

# Personal Current Account

**Easy, Reliable  
& Flexible...  
It's Clear**

Bank of Ireland  UK

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## Clear Current Account

Our Clear Current Account is an accessible and safe place to keep your money. It gives you all the facilities you need to manage your day-to-day finances and it is cost-effective.

There are no transaction fees on your personal current account. You only pay charges if you try to make a payment from your account and there is not enough money in the account or enough of an overdraft limit available. Other charges may apply for additional services you may request.

With a Bank of Ireland UK Clear Current Account, the following services are FREE of charge, no matter how many times you use them:

- ▶ Lodging and withdrawing cash in branches
- ▶ Withdrawing cash from cash machines (ATMs) in the UK and all Bank of Ireland cash machines in Ireland
- ▶ Paying by cheque
- ▶ Setting up standing orders or direct debits for regular payments
- ▶ Making payments using your Debit card in the UK.

With your Clear account you also have available:

- ▶ Overdraft facility<sup>1</sup>
- ▶ Chequebook
- ▶ Debit Card.

The Clear Current Account is designed to give you the best of all worlds. You don't have to choose between online, phone and face-to-face banking; you can use all three. And you can also access your money through Post Office® branches throughout Northern Ireland and the rest of the UK. This means you get the service you need whenever and wherever you need it.

<sup>1</sup> Lending criteria, terms and conditions apply. The overdraft facility may not be exceeded without our prior permission. If you exceed your overdraft limit, we will charge interest at the rate stated in our "Rates and Products" brochure. An informal overdraft fee and other fees may also apply.

We also offer the Basic Cash Account, an account that will meet the needs of customers who do not want an overdraft, chequebook or debit card (see the separate brochure for details).

## Clear Account overview

- ▶ Fee-free banking on day to day payments into or out of your account
- ▶ An interest rate of our base rate + 14.0% for arranged overdrafts. On 3 November 2017 the rate was 14.50%<sup>2</sup>
- ▶ A debit card that can be used abroad<sup>3</sup>
- ▶ Free of charge direct debits, standing orders and chequebook
- ▶ Easy access to your account 24 hours a day with our internet, mobile and phone banking service
- ▶ Face-to-face service in all our branches plus free access to your money through Post Office® branches.

You can check what our 'base rate' is by asking for our Rates and Products brochure which you can get from any of our branches. Details are also given on our website at [bankofirelanduk.com](http://bankofirelanduk.com)

## Banking made easy

How you manage your day-to-day banking is clearly up to you. You choose the option that suits you best. You can use your account how and when it suits you.

Your options:

- ▶ Use our online banking service at [365online.com](http://365online.com)
- ▶ Use any Bank of Ireland cash machine
- ▶ Call in person to any of our branches in Northern Ireland
- ▶ Call 365 phone on 03457 365 555
- ▶ Access your money through Post Office® branches.

<sup>2</sup> Subject to application and our lending conditions.

<sup>3</sup> Charges will apply when you use your Debit card outside the UK, please see page 11.

## 365 Phone and Digital Banking

We know that you like to be able to manage your money on the go. Our simple and hassle free Digital banking services, which can be accessed on a PC or a Laptop via 365 online, on a Smartphone via the Bank of Ireland Mobile Banking App and on a tablet device via the Bank of Ireland Tablet Banking App, give you easy anytime access to your accounts. Our Mobile and Tablet Banking Apps give you access to the most popular online services – securely and directly from your own Smartphone or tablet computer. Getting started is easy – simply download the app and log in using your 365 online log-in information.

### **Not set up yet for online banking?**

Online and Phone Banking offers you the convenience and flexibility to do your banking at any time or in any place that suits you. To register for online banking simply call us on 03456 006 552 or visit [bankofirelanduk.com](http://bankofirelanduk.com)

Do all your day-to day banking activities online, on your mobile or on your tablet, 24 hours a day, 365 days a year.

