees and the fee for maintaining the account will be deducted from your account. In addition, it shows the dates by which you will need to maintain a minimum balance for each fee charging period, to avoid paying transaction fees. The fee for maintaining your account will still apply. Where the balance waiver has not been met, we will take the amount due from your account according to the dates outlined under 'dates fees are deducted from your account' below.

Date fees are deducted from your account	To meet Balance Waiver: Keep a minimum cleared balance of €3,000 between
7 December 2018	20 October 2018 – 16 November 2018
11 January 2019	17 November 2018 – 21 December 2018
8 February 2019	22 December 2018 – 18 January 2019
8 March 2019	19 January 2019 – 15 February 2019
5 April 2019	16 February 2019 – 15 March 2019
10 May 2019	16 March 2019 – 18 April 2019
7 June 2019	19 April 2019 – 17 May 2019
12 July 2019	18 May 2019 – 21 June 2019
9 August 2019	22 June 2019 – 19 July 2019
6 September 2019	20 July 2019 – 16 August 2019
11 October 2019	17 August 2019 – 20 September 2019
8 November 2019	21 September 2019 – 18 October 2019
6 December 2019	19 October 2019 – 15 November 2019
10 January 2020	16 November 2019 – 20 December 2019

### Pre-Notification of Charges

To help you manage your transaction fees, we'll send you a pre-notification of charges at least 10 business days before we debit your account, if the amount of your monthly fee and transaction fees is €4 or more each month.

### How to reduce your day to day banking fees

#### Keep €3,000 in your Personal Current Account

If you maintain a balance of €3,000 in your account for a relevant charge cycle, you will not pay transaction fees. You will only pay the monthly fee for maintaining your account.

#### Are you aged 66 or over?

If so, you don't pay the fee for maintaining your account or transaction fees.

#### Are you registered for Anytime Banking?

As a registered online Anytime Banking customer, you can save money if you transact online or use our mobile app, compared to transacting at an ATM or in branch.

#### Use contactless payments including Apple Pay/Google Pay™

Use your Debit Card for contactless transactions up to the value of €30 for 1c per transaction.

#### Use your Visa Debit Card

Use your Visa Debit Card for purchases. You can also request cash back with participating retailers rather than withdrawing cash at an ATM.

#### Use fewer cheques

Cheques are a costly way to make a payment and are subject to Stamp Duty. Make your payment by electronic transfer, set up a Direct Debit or use your Debit Card to reduce your transaction fees.



## 5. Monthly account fees

You have to pay the following monthly account fees for ufirst, ufirstgold, ufirst PRIVATE and PRIVATE Current Account. These give you access to a number of benefits and allow you to apply for the special rates and discounts available as part of your account. ufirst and ufirstgold current accounts are not available to new customers.

**ufirst** (not available to new customers)

We will take €10 a month from your ufirst current account on the dates shown below.

**ufirstgold** (not available to new customers)

We will take €14 a month from your ufirstgold current account on the dates shown below.

### **ufirst PRIVATE Account**

Your ufirst PRIVATE Account gives you access to a personal banking service with your own Relationship Manager. You will also have access to the wide range of financial and lifestyle benefits available with our ufirst PRIVATE Account. This can leave you more time to focus on what really matters.

The fee for ufirst PRIVATE Current Account is €14 per month. Customers will also pay a €36 per month fee for the PRIVATE Relationship service provided to customers of Ulster Bank PRIVATE charged via their ufirst PRIVATE Current Account.

### **PRIVATE Current Account**

The PRIVATE Current Account gives you access to a Relationship Manager who will take care of all your day-to-day banking needs. Your Relationship Manager can provide you with a range of options suitable to your needs to allow you make the most of your money.

Customers will pay a €36 per month fee for the PRIVATE Relationship service provided to customers of Ulster Bank PRIVATE charged via their PRIVATE Current Account. There is no additional fee for the PRIVATE Current Account.

### **When do we charge the account fees?**

We will take the amount due from your account on the days shown in the table below.

