

A guide to personal accounts fees and interest

 **Ulster Bank**

Current accounts
Savings accounts

We're committed to helping you get the most out of your account – which includes making you aware of the charges and rates of interest that apply to your account.

It is important that you read and keep this leaflet which forms part of the documents and brochures in the following list that apply to your account.

- The account opening form or the account change form for your account.
- Personal banking – terms and conditions
- Current accounts
- Savings accounts
- A guide to our personal accounts

All charges and rates shown are correct on 15 December 2008, and may change. We have rounded the interest rates shown in this leaflet to two decimal places. The lowest rate band we quote is equal to the minimum amount you must have in the account.

To find out more about our current interest rates and charges, you can:

- phone our helpline on **0845 6033 738**;
- use our Textphone service on **0800 015 4422**;
- look on our website at **www.ulsterbank.co.uk**; or
- ask any of our branch staff.

More help or advice:

- If you would like more help and advice, please contact your branch.
- If you are unhappy about any part of the service you receive from us, please let us know.
- You can contact customer relations on **0845 603 3738**. Textphone users please call **0800 917 0527**.

Lines are open between 9am and 5pm, Monday to Friday. Calls cost no more than 2p a minute from a BT Together Landline with a 7p charge for connecting the call. Calls from other networks may be different.

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1 Plain speaking – glossary

Below, we explain in plain English some common terms used in this leaflet.

Annual equivalent rate (AER)

This rate is used for accounts where you earn interest. It shows what the gross credit interest rate (not including any bonus interest) would be if we paid it to the account every year and you then received interest on that interest as part of the account balance. It helps you to compare the effective rates of credit interest which apply to different accounts.

Bank of England Base Rate

This is an interest rate set by the Bank of England, which moves from time to time.

Buffer Limit

As a first current account holder, you can apply for an interest-free arranged overdraft of up to £500 (£1,000 if you are a firstgold customer). (The EAR is 0% plus the monthly membership fee. See below.)

CHAPS

An electronic transfer system which transfers money in sterling to another UK-based account and guarantees that it will be received on the same day.

Direct debit

An instruction to the bank to allow money to be withdrawn from an account by someone other than you (the account holder). This is usually to pay bills, and the amount withdrawn can vary with each payment.

Effective annual rate of interest (EAR)

This is the real cost of an overdraft shown as a yearly rate, which takes into account how often we charge interest to the account. It takes no account of any other charges, such as arrangement fees, which will be shown separately if they apply.

Future dated

When you use the Anytime Internet and Telephone banking facility or branch funds transfer service to ask us to make a payment on a date in the future.

Gross rate

The gross rate each year for interest we pay you means the interest rate you are paid before income tax is taken (if this applies). The gross rate each year for interest due on overdraft balances means the interest rate you pay on borrowing (if this applies).

Net rate

This means the interest rate you are paid after income tax is taken. See section 15 for more information on deducting income tax from the interest we pay you.

Standing order

A payment in which you give us instructions to pay fixed amounts at regular intervals or on certain dates.

2 The price for your banking services

The charges and rates of interest set out in this leaflet include:

- the monthly membership fees we charge for ufirst, ufirstgold (section 4), uFIRST PRIVATE and PRIVATE Current Account (section 5);
- the interest rates we pay you when your account is in credit (sections 7 and 8);
- the interest rates we charge you when your account is overdrawn (section 9); and
- our overdraft and unpaid item charges (section 10).

These charges and rates of interest work together as the main elements of the pricing structure we use for our current accounts. The way we charge puts you in control of what you pay.

As long as you stay in credit or within your agreed overdraft limit, you can enjoy the services listed in section 3 of this leaflet without us making any separate charge. This is possible because our pricing structure allows us to charge for providing the account through the fees, charges and interest set out in sections 4, 9 and 10, and through setting the interest rates shown in sections 7 and 8 at a level which allows us to benefit from using any money (credit balance) you have in the account.

3 Services you can receive without a separate charge

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

- Payments by Servicecard and CashPLUS card for UK payments only, cheque, direct debit or standing order.
- Transactions using your Servicecard, CashPLUS card or Cashcard in any Ulster Bank cash machines, or almost all other UK and Republic of Ireland cash machines. There are some cash machines in the UK where the owner of the machine may charge a fee. It will say on the screen about any charges before you withdraw cash. You can then stop the transaction if you do not want to be charged.
- Account statements (either electronically or by post). However, we do make a charge for copies.
- Chequebooks and lodgment books.
- Online and telephone banking – apart from the cost of the phone call and any charges your internet service provider may charge you for using the service.
- Using our counter services. There may be extra fees if we have to make special arrangements or provide specialist services.

4 **ufirst** and **ufirstgold** banking

You will pay the following monthly membership fees as a **ufirst** or **ufirstgold** customer. Membership includes access to all the benefits listed in the appropriate brochures and user guides. These also contain details of other fees and services.

ufirst

You will pay £9 a month from your **ufirst** Account.

ufirstgold

You will pay £13 a month from your **ufirstgold** Account.