	Online	Tablet	Mobile	Phone
Check your balance	✓	✓	✓	✓
View estatement	✓	✓		
Make a domestic/bill payment	✓	✓	✓	✓
Make international payments	✓			
Set up, amend or cancel standing orders	✓	✓		✓
Add and delete payees	✓	✓		
Update your postal address	✓			
Change/Reorder your 365 or debit card PIN				✓

## Switching is easy

With the free Current Account Switch Service you can switch your current account to us in a simple, reliable and stress-free way which is backed by the Current Account Switch Guarantee.



The Current Account Switch Guarantee ensures your current account will switch on a day of your choice, your payments will be automatically transferred and redirected to your new account, and in the unlikely event anything goes wrong with your switch, we will refund any interest and charges (incurred on your old or new current accounts) as a result of this failure as soon as it is brought to our attention.

Full details about the Current Account Switch Service are available in our Current Account Switching Services booklet, which you can get from any of our branches. You will find the Current Account Switch Guarantee on page 8 and answers to frequently asked questions on page 7 of this booklet.

Plus you can apply for an interest free and fee-free overdraft for a period of three months from the date you open your account, subject to our current lending conditions. If after the first three months you keep the overdraft normal banking charges will apply to it and interest will be charged at the then current rate.

If you would like to transfer your account to Bank of Ireland UK but leave your old bank account open, or if you cannot use the Current Account Switch Service, the Bank of Ireland UK Account Switch Service can go through all the steps needed to move your personal current account to us.

Switching your account to us couldn't be easier: we will look after everything for you and keep in touch every step of the way.

## Overdraft interest rates

### Arranged overdraft

When we agree in advance that you may borrow money when there is no money left in your account, and the amount you borrow stays within the arranged limit, you will be charged overdraft interest at the arranged overdraft rate shown below.

Account	Arranged overdraft interest rate
Clear	14.50% / 15.50% EAR

### Unarranged overdraft

If you make payments from your account when you have no money in your account (or have gone past your arranged overdraft limit) and this has not been agreed with us in advance, we will charge you the unarranged overdraft rate for the type of account you have.

Unarranged interest is only charged on the unarranged overdraft amount.

Account	Unarranged Overdraft Rate
Clear	26.50% / 29.97% EAR

**Representative example:** Based on an unarranged overdraft amount of £1,200 used in full for a three month period where the variable rate of interest is currently 26.50% per annum, the total charge for credit would be £79.50.

The amount is for illustrative purposes only and the Equivalent Annual Rate (EAR) for comparison purposes is 29.97% EAR (variable).

#### Important notes:

- ▶ All overdraft rates were correct at 3 November 2017 and can change
- ▶ The unarranged overdraft interest rate includes an additional 1% per month or a minimum of £2.00 per month. This will be shown on your statement as "Surcharge interest"
- ▶ We work out interest on overdrafts at a margin over our base rate, which was 0.50% on 3 November 2017.

Equivalent Annual Rate (variable). The EAR is an illustrative interest rate calculated on the assumption that any overdraft interest charged is added to the overdraft balance at the time and then the next interest charge will be based on that slightly higher overdraft balance. This rate assumes that interest is charged monthly and compounded 12 times in a year.

## Current account charges

You do not pay any transaction fees on your Clear Account – you only pay charges if you try to make a payment from your account and there is not enough money in the account or enough of an overdraft limit available.

Name of the charge	When the charge is applied	Charge
<b>Informal overdraft request fee</b>	You try to make a payment from your account although there is not enough money in it (or it would take you past your arranged overdraft limit). We may agree or refuse to make the payment. We will only make one charge per day and this will be charged monthly.	£20 for each payment you try to make. We will only make one charge a day and this will be charged monthly. We will tell you about this charge before it is charged. <b>From 5 February 2018 the Informal overdraft request fee will no longer be charged.</b>
<b>Unpaid transaction fee</b>	We refuse a payment from your account because there is not enough money in it (or it would take you past your arranged overdraft limit). We charge you for each payment item we refuse to pay and this will be charged monthly.	£15 for each item we refuse to pay and this will be charged monthly. We will tell you about this charge before it is charged. <b>From 5 February 2018 the Unpaid transaction fee will increase to £20.</b>
<b>Paid transaction fee</b>	We allow a payment to be made from your account although there is not enough money in it (or it would take you past your arranged overdraft limit). We charge you for each payment item we pay and this will be charged monthly.	£15 for each item we pay and this will be charged monthly. We will tell you about this charge before it is charged. <b>From 5 February 2018 the Paid transaction fee will increase to £20.</b>

We will tell you about any charges or interest we applied to your account at least 14 days before we take it.