Date fees are deducted from your account
7 December 2018
11 January 2019
8 February 2019
8 March 2019
5 April 2019
10 May 2019
7 June 2019
12 July 2019
9 August 2019
6 September 2019
11 October 2019
8 November 2019
6 December 2019
10 January 2020

## 6. Interest we pay you on your Current Account

Depending on the account you have, you may be able to earn interest on the money in your account. We work this out on the amount actually in your account at the close of business every day. (This does not include any cheques or other items not yet cleared.) We add this interest to your account every month on the days shown in the table below. We pay interest on your Dual account every year on the last business day in October.

The yearly rates of interest we pay on credit balances are shown below.

**ufirst** (not available to new customers)

Amount held in account	Gross/AER (variable)
€0 +	0.15%

**ufirstgold** (not available to new customers)

Amount held in account	Gross/AER (variable)
€0 +	0.15%

**ufirst PRIVATE Account**

Amount held in account	Gross/AER (variable)
€0 +	0.15%

**Dual** (not available to new customers)

Amount held in account	Gross/AER (variable)
€0 +	0.01%

The credit interest rate is currently 0% on our Personal Current Account, PRIVATE Current Account, Facility Account, Current Plus Account, Student Account, Adapt Account, Service Account, Standard Account and Foundation Account.

### When we pay interest into your account

We will pay the money into your account on the days shown in the table below.

Calculation period	Date we pay interest
19 November 2018 – 23 December 2018	24 December 2018
24 December 2018 – 20 January 2019	21 January 2019
21 January 2019 – 17 February 2019	18 February 2019
18 February 2019 – 18 March 2019	19 March 2019
19 March 2019 – 22 April 2019	23 April 2019
23 April 2019 – 19 May 2019	20 May 2019
20 May 2019 – 23 June 2019	24 June 2019
24 June 2019 – 21 July 2019	22 July 2019
22 July 2019 – 18 August 2019	19 August 2019
19 August 2019 – 22 September 2019	23 September 2019
23 September 2019 – 20 October 2019	21 October 2019
21 October 2019 – 17 November 2019	18 November 2019
18 November 2019 – 22 December 2019	23 December 2019
23 December 2019 – 19 January 2020	20 January 2020

We pay interest on your Dual account every year on the last business day in October.

## 7. Interest and charges on borrowing

### a. Overdrafts (over 18s only)

Once you've agreed your overdraft with us, you can use it at any time you need within your overdraft limit, subject to terms and conditions. Overdraft interest is charged on the amount you've borrowed at the stated rate for your account, as long as you're within your overdraft limit. Interest rates may change. Overdrafts are not available on a Dual Account, Service Account, Adapt Account, Facility Account, Standard Account and Foundation Account. Lending is subject to credit review and approval. An overdraft is repayable on demand.

Where you have agreed an overdraft limit, you pay interest at the overdraft rate shown below or the interest rate set out in your facility letter. You will pay interest on the whole overdrawn balance. Fees and charges may also apply.

Charges: Overdraft Facility Fees are charged for overdrafts on the Current Account, Private Current Account and Current Plus Account as outlined below:

Overdraft Facility Fees	When is it charged	Charge
Overdraft Set Up Fee	This is a charge you pay whenever new overdrafts are set-up or when overdraft limits are increased.	€25
Annual Overdraft Fee	This is a charge you will pay annually on the 12 month anniversary of the overdraft set-up date. If you agree a new overdraft limit then the fee will be applied on the 12 month anniversary of the date the new limit was set-up.	€25

If you do not wish to retain your Overdraft you can avoid the Annual Overdraft Fee by cancelling your Overdraft before your overdraft anniversary date. Should you subsequently apply for a new overdraft, you will be subject to both the Overdraft Set Up Fee and the Annual Overdraft Fee charges as outlined above.

If you cancel your overdraft or account after the Overdraft Set Up Fee or Annual Overdraft Fee has been applied you will not be subject to a fee refund, unless you do so within the 14 day cooling off period. Where you decide to cancel a new overdraft facility within the 14 day cooling off period the Overdraft Set Up Fee will be refunded.