Membership fees

You can find the monthly charging periods and the date on which we take monthly membership fees in section 11.

5 PRIVATE

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 **ufirstgold** account, leaving you more time to focus on what really matters.

For this personal banking service you will pay a membership fee of £25 every month.

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 give you the most suitable information for you and help you make the most of your money.

For this personal banking service you will pay a membership fee of £15 every month.

6 Changes to interest rates

We may change the interest rates set out in this leaflet.

When we do this we may let you know in press advertisements within the following daily national newspapers.

- The Belfast Telegraph
- Irish News
- The News Letter

If we tell you in press advertisements, we will also advertise the changes on our website at www.ulsterbank.co.uk. If the alteration applies to branch-based accounts, we will also put a notice in our branches.

We may also change interest rates by telling you personally at least 30 days before the change applies.

We publish changes to our base rate in the newspapers shown above and we show them in our branches.

7 Interest we pay you on your current account

The rates of interest we pay each year on credit balances are as follows.

1 ufirst

Amount held in account	Gross rate each year (variable)	AER
£1 to £4,999	0.05%	0.05%
£5,000 and over	0.05%	0.05%

2 ufirstgold

Amount held in account	Gross rate each year (variable)	AER
£1 to £4,999	0.10%	0.10%
£5,000 to £24,999	0.10%	0.10%
£25,000 to £49,999	0.25%	0.25%
£50,000 and over	0.50%	0.50%

3 UFIRST PRIVATE

Amount held in account	Gross rate each year (variable)	AER
£1 to £4,999	0.10%	0.10%
£5,000 to £24,999	0.50%	0.50%
£25,000 to £49,999	1.00%	1.00%
£50,000 and over	1.50%	1.51%

4 Dual Account, Current Plus Account, PRIVATE Current Account, Student Account and Graduate Account

	Gross rate each year (variable)	AER
Dual Account	0.05%	0.05%
Current Plus Account	0.05%	0.05%
PRIVATE Current Account	0.05%	0.05%
Student Account	0.05%	0.05%
Graduate Account	0.05%	0.05%

We do not pay interest on our Current Account, Step Account, Cash Account or Adapt Account.

Working out and charging interest

We will work out interest on a daily basis and pay it into your account once a month on the dates set out in section 11.

We pay interest on the Dual Account into your account once a year on the last business day in October.

8 Key product information on your savings account

The rates listed apply to all customers and apply from the close of business on the dates shown. The rates shown are gross rates or AER unless we say otherwise. If your account balance falls below any minimum we say you must have in your account, we will pay interest at a minimum savings account rate of 0.01% gross (variable)/AER. Rates are effective from 15 December 2008.

Instant access

ufirst Savings Account

This account is exclusive to ufirst or ufirstgold Current Account holders and includes a Cashcard.

Summary box Key product information for our Savings Accounts		
Account name	ufirst Savings	
Interest rates (AERs)	Tier	Gross (variable)/AER
	£100,000 or more	1.50%
	£50,000 – £99,999	1.00%
	£25,000 – £49,999	0.75%
	£10,000 – £24,999	0.25%
	£1 – £9,999	0.15%
	Interest is paid each year in October.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Reward Reserve Account

An account with interest paid every 3 months and the possibility to earn extra interest rewards on savings over £2,000.

Summary box Key product information for our Savings Accounts			
Account name	Reward Reserve		
Interest rates (AERs)	(without interest rewards)		
	Tier	Gross (variable)	AER
	£100,000 or more	1.00%	1.00%
	£50,000 – £99,999	0.75%	0.75%
	£25,000 – £49,999	0.50%	0.50%
	£2,000 – £24,999	0.10%	0.10%
	(with interest rewards)		
	Tier	Gross (variable)	AER
	£100,000 or more	2.50%	2.52%
	£50,000 – £99,999	2.25%	2.27%
	£25,000 – £49,999	2.00%	2.02%
	£2,000 – £24,999	1.60%	1.61%
Interest is paid every three months in January, April, July and October. If your account balance falls below £2,000, we will pay interest at a rate of 0.10% Gross/AER.			
Tax status	Paid after tax		
Conditions for bonus payment	If you hold at least £2,000 and make only one withdrawal every three months, we will reward you with an extra 0.25% Gross each quarter (0.25% AER). We will add another interest reward of 0.50% Gross each year (0.50% AER) if you make no more than three withdrawals each year.		
Withdrawal arrangements	Instant access		
Access	Branch, telephone or internet		

PRIVATE Reserve

This account is exclusive to ufirst PRIVATE Account and PRIVATE Current Account holders.