## 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
  - (b) Going over/past your arranged overdraft limit (if you have one)
  
2. This cap covers any:
  - (a) Interest and fees for going over/past your arranged overdraft limit
  - (b) Fees for each payment your bank allows despite lack of funds, and
  - (c) Fees for each payment your bank refuses due to lack of funds.

In August 2017 we introduced a maximum monthly charge which caps the amount of money we can charge you in unarranged overdraft fees and interest in any given month at £150.

From 5 February 2018 we will reduce the maximum monthly charge to £80 per month.

## How to keep interest and charges as low as possible

- ▶ Make sure there is enough money in your account, or enough of an arranged overdraft, to cover all your spending
- ▶ Always discuss your borrowing needs before you go overdrawn or over an arranged overdraft limit.

Here are a few positive and simple steps that you can take to make sure you keep interest and charges down.

### Step 1

Check your spending over the last month to see whether you tend to go overdrawn.

### Step 2

If you tend to go overdrawn, do you have an arranged overdraft limit and is the overdraft limit enough to cover the amount you go overdrawn by?

If so, you don't need to take any action.

### Step 3

If you need to arrange a new or increased overdraft, ring your branch.

## Other personal finance options

- ▶ If you need to borrow money over the short-term, consider applying for a Bank of Ireland UK credit card
- ▶ If you need to borrow money over a longer period, consider a Bank of Ireland UK personal loan.

## Monthly pack – pre-notification of unarranged overdraft charges

We will tell you about the following charges at least 14 days before we take them from your account:

- ▶ The informal overdraft request fee
- ▶ The unpaid transaction fee
- ▶ The paid transaction fee
- ▶ Unarranged overdraft interest.

If you have to pay any of these charges, each month we will send you a pack that will contain the following information.

- ▶ A summary of charges that arose in the previous month, what each charge relates to, the date the charges arose and when we will take the charges from your account
- ▶ If you have to pay an informal overdraft request fee, we will tell you what payments the fee relates to and whether we agreed or refused to make the payment
- ▶ A monthly account summary, which shows all the payments to or from your account in the previous month.

Fees and interest will be charged to your account on separate dates and you will be advised of them in the pack.

## Annual summary pack

If you have paid overdraft interest or charges, once a year we will send you a summary of all the charges and interest on your account for the previous 12 months.

The summary pack will contain the following:

- ▶ Details of all the charges or interest taken from your account
- ▶ Details of interest or charges (or both) we have refunded to your account.

The summary pack will not include any service charges taken from your account.

Bank of Ireland UK personal loans are provided by NIIB Group Limited trading as Northridge Finance. Bank of Ireland (UK) plc and NIIB Group Limited are Bank of Ireland Group companies.

You can apply for a personal loan or a credit card by calling 0800 0850 44 (between 8.30am and 8.00pm Monday to Friday, and between 9am and 2pm on Saturdays) or talk to your local branch.

We may record and monitor phone calls.

## Service charges

These charges are for extra services you ask us to provide and are usually charged at the time we provide the service. We will tell you about the charges when you ask for the service.