#### Current Account and PRIVATE Current Account

Overdraft	Rate (variable)
All amounts	15.55%

#### Current Plus (not available to new customers)

Overdraft	Rate (variable)
All amounts	15.55%

ufirst, ufirstgold and ufirst PRIVATE Current Account (see section 5 for details of account fees applicable). ufirst and ufirstgold current accounts are not available to new customers.

You can apply for an interest free overdraft of up to €500 with ufirst, if you are an existing ufirst customer; up to €1,000 with ufirstgold if you are an existing ufirstgold customer and up to €1,000 with ufirst Private. You will not pay overdraft interest when you stay within your interest free overdraft or Overdraft Facility Fees. You may however, apply for an overdraft above the maximum interest free overdraft available on the account. If the amount that you go overdrawn by goes above the maximum interest free overdraft buffer available on the account but is within your overdraft limit, you will pay overdraft interest on the full overdrawn balance. This includes the part of the balance that is within the interest free overdraft available on the account.

You will pay the rates shown in the tables below.

If you exceed your overdraft amount without prior arrangement, debit interest at the Bank's overdraft interest rate will apply to the whole overdrawn balance. You will also incur Unauthorised overdraft Interest, which consists of the overdraft interest rate for your account type plus an additional 9% (variable) surcharge rate on the remaining balance above your overdraft limit.

**ufirst** (not available to new customers)

Overdraft	Rate (variable) on full balance
Amount overdrawn by is up to and including €500	0%
Amount overdrawn by is above €500	15.55%

**ufirstgold** (not available to new customers)

Overdraft	Rate (variable) on full balance
Amount overdrawn by is up to and including €1,000	0%
Amount overdrawn by is above €1,000	9.99%

**ufirst PRIVATE Account**

Overdraft	Rate (variable) on full balance
Amount overdrawn by is up to and including €1,000	0%
Amount overdrawn by is above €1,000	9.99%

### Student Account

The student overdraft is available to customers who are in receipt of a grant and existing Ulster Bank current account customers for 12 months.

If you are an existing customer with a current account with Ulster Bank for 12 months you can apply for a student overdraft of up to €750 or if you are in receipt of a grant you could receive up to €1,500 dependent on your grant level.

If you ask for an overdraft with a limit which is more than the limits set out below you will need to give us extra information to support your application.

Interest-free limits	Rate (variable)
Existing Customers up to €750*	0%
Customers in receipt of a grant up to €1,500*	0%

The Ulster Bank Student Overdraft is only available if you are a full-time (your course lasts for at least two years) third-level student living in the Republic of Ireland. You must be over 18. Only one overdraft per student. Overdrafts are repayable on demand. Security may be required. Whether you have an overdraft will depend on your circumstances. We may also carry out credit scoring, this is where we assess whether credit is affordable for you based on the information you provide. Please see the Current Account and Everyday Banking Brochure for more details. You can get a copy from any Ulster Bank branch.

\* You can apply for higher interest free limits if you are a professional student. Please see our Current Account and Everyday Banking Brochure for more information. (Professional Students refers to medicine, dentistry, law, accountancy, pharmacy, optometry, physiotherapy, veterinary science.)

## Graduate Account

An interest-free overdraft up to €1,500 is available (subject to approval) for up to one year after you graduate.

Overdraft	Rate (variable)
Up to €1,500	0%

The Ulster Bank Graduate Account is only available if you have graduated within the past 12 months (your course lasts for at least two years). We may ask to see evidence of your graduation. Only one overdraft per graduate. Interest-free overdraft is repayable on demand, security may be required. Whether you have an overdraft will depend on your circumstances. We may also carry out credit scoring, this is where we assess whether credit is affordable for you based on the information you provide. Please see the Current Account and Everyday Banking Brochure for more details. You can get a copy from any Ulster Bank branch.

**Warning: If you do not meet the repayments on your credit agreement, your account will go into arrears. This may affect your credit rating, which may limit your ability to access credit in the future.**

### b. Unauthorised overdraft – interest and charges you will pay

Your debit balance should not exceed your overdraft limit. If your account overruns without formally agreeing an overdraft or you exceed your overdraft limit, this is called an Unauthorised overdraft. When this happens you will incur Unauthorised overdraft charges. You will also pay Unauthorised overdraft Interest.