Summary box Key product information for our Savings Accounts			
Account name	Private Reserve		
Interest rates (AERs)	Tier	Gross (variable)	AER
	£100,000 or more	2.47%	2.50%
	£50,000 – £99,999	2.23%	2.25%
	£25,000 – £49,999	1.98%	2.00%
	£10,000 – £24,999	1.59%	1.60%
Interest is paid monthly. If your account balance falls below £10,000, we will pay interest at a rate of 0.01% Gross/AER.			
Tax status	Paid after tax		
Conditions for bonus payment	Does not apply		
Withdrawal arrangements	Instant access		
Access	Branch, telephone or internet		

Easy Access Savings Account

A statement-based account for those aged 18 and over. It offers a Cashcard and the interest rate rises as the money grows in your account.

Summary box Key product information for our Savings Accounts		
Account name	Easy Access Savings	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	0.20%
	£1 – £99,999	0.10%
Interest is paid each year in October.		
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

55 Plus Account

This is a savings account for customers aged 55 or over, featuring commission-free Bureau de Change transactions, bank drafts and free safe keeping services (no charge for keeping documents safe for you). You must have at least £2,500 in the account.

Summary box Key product information for our Savings Accounts		
Account name	55 Plus	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	0.45%
	£2,500 – £99,999	0.10%
	Interest is paid each year in October. If your account balance falls below £2,500, we will pay interest at a rate of 0.01% Gross/AER.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Youth Savings

urfirst Account

A great account to open for children aged 0 to 17 and you can open it with as little as £5.

Summary box Key product information for our Savings Accounts		
Account name	urfirst	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£5 or more	2.00%
	Interest is paid each year in October.	
Tax status	After tax – non-tax-payers must fill in an R85 to receive interest before tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Accounts where you have to give notice

Reserve 30

You can withdraw your savings without losing interest if you give 30 days' notice on this account. The more you save, the better rate of interest you will receive. You must open the account with at least £1,000.

Summary box Key product information for our Savings Accounts		
Account name	Reserve 30	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	0.30%
	£1,000 – £99,999	0.10%
	Interest is paid each year in October. If your account balance falls below £1,000, we will pay interest at a rate of 0.01% Gross/AER.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	You can withdraw your savings without losing interest if you give 30 days' notice on this account.	
Access	Branch, telephone or internet	

Reserve 90

You can withdraw your savings without losing interest if you give 90 days' notice. The more you save, the better rate of interest you will receive. You must open the account with at least £2,500.

Summary box Key product information for our Savings Accounts		
Account name	Reserve 90	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	0.80%
	£2,500 – £99,999	0.10%
	Interest is paid each year in October. If your account balance falls below £2,500, we will pay interest at a rate of 0.01% Gross/AER.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	You can withdraw your savings without losing interest if you give 90 days' notice.	
Access	Branch, telephone or internet	

Tax-free saving

Cash ISA

From 6 April 2008 you will be able to invest in one Cash and one Stocks and Shares ISA each tax year. The total ISA investment allowance each year will be £7,200 for each tax year. You can save up to £3,600 of that allowance in a Cash ISA with one provider. You can invest the rest of the £7,200 in a Stocks and Shares ISA with either the same provider or another provider. For example, you can choose to save £1,000 in a Cash ISA with one provider and £6,200 in a Stocks and Shares ISA with a different or the same provider. Or you could choose to invest £3,600 in each type of ISA. The minimum balance is just £1, and you'll have easy access to your money with an ISA Cashcard. You must be 16 or over to open a Cash ISA.

Summary box Key product information for our Savings Accounts		
Account name	Cash ISA	
Interest rates (AERs)	Tier	Gross (variable)/AER
	£35,000 or more	3.25%
	£25,000 –£34,999	2.50%
	£15,000 –£24,999	2.00%
	£10,000 – £14,999	1.50%
	£3,600 –£9,999	1.25%
	£1 – £3,599	1.00%
	Interest is paid each year in October. You can invest up to £3,600 each tax year.	
Tax status	Paid before tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Internet and postal accounts

eSavings

An instant-access internet account for customers aged 18 or over. You can save regularly by standing order. The most you can pay into the account is £1,000,000. You operate it using our internet banking service – Anytime Banking.

Summary box Key product information for our Savings Accounts			
Account name	eSavings		
Interest rates (AERs)	Tier	Gross (variable)	AER
	£1 – £1,000,000	3.45%	3.50%
	Interest is paid monthly.		
Tax status	Paid after tax		
Conditions for bonus payment	Does not apply		
Withdrawal arrangements	Instant access		
Access	Telephone or internet		

eSavings Plus

An instant-access internet account for customers aged 18 or over. The minimum lodgment is £10,000 and the maximum is £100,000. We will pay a bonus rate of interest each month for the first 6 months after the account is opened.

No interest will be earned for any month during which a withdrawal is made.

The account is operated using our internet banking service – Anytime Banking.