<b>Providing a balance certificate showing your balance</b>	£7.50
<b>Providing a copy of a certificate showing interest paid to or from your account</b>	£7.50
<b>Replacing a Bank of Ireland UK cash or Debit card</b>	£7
<b>Statement frequency greater than monthly</b> (no charge for duplicate statements)	£1 each
<b>“Status enquiries” – Making or answering enquiries about your financial situation</b>	£9
<b>Cancelling a cheque you have asked us not to pay</b>	£8
<b>Credit transfers</b> <b>If you have a Bank of Ireland UK account</b>	£5
<b>If you do not have a Bank of Ireland UK account</b>	£7
<b>Giving you a banker’s draft</b>	£10
<b>When you buy a type of cheque from the bank to use as a gift</b>	£3
<b>Telegraphic transfers (CHAPS) between banks</b> <b>From your account</b>	£25
<b>To your account</b>	£5
<b>When we release your title deeds to your solicitor</b>	£30

## Other charges

These charges are for extra services we tell you about when you open an account. We usually take the charge when we provide the service.

<b>Debit card payments in a foreign currency</b>	2.75% of the amount spent
<b>Cash withdrawal in foreign currency outside the UK and some cash machines in Ireland (excluding Bank of Ireland machines). The machine will give you notice that you may be charged.</b>	£1.50 plus 2.75% of the amount withdrawn

## International payments

Receiving payments from abroad

.....£6 (£0 for SEPA payments)

Transferring payments abroad

If you ask us to send a payment

to another country).....£25

If you ask us to send a payment to Bank of Ireland

in the Republic of Ireland.....£10

(If the details of the bank that the payment is going to are quoted incorrectly, we will charge an extra £10).

## SEPA Payments (euro only)

If a payment request meets the following criteria no charges will apply:

- ▶ The payment is in Euros
- ▶ The payment must be going to an EU/EEA country
- ▶ The International Bank Account Number (IBAN) of the beneficiary is provided
- ▶ The Bank Identifier Code (BIC) of the beneficiary bank is provided
- ▶ The beneficiary's name and address is provided
- ▶ There is no specified value date.

If the beneficiary's bank is within the EEA, you and the beneficiary must each pay the charges levied by your respective banks.

Bank of Ireland UK standard charges for international payments will apply if:

- ▶ The payment is a currency other than Euros, or in Euros but going outside of the EU/EEA
- ▶ The payment request is for the same day or next day
- ▶ The beneficiary IBAN or BIC is not supplied or these are incorrect.

## Customers resident in the Republic of Ireland

If your address is in the Republic of Ireland and you use any card issued on your account at any time during the year, you may be liable for the annual Irish Government Stamp Duty. If you are liable, we will debit the sterling equivalent of this tax directly from your account.

More information is available on the Irish Tax & Customs website [www.revenue.ie/en/tax/stamp-duty/leaflets/stamp-duty-financial-cards.html](http://www.revenue.ie/en/tax/stamp-duty/leaflets/stamp-duty-financial-cards.html)

## How to apply

So apply now. All you have to do is complete our switching form. What are you waiting for?

- ▶ Call into any branch
- ▶ Go online at [bankofirelanduk.com](http://bankofirelanduk.com)
- ▶ Call us on 0800 0850 444.

You will receive a welcome pack that contains useful information on how to get the best from your account.

Before we open an account for you, we are obliged to confirm your identity and permanent address. Please bring along two forms of identification. One should include a photograph of you (for example, a current driving licence or valid passport). The other should confirm your address (for example, a bank or building society statement or a gas or electricity bill). All documents must be original and the one to prove your address must be no more than six months old.

We may undertake electronic checks to confirm your and any joint applicant's identity; if these checks are not successful, or if you are resident outside of the UK, we will use the identification documents that you have brought to verify your identity and address. If you are applying for a joint account and you give us information about another person then you must ensure that you have their authority to consent to the processing of their information. If they ask us to tell them who gave their information and consent to process their information, and electronically check their identity, we will do so.

We may also check your record held by credit reference agencies.

We can provide this document in Braille, in large print and on audio tape or CD.

Please ask any member of staff for details.

[bankofirelanduk.com](http://bankofirelanduk.com)

Freephone **0800 0850 444**

(This call may not be free from outside the UK.)

For your security and to improve our service to you, we may record and monitor phone calls. Branch details are given on our website.

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