If you have not agreed a suitable overdraft limit in advance and there is not enough money in your account we may not always be able to permit an Unauthorised overdraft. We may not be able to pay your cheques, standing orders, direct debits or future-dated payments, including those to an Ulster Bank loan and we will charge a fixed amount for each item we do not pay (see the table above). An Unauthorised overdraft will incur higher interest than overdrafts that have been agreed, and should be avoided.

#### Interest

If your account becomes overdrawn without an overdraft or you exceed your overdraft limit, you will have to pay Unauthorised overdraft Interest on the excess balance. Unauthorised overdraft Interest consists of the overdraft interest rate for your account type plus an additional 9% (variable) surcharge rate.

Unauthorised overdraft interest will also apply if the overdraft facility has come to an end and we have not agreed to renew it.

#### Charges

You may also have to pay the following charges.

	Why is it charged	When is it charged	Charge
Referral item (Irregular Account charge)	This is a charge we make whenever your account goes into an Unauthorised overdraft or we have to extend an overdraft due to transactions you have carried out where you do not have enough available in your account.	It is charged each time you make a transaction and we add it the following business day.	€4.44
Unpaid item (Unpaid Outwards Charge)	This is charged when we return an item such as a cheque, direct debit, standing order or future-dated payment because you do not have enough available in your account.	This is charged for each item and taken from your account as and when a payment is returned.	€12.70

### c. When we take interest from your account

If you have to pay interest on your ufirst, ufirstgold, ufirst PRIVATE, Current Account or PRIVATE Current Account, we will take the amount on the days shown in the table below. ufirst and ufirstgold current accounts are not available to new customers.

Calculation Period	Date we take the interest
19 November 2018 – 23 December 2018	11 January 2019
24 December 2018 – 20 January 2019	8 February 2019
21 January 2019 – 17 February 2019	8 March 2019
18 February 2019 – 18 March 2019	5 April 2019
19 March 2019 – 22 April 2019	10 May 2019
23 April 2019 – 19 May 2019	7 June 2019
20 May 2019 – 23 June 2019	12 July 2019
24 June 2019 – 21 July 2019	9 August 2019
22 July 2019 – 18 August 2019	6 September 2019
19 August 2019 – 22 September 2019	11 October 2019
23 September 2019 – 20 October 2019	8 November 2019
21 October 2019 – 17 November 2019	6 December 2019
18 November 2019 – 22 December 2019	10 January 2020
22 December 2019 – 19 January 2020	7 February 2020

**Warning: If you do not meet the repayments on your credit agreement, your account will go into arrears. This may affect your credit rating, which may limit your ability to access credit in the future.**

## 8. How to avoid paying fees and charges

If there are payments such as direct debits, standing orders, cheques, future-dated payments and so on due from your account, please make sure you have enough in your account to meet these payments by close of business on the working weekday before the amounts are due. If you do not, it will result in an Unauthorised overdraft and we will charge surcharge interest and fees.

If you have an overdraft, always make sure that you keep within your overdraft limit. This will mean you avoid unnecessary charges on your account.

You can check your balance at any time online or by phone on Anytime Banking.

Please contact your branch if you would like to discuss your financial needs further, and for more information on managing your account.

## 9. Interest we pay you on your Savings and Deposit Accounts

### Instant-access accounts

#### Loyalty Saver

An account that pays an annual bonus on the first business day in January each year, if you make no more than four withdrawals in an annual period. Annual periods commence on the first business day of January and end on the last business day in December. Withdrawals on a non-business day (weekend or bank holiday) are recorded as withdrawals on the subsequent business day.

Anyone aged 18 or over can open a Loyalty Saver Account in branch. You must be aged 18 or over and living in the Republic of Ireland for tax purposes to open the account online or over the phone. You are required to register for Anytime Banking to be able to access your funds and manage your account online or over the phone. If you do not register for Anytime Banking you can manage your account through the branch network.

There is a minimum balance requirement of €2,000 and the maximum balance is €1,000,000. If your account balance falls below €2,000, we will pay interest at a rate of 0.01% gross/AER variable. Interest (including bonus interest) is calculated daily and paid annually on the first business day in January.