Summary box Key product information for our Savings Accounts			
Account name	eSavings Plus		
Interest rates (AERs)	(without conditional bonus)		
	Tier	Gross (variable)	AER
	£10,000 – £100,000	3.54%	3.60%
	(including conditional bonus)		
	Tier	Gross (variable)	AER
	£10,000 – £100,000	4.04%	4.10%
Interest is paid monthly. If your account balance falls below £10,000, we will pay interest at a rate of 0.10% Gross/AER.			
Tax status	Paid after tax		
Conditions for bonus payment	If you hold at least £10,000, we will reward you with an extra 0.50% Gross (0.50% AER) every month for the first 6 months after the account is opened.		
Withdrawal arrangements	Instant access. If you make a withdrawal, you will not earn any interest for that month. If you make a withdrawal in the first 6 months after the account is opened, you will earn the bonus interest of 0.50% Gross (0.50% AER) only.		
Access	Telephone or internet		

RSVP Anytime (postal account)

This is a postal account, but you can also operate it over the phone or on the internet.

Summary box Key product information for our Savings Accounts		
Account name	RSVP Anytime	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	1.00%
	£50,000 – £99,999	0.85%
	£25,000 – £49,999	0.65%
	£10,000 – £24,999	0.20%
	£2,500 – £9,999	0.10%
	Interest is paid each year in October. If your account balance falls below £2,500, we will pay interest at a rate of 0.01% Gross/AER.	
Tax Status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access. The smallest amount you can withdraw or pay in is £250.	
Access	Post, telephone or internet	

Business accounts

Business Reserve

Our Business Reserve Account offers interest and easy access to your money. We work out interest every day on cleared balances. We then add it to your account each year in October (before or after tax, according to your circumstances). You must open the account with at least £1,000.

Summary box Key product information for our Savings Accounts		
Account name	Business Reserve	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£250,000 or more	0.50%
	£100,000 – £249,999	0.30%
	£1,000 – £99,999	0.15%
	Interest is paid each year in October. If your account balance falls below £1,000, we will pay interest at a rate of 0.10% Gross/AER.	
Tax status	Before or after tax according to your circumstances	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

30 Day Business Reserve

This account offers higher rates of interest than the Business Reserve Account, as long as you give 30 days' notice for withdrawals. We work out interest every day on cleared balances. We then add it to your account each year in October (before or after tax, according to your circumstances). You must open the account with at least £10,000.

Summary box Key product information for our Savings Accounts		
Account name	30 Day Business Reserve	
Interest rates (AERs)	Tier	Gross (variable)/AER
	£250,000 or more	1.30%
	£100,000 – £249,999	1.00%
	£50,000 – £99,999	0.65%
	£25,000 – £49,999	0.55%
	£10,000 – £24,999	0.30%
	Interest is paid each year in October. If your account balance falls below £10,000, we will pay interest at a rate of 0.10% Gross/AER.	
Tax status	Before or after tax according to your circumstances	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	You can withdraw your savings without losing interest if you give 30 days' notice on this account.	
Access	Branch, telephone or internet	

Solicitors' Reserve

Our Solicitors' Reserve Account offers easy access to funds while also offering stepped interest rates. We work out interest every day on cleared balances. We then add it to your account each year in October (before or after tax, according to your circumstances). This account also offers a chequebook. You must open the account with at least £1,000.

Summary box Key product information for our Savings Accounts		
Account name	Solicitors' Reserve	
Interest rates (AERs)	Tier	Gross (variable)/AER
	£250,000 or more	0.50%
	£100,000 – £249,999	0.30%
	£1,000 – £99,999	0.15%
	Interest is paid each year in October. If your account balance falls below £1,000, we will pay interest at a rate of 0.10% Gross/AER.	
Tax status	Before or after tax according to your circumstances.	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Accounts no longer available

Personal Savings

Summary box Key product information for our Savings Accounts		
Account name	Personal Savings	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£1 or more	0.10%
	Interest is paid each year in October.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

urmoney

Summary box Key product information for our Savings Accounts		
Account name	urmoney	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£5 or more	0.85%
	Interest is paid each year in October.	
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

Cash ISA – Tessa Funds or ISA Online

Summary box Key product information for our Savings Accounts		
Account name	Cash ISA – Tessa Funds/ISA Online	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£25,000 or more	2.50%
	£15,000 – £24,999	2.00%
	£10,000 – £14,999	1.50%
	£3,600 – £9,999	1.25%
	£1 – £3,599	1.00%
Interest is paid each year in October.		
Tax status	Paid before tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

RSVI Online

Summary box Key product information for our Savings Accounts		
Account name	RSVI Online	
Interest rates (AERs)	Tier	Gross (variable)/ AER
	£100,000 or more	1.00%
	£50,000 – £99,999	0.85%
	£25,000 – £49,999	0.65%
	£10,000 – £24,999	0.20%
	£2,500 – £9,999	0.10%
Interest is paid each year in October. If your account balance falls below £2,500, we will pay interest at a rate of 0.01% Gross/AER.		
Tax status	Paid after tax	
Conditions for bonus payment	Does not apply	
Withdrawal arrangements	Instant access	
Access	Branch, telephone or internet	

9 Interest due on overdrawn balances

Arranged overdrafts

1 Current Account, Current Account Plus and PRIVATE Current Account

We encourage you to arrange an overdraft limit before you borrow any money so you avoid unnecessary unarranged overdrafts.

If you have arranged an overdraft facility with us, you will pay interest on the overdrawn balance at the rates shown in the tables below.

Type of account	Gross rate each year (variable)	EAR (variable)
Current All amounts	12.84%	13.6%
Current Plus All amounts	13.80%	14.7%
PRIVATE Current Account All amounts	13.80%	14.7%

2 ufirst, ufirstgold and uFIRST PRIVATE

There is a Buffer Limit of up to £500 with ufirst, £1,000 with ufirstgold and £1,000 with uFIRST PRIVATE (depending on your circumstances). We will not charge debit interest when you stay within your Buffer Limit. If the amount that you go overdrawn under an arranged overdraft facility goes over your Buffer Limit, you will pay interest on the full overdrawn balance. This includes the part of the balance which is inside the Buffer Limit that applies to your account. You will pay the rates shown in the tables below.

If you have arranged an overdraft facility with us under which you pay interest at a rate other than the rates shown in the tables below, the interest-free limits shown below will not apply to your account.

Our ufirst, ufirstgold and uFIRST PRIVATE overdrafts are available at a better rate of interest than our Current Account or Current Plus Account while you have a ufirst, ufirstgold or uFIRST PRIVATE Account. If at any time you stop being a ufirst, ufirstgold or uFIRST PRIVATE customer for any reason, the interest rate you pay on your overdraft will change to the standard rate which applies to Current Plus Account customers.

Type of account	Maximum available Buffer Limit
ufirst	£500
ufirstgold	£1,000
uFIRST PRIVATE	£1,000

ufirst	Gross rate each year (variable)	EAR (variable)
Above your Buffer limit	10.92%	11.5%

ufirstgold	Gross rate each year (variable)	EAR (variable)
Above your Buffer limit	8.76%	9.1%

Rates from 1 October 2008

UFIRST PRIVATE	Gross rate each year (variable)	EAR (variable)
Above your Buffer limit	8.76%	9.1%

3 Student Account

Your overdraft is available at a better rate than our Current Account or our Current Plus Account while you hold a Student Account. If at any time you stop being a student customer, the interest rate you pay on your overdraft will change to the standard rate which applies to Current Plus customers.

If you arrange an overdraft on a Student Account, it will be interest-free. If you ask for an arranged 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	Gross rate each year (variable)	EAR (variable)
Year 1 (£1,250)	0%	0%
Year 2 (£1,400)	0%	0%
Year 3 (£1,600)	0%	0%
Year 4 (£1,800)	0%	0%
Year 5 (£2,000)	0%	0%

4 Graduate Account

Your overdraft is available at a better rate than our Current Account or our Current Plus Account while you hold a Graduate Account. If at any time you stop being a Graduate customer for any reason, the interest rate you pay on your overdraft will go back to the standard rate which applies to Current Plus customers.

The package is available for one year and the preferential terms end at the end of June in the year after you graduate. We will treat the end of our June charging period as the end of June for this purpose. In all cases, we need proof of your graduation to open an account.

Interest-free limits	Gross rate each year (variable)	EAR (variable)
£1,500	0%	0%

Unarranged overdrafts

Current Account, Current Plus Account, ufirst, ufirstgold, PRIVATE Current Account, uFIRST PRIVATE, Student Account and Graduate Account

We will charge for any amount you go overdrawn without an arranged overdraft or over an arranged overdraft limit, at the following rates.

Type of account	Gross rate each year (variable)	EAR (variable)
Current	25.80%	29.1%
Current Plus	26.88%	30.5%
ufirst	21.96%	24.3%
ufirstgold	19.80%	21.7%
PRIVATE Current Account	26.88%	30.5%
uFIRST PRIVATE	19.80%	21.7%
Student	12.00%	12.7%
Graduate	12.00%	12.7%

We charge interest at the appropriate rate as well as the Maintenance Charge. You may also have to pay the Paid Referral Fee and the Guaranteed Card Payment Fee if the unarranged overdraft arises from an informal request by you for an overdraft. See section 10 below.

Working out and charging interest

We work out interest on arranged and unarranged overdrafts each day and take it from your account once a month on the dates set out in section 11.

We will not charge interest on any part of the overdrawn balance which represents fees, charges or costs of the kind described below under the heading '*Amounts we do not charge interest on*'.

Amounts we do not charge interest on

We will not charge interest on any part of an overdraft (whether arranged or unarranged) which represents:

- any amount (apart from interest) you must pay us in connection with you breaking your obligations under your agreement with us; or
- a Maintenance Charge, Paid Referral Fee, Guaranteed Card Payment Fee or Unpaid Item Fee (See section 10 for details of these charges)

10 Arranged overdrafts, unarranged overdrafts and unpaid items – charges

The charges shown in this section do not normally apply to the other accounts we offer to personal banking customers. However, we sometimes allow customers to operate other accounts (including savings accounts) in a way which allows them to give instructions for a withdrawal or other payment which cannot be met from the funds in the account. If this happens, the charges listed below under the heading 'Unarranged overdrafts and unpaid items – charges' will apply.

ufirst, ufirstgold, uFIRST PRIVATE, Current Plus Account, Current Account, PRIVATE Current Account, Student Account, Graduate Account – see note 1, Step Account – see note 2, Dual Account – see note 3 and Cash Account – see note 4

Note 1 The Maintenance Charge, Guaranteed Card Payment Fee and Paid Referral Fee do not apply to Student and Graduate Accounts.