#### Excluding conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.05	0.05
€2,000 to €24,999	0.05	0.05
€0 to €1,999	0.01	0.01

#### Including conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.10	0.10
€2,000 to €24,999	0.10	0.10
€0 to €1,999	0.01	0.01

If you make no more than four withdrawals in an annual period we will reward you with an extra 0.05% Gross/AER. If you open your account during an annual period, the bonus interest, if applicable, will be paid on a pro-rata basis. If you close your account during an annual period, the bonus interest will not be paid. If you make more than four withdrawals in an annual period you will earn the interest excluding bonus (quoted above) only.

#### Easy Access Savings

This account is available if you are 18 years or over. We will pay interest into the account every three months on the first business day of January, April, July and October each year.

	Gross % (variable)	AER % (variable)
€0 or over	0.01	0.01

#### Regular savings

##### Special Interest Deposit account

This account is available if you are 18 years or over. You are required to set up a standing order to the account from €1 per month to a maximum of €1,000 every month. We will pay interest every year in October.

	Gross % (variable)	AER % (variable)
€1 to €15,000	0.85	0.85
€15,001 to €100,000	0.15	0.15

## Youth savings

### urfirst and urmoney

To open a urfirst account you must be aged between 0-11 years of age. To open a urmoney account you must be aged between 12-17 years of age. We will pay interest to the accounts every three months on the first business day of January, April, July and October each year.

	Gross % (variable)	AER % (variable)
€0 or over	0.95	0.95

### PRIVATE Reserve

The PRIVATE Reserve Account may be held by customers who hold a PRIVATE Current Account or a urfirst PRIVATE Current Account. A minimum balance of €15,000 is required to open the account and interest is calculated daily and paid monthly.

	Gross % (variable)	AER % (variable)
€15,000+	0.15	0.15
€0 to €14,999	0.01	0.01

## Fixed Term Savings

### Money Desk Deposit

If you can commit your money for a longer term you could enjoy a fixed rate of interest for a fixed period of time, meaning you will know in advance how much interest you will earn.

Anyone over 18 can open a Money Desk Deposit. For administration purposes, we require you to open an instant access account (i.e. an account that does not require notice of withdrawal) with us in the same name as the Term Deposit, if you do not hold one already. The instant access account will be used for the processing of funds placed on and maturing from your Term Deposit, together with interest due to you.

The rate is fixed for the deposit term. For details on applicable rates and terms, please contact your local Ulster Bank branch. Interest is calculated daily and paid on the day the term ends. Withdrawals are only permitted from the account on the maturity date. You cannot withdraw funds during the term.

### Loss of Interest on Early Termination:

If you change your mind about opening your Money Desk Deposit, you have a 14 day period from the date your account is opened in which you can cancel your account without incurring a loss of any interest already earned. We will return your deposit, including all interest due to you, to your servicing account.

After the 14 day period in exceptional circumstances and at our absolute discretion, We may let You terminate your Money Desk Deposit early. Customers who open a Money Desk Deposit on or after 01 October 2015 will incur a loss of interest if the account is terminated before the Maturity Date, equivalent to:

- 45 days gross interest for terms up to and including 6 months.
- 90 days gross interest for terms greater than 6 months.
- The number of days' interest loss will not exceed the number of days' interest earned at date of early termination.
- In the event of death or financial hardship, You may not incur a loss of interest.

If you wish to cancel or terminate your Money Desk Deposit, you must confirm your decision in writing addressed to your branch. Please see our online branch locator at [UlsterBank.ie](http://UlsterBank.ie) to find your local branch address. You can then either post your written notice or hand it in.

Your deposit and any interest earned on your account by the date of closure less any loss of interest as a result of early termination (if applicable) will be paid into your servicing account.

Where your funds roll over for the same term again at maturity, you have a period of 14 days from the Maturity Date in which to contact us to cancel your Money Desk Deposit without incurring any loss of interest.



## Accounts no longer available to new customers

### Pathway

This account is no longer available to new customers. We will pay interest to the account annually on the last business day of October.

	Gross % (variable)	AER % (variable)
€1 or over	0.05	0.05

### Access Plus

This account is no longer available to new customers. We will pay interest to the account every three months on the first business day of January, April, July and October each year.

#### Excluding conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.01	0.01
€10,000 to €24,999	0.01	0.01
€3,000 to €9,999	0.01	0.01
€0 to €2,999	0.01	0.01

#### Including conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.06	0.06
€10,000 to €24,999	0.06	0.06
€3,000 to €9,999	0.06	0.06
€0 to €2,999	0.01	0.01

### Bonus Saver

This is no longer available to new customers. We will pay interest to the account every three months on the first business day of January, April, July and October each year.

#### Excluding conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.01	0.01
€10,000 to €24,999	0.01	0.01
€0 to €9,999	0.01	0.01

#### Including conditional bonus

	Gross % (variable)	AER % (variable)
€25,000 to €1,000,000	0.06	0.06
€10,000 to €24,999	0.06	0.06
€0 to €9,999	0.01	0.01

### Reward Reserve

This account is no longer available to new customers. We will pay interest to the account every three months on the first business day of January, April, July and October each year.

#### Excluding all bonuses

	Gross % (variable)	AER % (variable)
€10,000 to €250,000	0.01	0.01
€0 to €9,999	0.01	0.01

#### Including all bonuses

	Gross % (variable)	AER % (variable)
€10,000 to €250,000	0.06	0.06
€0 to €9,999	0.01	0.01

### Deposit Receipts

	Gross % (variable)	AER % (variable)
€125,000 or over	0.25	0.25
€0 to €124,999	0.05	0.05

### Instant Access Plus

This account is no longer available to new customers. We will pay interest to the account every three months on the first business day of January, April, July and October each year.

	Gross % (variable)	AER % (variable)
€0 or over	0.01	0.01

### ECB Rate Linked Deposit account

This account is no longer available to new customers. We pay interest to the account every three months on the first business day of January, April, July and October each year.

#### Excluding all bonuses

	Gross % (variable)	AER % (variable)
€15,000 to €100,000	0.00	0.00
€0 to €14,999	0.01	0.01

#### Including all bonuses

	Gross % (variable)	AER % (variable)
€15,000 to €100,000	0.10	0.10
€0 to €14,999	0.01	0.01

If your account falls below any minimum allowed but stays in credit, we will pay interest on the balance at the 'nominal rate' of interest for as long as this applies. The nominal rate of interest is the same as the lowest rate band on the Easy Access Savings Account currently 0.01% Gross/AER Variable.

## 10. Charges for extra services

Bank drafts – domestic euro	€10.00
Bank drafts – non euro	€10.00
Bank Giro Credits	€0.51
Bank report for audit purposes	€25.00
Certificate of interest or a balance	€3.81
Provision of a cheque book (However, you will have to pay a Government duty of €0.50 for each cheque.)	No charge

There is no charge for duplicate statements for a period within the last 7 years. For statement requests over 7 years the following charges will apply:

• First sheet	€3.81
• Second sheet	€2.54
• For every sheet after that	No charge
Cashing a cheque for someone who is not a customer	€1.27
Charge for an extra statement	€1.27

### Indemnities

• Bonds, guarantees	
• Lost share certificates	Negotiated 0.5% of their value, Up to €31.74

Credit Transfer (Interbank domestic transfer) (see note 1 below)

Same-day value

• Via paper	€24.50
Night-safe wallet (every six months)	€20.00

### Safe-keeping\*

• Envelope (every year)	€40.00 + VAT
• Box (every year)	€80.00 + VAT
• Access Fee	€10
Confidential enquiries	€5.24 + VAT
Stopping a cheque (unless it has been lost or stolen)	€5.08

Note 1 – For full details on fees and charges for our international services, please see the Schedule of Services – Payment and International Banking Charges available in any branch.

Note 2 – Transaction fees may also apply to these transactions.

\*This service is for existing customers only. No new items of Safe-keeping will be accepted after 1 March 2011.