Note 2 The Maintenance Charge, Guaranteed Card Payment Fee and Paid Referral Fee do not apply to Step Accounts.

Note 3 The Guaranteed Card Payment Fee and Paid Referral Fee do not apply to Dual Accounts.

Note 4 The Maintenance Charge, Guaranteed Card Payment Fee, Paid Referral Fee and Unpaid Item Fee do not apply to the Cash Account and Adapt Account.

Arranged overdrafts – arrangement and renewal fees

Type of account	Fee
Current, Current Plus, ufirst, ufirstgold, PRIVATE Current Account, uFIRST PRIVATE, Student and Graduate Accounts	No fee

Unarranged overdrafts and unpaid items – charges

Maintenance Charge	When charged	Amount of fee
<p>If your account becomes overdrawn without arranging this with us beforehand or your account goes over any arranged overdraft limit, you will have to pay a monthly Maintenance Charge.</p> <p>You will have to pay the Maintenance Charge if you have an unarranged overdraft at any time during a monthly charging period. The monthly charging periods for the Maintenance Charge are set out in section 11.</p> <p>We will tell you about the Maintenance Charge 14 days before we take it from your account.</p>	<p>We will take the Maintenance Charge from your account on the dates shown in section 11</p>	£30

Paid Referral Fee	When charged	Amount of fee
<p>You will pay a Paid Referral Fee if:</p> <ul style="list-style-type: none"> • you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and • the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and • we decide to make the payment, so that an unarranged overdraft is created or increased. <p>A Paid Referral Fee will appear on your statement with the words 'CHG REFERRAL'.</p>	<p>On the sixth business day of the calendar month after the calendar month in which the transactions took place.</p>	<p>£30 for each day on which a Paid Referral takes place (We will not charge more than £90 in any calendar month)</p>

Guaranteed Card Payment Fee	When charged	Amount of fee
<p>You will pay a Guaranteed Card Payment Fee if:</p> <ul style="list-style-type: none"> • you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and • the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and • we have to make the payment because you have used a cheque-guarantee or Maestro card to guarantee payment to someone else. <p>A Guaranteed Card Payment Fee will appear on your statement with the words 'GTEE CARD PYMT FEE'.</p>	<p>At the time the transaction is paid or taken from your account.</p>	<p>£30 for each transaction</p>

Unpaid Item Fee	When charged	Amount of fee
<p>You will pay an Unpaid Item Fee if:</p> <ul style="list-style-type: none"> • you informally request an overdraft by issuing instructions for a withdrawal or other payment on your account; and • the payment cannot be met from the funds in your account or any unused arranged overdraft facility; and • we decide not to make the payment. <p>An Unpaid Item Fee will appear on your statement with the words 'CHARGE FOR UNPAID'.</p>	<p>At the time we decide not to make the payment.</p>	<p>£30 for each item</p>

Making an informal request for an overdraft means you will have to pay a Paid Referral Fee, a Guaranteed Card Payment Fee or an Unpaid Item Fee. If an unarranged overdraft arises, you will also have to pay the Maintenance Charge and interest on the amount overdrawn. However, this does not apply to overdrawn amounts caused by fees, charges or costs of the kind described in section 9 under the heading '*Amounts we do not pay interest on*'.

We will not charge the Paid Referral Fee if we have already charged you a Guaranteed Card Payment Fee or an Unpaid Item Fee on the same day.

For examples showing how our charges work, please see the section headed 'Unarranged overdrafts and unpaid items' in our brochure, **A guide to our personal accounts**.

Changes to charges

We may change the charges set out in this leaflet. If we increase a charge, we will let you know personally at least 30 days before the change comes into effect. If we reduce a charge, we may make the change immediately. We will let you know personally, via our website and, if the change applies to branch-based accounts, by branch notices. We will also let you know by press advertisement in at least three national newspapers if we cannot contact you personally within 60 days of the change being made.

Repaying your overdraft

We can demand that you repay your overdraft by giving you written notice at any time. If we do this, you must immediately repay the full amount of your overdraft.

11 Working out fees and interest and when we take or pay them

Credit interest – interest we pay you

If you are due interest on a Current Plus Account, a ufirst Account, ufirstgold Account, a PRIVATE Current Account or a uFIRST PRIVATE Account, we will pay the money into your account on the following days.

Interest Period	Date interest is paid to your account
19 Nov 07 – 23 Dec 07	24 Dec 07
24 Dec 07 – 20 Jan 08	21 Jan 08
21 Jan 08 – 17 Feb 08	18 Feb 08
18 Feb 08 – 24 Mar 08	25 Mar 08
25 Mar 08 – 20 Apr 08	21 Apr 08
21 Apr 08 – 18 May 08	19 May 08
19 May 08 – 22 Jun 08	23 Jun 08
23 Jun 08 – 20 Jul 08	21 Jul 08
21 Jul 08 – 17 Aug 08	18 Aug 08
18 Aug 08 – 21 Sep 08	22 Sep 08
22 Sep 08 – 19 Oct 08	20 Oct 08
20 Oct 08 – 23 Nov 08	24 Nov 08
24 Nov 08 – 21 Dec 08	22 Dec 08

We pay interest on the Dual Account into your account once a year on the last business day in October.

Debit interest – interest you pay

If you have to pay interest, we will take the amounts due from your account on the following days. We will let you know 14 days before we take it from your account.

Charging periods	Date interest is taken from your account
19 Nov 07 – 23 Dec 07	11 Jan 08
24 Dec 07 – 20 Jan 08	8 Feb 08
21 Jan 08 – 17 Feb 08	7 Mar 08
18 Feb 08 – 24 Mar 08	11 Apr 08
25 Mar 08 – 20 Apr 08	9 May 08
21 Apr 08 – 18 May 08	6 Jun 08
19 May 08 – 22 Jun 08	11 Jul 08
23 Jun 08 – 20 Jul 08	8 Aug 08
21 Jul 08 – 17 Aug 08	5 Sep 08
18 Aug 08 – 21 Sep 08	10 Oct 08
22 Sep 08 – 19 Oct 08	7 Nov 08
20 Oct 08 – 23 Nov 08	12 Dec 08

Fees – Maintenance Charge

If you have to pay a Maintenance Charge, we will take the amounts from your account on the following days. We will tell you 14 days before it is taken from your account.

Charging periods	Date fees are taken from your account
17 Nov 07 – 21 Dec 07	11 Jan 08
22 Dec 07 – 18 Jan 08	8 Feb 08
19 Jan 08 – 15 Feb 08	7 Mar 08
16 Feb 08 – 20 Mar 08	11 Apr 08
21 Mar 08 – 18 Apr 08	9 May 08
19 Apr 08 – 16 May 08	6 Jun 08
17 May 08 – 20 Jun 08	11 Jul 08
21 Jun 08 – 18 Jul 08	8 Aug 08
19 Jul 08 – 15 Aug 08	5 Sep 08
16 Aug 08 – 19 Sep 08	10 Oct 08
20 Sep 08 – 17 Oct 08	7 Nov 08
18 Oct 08 – 21 Nov 08	12 Dec 08

ufirst and ufirstgold membership fee

If you have to pay a monthly ufirst or ufirstgold membership fee, we will take the amounts from your account on the following days.

Date membership fee is taken		
11 Jan 08	9 May 08	5 Sep 08
8 Feb 08	6 Jun 08	10 Oct 08
7 Mar 08	11 Jul 08	7 Nov 08
11 Apr 08	8 Aug 08	12 Dec 08

UFIRST PRIVATE membership fee

Date membership fee is taken		
11 Jan 08	9 May 08	5 Sep 08
8 Feb 08	6 Jun 08	10 Oct 08
7 Mar 08	11 Jul 08	7 Nov 08
11 Apr 08	8 Aug 08	12 Dec 08

PRIVATE Current Account fee

Date membership fee is taken		
11 Jan 08	9 May 08	5 Sep 08
8 Feb 08	6 Jun 08	10 Oct 08
7 Mar 08	11 Jul 08	7 Nov 08
11 Apr 08	8 Aug 08	12 Dec 08

Paid referral charge

We will take the amount due from your account on the 6th business day of the month after the transactions take place.

Date the paid referral is taken from your account		
8 January 2008	9 May 2008	8 September 2008
8 February 2008	9 June 2008	8 October 2008
10 March 2008	8 July 2008	10 November 2008
8 April 2008	8 August 2008	8 December 2008

12 How to avoid paying fees and charges in future

We want to help you avoid paying fees and charges on your account. This section includes some tips to help you stay on top of your finances by avoiding these charges in future. Take a look – they could save you money!

Remember, we will only add fees and charges to your account if you overdraw your Ulster Bank current account without an arranged overdraft limit or if you go over the arranged overdraft limit of your account. So, to avoid paying any of these fees and charges, all you have to do is stay in credit or keep within the arranged overdraft limit of your current account at all times. Charges for other services will still apply. Please see our section 14 of this brochure.

Tips for staying on top of your finances

1 Know your balance

Check your balance regularly to avoid going overdrawn by mistake. You can do this free of charge at any Ulster Bank cash machine. You can also check your balance by phone or online at any time of the day or night with Anytime Banking. If you are not already registered, please call us on 08457 424 365.

2 Organise your outgoings

Set up standing orders, direct debits and any other requests for payments to be taken from your account (in other words, payments with a future date), so they leave your account at the same time each month – if possible, just after you've been paid. Remember, there are no charges for setting up or changing standing orders and direct debits. You may even want to consider opening a second account so that you can easily keep control of all your standing orders, direct debits and payments which will be made in the future in one account and use the other for everyday spending.