# Ulster Bank Debit Card Fees & Charges

The below table outlines the Debit Card Charges inside the SEPA Zone

Transaction Type Within SEPA*	Charge	**ERTF Fee
<b>Cash Withdrawals:</b>		
✓ From a Cash Machine (ATM)	€0.35***	No Charge
✓ At any Ulster Bank, RBS Group, NatWest Cash Machine (ATM)	€0.35	No Charge****
✓ Foreign currency withdrawal from a Cash Machine (ATM)	2% of transaction amount. (min €3, max €12)	1.5% of transaction amount.
<b>Purchases</b>		
✓ Contactless transactions (including Apple Pay/Google Pay™)	€0.01	No Charge
✓ Using a Debit Card for purchases in Euro <i>Note – Euro Debit Card transactions completed online, over the phone or via mail order, irrespective of whether the retailer is based inside SEPA or outside SEPA, will be charged these fees.</i>	€0.20	No Charge
✓ Refunds and Credits to your account via Debit Card	€0.20	No Charge
✓ Using a Debit Card for purchases in Foreign Currency*****	1% of transaction amount. (min €0.25, max €6)	1% of transaction amount. (min €0.25, max €6)

\* Includes any countries within the European Economic Area (EEA) and Switzerland, San Marino and Monaco

\*\* Exchange Rate Transaction Fee

\*\*\* We will charge you a transaction fee for using your card to withdraw Euro at an ATM within SEPA, other companies may also charge an additional fee. You will be advised on screen about any charges before you withdraw cash

\*\*\*\* Transaction is converted to Euro at a Rate determined by Ulster Bank

\*\*\*\*\* Standard branch commission rates will apply if purchasing foreign currency using your card

## The below table outlines the Debit Card Charges outside the SEPA Zone

Transaction Type Outside SEPA*	Charge	**ERTF Fee
<b>Cash Withdrawals:</b> ✓ Foreign Currency withdrawal from a Cash Machine (ATM) ✓ Euro withdrawal from a Cash Machine (ATM)	2% of transaction amount. (min €3, max €12) 2% of transaction amount. (min €3, max €12)	1.5% of transaction amount. No Charge
<b>Using a Debit Card for purchases in Euro</b> <i>(Note – Euro Debit Card transactions completed online, over the phone or via mail order, irrespective of whether the retailer is based inside SEPA or outside SEPA, will not be charged these fees)</i>	1% of transaction amount. (min €0.25, max €6)	No Charge***
<b>Using a Debit Card for purchases in Foreign Currency</b>	1% of transaction amount. (min €0.25, max €6)	1% of transaction amount. (min €0.25, max €6)

\* Includes any countries outside the European Economic Area (EEA) and Switzerland, San Marino and Monaco

\*\* Exchange Rate Transaction Fee

\*\*\* Transaction is converted to Euro at a Rate determined by the other banks/retailers not Ulster Bank

### Transaction Withdrawal Limit

In most cases, you can withdraw funds up to your daily withdrawal limit, provided there are sufficient funds in your account. Within Europe, some cash dispenser networks have imposed a maximum value of around €200 per transaction. To withdraw more than this you will have to carry out more than one transaction.

There is a daily limit for cash withdrawals using a Visa Debit card in any other bank, travel agent, bureau de change or other outlets displaying the Visa logo. Details of the limit are available on request from your branch.

### Government card duty

- A Government Stamp Duty charge of €0.12 is applied to each domestic cash withdrawal made at an ATM. The total fee paid per annum per card is capped at €2.50 on ATM only cards and €5 on combined ATM and debit cards, and is applied annually in January.
- You pay Government Stamp Duty of €30 a year on credit cards.





To find out more:



Call into your local branch



ulsterbank.ie

**Braille, large print and audio**

This brochure is also available in Braille, large print, audio or on disk.

Please contact your local branch.

# Ulster Bank

Information correct as at 19 April 2019

Ulster Bank Ireland DAC. A private company limited by shares, trading as Ulster Bank, Ulster Bank Group, Banc Uladh, Lombard and Ulster Bank Invoice Finance. Registered in Republic of Ireland. Registered No. 25766. Registered Office: Ulster Bank Group Centre, George's Quay, Dublin 2, D02 VR98. Ulster Bank Ireland DAC is regulated by the Central Bank of Ireland. Calls may be recorded.  
ULST1376RI 19 April 2019