It can also be useful to add up all these fixed outgoings so you can see exactly what you have left to spend each month.

3 Plan for unexpected outgoings

If you're faced with an unexpected expense, an Ulster Bank credit card can be a useful way to deal with the problem. As long as you pay the full amount of your outstanding balance on time, and you have paid the full amount of the previous month's outstanding balance on time then we won't charge you any interest on purchases. We charge a fee of 3% (at least £3) on any cash you withdraw.

4 Overdrafts

If you find it hard to stick to your budget every month, why not consider setting up or extending your overdraft?

By agreeing an arranged overdraft limit with us you will pay the arranged overdraft rate and can avoid paying any unarranged borrowing fees and charges. There are no arrangement fees for setting up or extending overdrafts.

Please speak to a member of staff at your local Ulster Bank branch. Overdrafts are available depending on your circumstances and our conditions.

13 Charges for foreign transactions

You can use all Ulster Bank Service cards, CashPLUS cards and Cash cards worldwide.

- You can withdraw cash worldwide at cash machines which display the Cirrus symbol.
- You can also use your Service card or CashPLUS card to pay for goods and services worldwide wherever you see the Maestro symbol.

We charge you commission for each transaction you carry out outside the UK and the Republic of Ireland.

Cash machines – Cirrus

- There is an exchange rate transaction fee (ERTF) of 2.65% of the value of the transaction.
- We will also charge you 2.25% of the transaction value of your cash withdrawal. The smallest amount we will charge is £2 and the most is £5.

Point of sale – Maestro

- There is an exchange rate transaction fee (ERTF) of 2.65% of the value of the transaction.
- We will also charge you a flat rate of 75p for each transaction.

You can get details of fees for our Bureau de Change services from all our branches and all branches display the Bureau de Change exchange rates.

14 Other services

Stopping payment instructions	
Stopping a cheque (unless it has been lost or stolen)	£8
Payments	
Getting a bank draft	£15
Getting a special clearance for a cheque	£13
CHAPS payments	£25 – between banks £6 – between our branches
Administration fee (for exceptional work – see below)	£35 an hour
Bank report for audit purposes	Minimum charge £27.50
Certificate of balance or interest	£8
Certificate of balance or interest (duplicate)	£10
Request to return your cheque after it has been cleared (charged if you ask for over 10 cheques)	£1 for each cheque
Request from another bank for the decision on payment of your cheque	£5
Credit established – Setting up an arrangement with another branch or bank to withdraw money from your account	£10
Copy of statements	£7 for each page
Loan of deeds to solicitor (for a purpose other than to sell a property)	£30
Night-safe facility in place (for each wallet)	£20 every six months
Safe keeping of an envelope	£21 every year plus VAT
Safe keeping of a box or parcel	£60 every year plus VAT
Status enquiry, banker's reference and other confidential enquiries	£10 plus VAT
Emergency cash service	We will let you know about any fees at the time.

We will agree a fee with you if we provide services to manage your banking records for any legal, regulatory or personal requirements you may have.

If the service you are looking for is not shown in the table above, please ask at any branch or call the number on your statement summary sheet.

15 Interest on credit balances – tax

In most instances, we pay interest on credit balances after taking 20% tax. If you live in the UK and your income is below the current limit for paying tax, we can pay your interest without taking off tax as long as you fill in HM Revenue & Customs form R85. You can get one at any of our branches. This will also apply on a 50/50 basis if you have a joint account with someone whose income is above the limit. If you live abroad, you are entitled (as a non-resident) to have your interest paid without tax being taken, no matter what your income is, as long as you fill in HM Revenue & Customs form R105. You can get one at any of our branches. Please ask your local branch for more information.

16 Tax, duty or other charges

Any tax relief and other matters we refer to are those available under current laws, which may change. Their availability and value will depend on your circumstances.

There may be other costs (such as taxes) other organisations charge on your account. We may take from your account the amount of any tax, duty or other charge applied to your account by any competent authority in connection with your account and which we may pay to the authority on your behalf.

Your home may be repossessed if you do not keep up repayments on your mortgage.

We provide credit facilities if you are 18 or over only.

Authorised and regulated by the Financial Services Authority.

If you are not satisfied with any of our products and services, we have a complaints procedure that you can use to sort the problem out. You can get our brochure, Customer service – make your voice heard (with details of the procedure) from any of our branches or by phoning us. We are a member of the Financial Ombudsman Service. If you are still not satisfied after following our procedures, you can ask the ombudsman to review your complaint. You can find out more about The Financial Ombudsman Service in a brochure available from any branch. Or you can write to:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR.

Or phone 0845 080 1800.

For more information
call into any
Ulster Bank branch



This leaflet is also available in Braille, in large print, on audiotape or on disc.
Please contact your local branch for details or textphone 0800 015 422.