

# For whatever life has in store



 **Ulster Bank**

Ulster Bank Credit Cards



# Ulster Bank Credit Cards



If you want flexibility and convenience, then why not carry an Ulster Bank Credit Card. Whether shopping over the counter or over the internet, booking tickets, arranging travel or taking care of life's other expenses, a credit card can mean real freedom.

Ulster Bank offers real choice with two separate cards – Classic and Gold – that each offer a range of services and benefits designed to make everyday life far easier to manage.

# The benefits you'll have to hand

To begin with, it's worth checking to see just how affordable an Ulster Bank Credit Card can be. For example, if you opt for a Classic Card, you'll pay:

**Representative Example:**  
**Representative 18.9% APR (variable) based on an assumed Credit Limit of £1,200. Standard interest rate for purchases: 18.9% p.a. (variable)**

Please note: In the Representative Example above we have used an assumed credit limit of £1,200. The actual credit limit assigned to individual accounts will vary depending on our credit assessment of you.

## Classic Card



- 0% p.a. (fixed) on purchases for the first 3 months, from date account opened, thereafter 18.9% p.a. (variable)
- 3.9% p.a. (fixed) on balance transfers for the first 12 months (subject to a 2.9% fee, minimum £3.00), thereafter 18.9% p.a. (variable)

With a Gold Card, the rates are even lower:

**Representative Example:**  
**Representative 16.9% APR (variable) based on an assumed Credit Limit of £1,200. Standard interest rate for purchases: 16.9% p.a. (variable)**

Please note: In the Representative Example above we have used an assumed credit limit of £1,200. The actual credit limit assigned to individual accounts will vary depending on our credit assessment of you.

## Gold Card



- 0% p.a. (fixed) on purchases for the first 6 months, from date account opened, thereafter 16.9% p.a. (variable)
- 0% p.a. (fixed) on balance transfers for the first 12 months (subject to a 2.9% fee, minimum £3.00), thereafter 16.9% p.a. (variable)
- For a Gold Card you need to have a minimum salary of £20k per annum.

But besides affordability, an Ulster Bank Credit Card also offers real flexibility...

**No annual fee** – unlike some credit cards, you're not asked to pay an additional charge each year for your Ulster Bank Credit Card.

**Up to 56 days' interest-free credit** – pay off your outstanding balance in full within 25 days of your statement being issued and you won't be charged any interest if you've also paid your previous month's balance in full and on time.

**Free Purchase Protection (Gold Card only)** – spend over £50 on purchases with your Gold Card and they'll be protected against theft, loss or accidental damage for 100 days from the date of purchase.

**Free extended warranty (Gold Card only)** – purchase up to six appliances a year with your Ulster Bank Gold Card and we'll extend their warranties by an extra year's cover at no additional cost.

**Easy ways to pay** – your bill can be paid at any Ulster Bank branch, by post or Direct Debit and over the phone or on the Internet if you're registered for Ulster Bank Anytime. (You'll find more details and terms and conditions about this option by visiting [www.ulsterbank.co.uk/anytime](http://www.ulsterbank.co.uk/anytime) or phoning **08457 424 365**.)



# Balances on other cards?

## Switch them and save

Why not transfer balances from other credit cards or store cards onto your new Ulster Bank Credit Card and there's every chance you'll make big savings on interest. If you opt for a Classic Card you'll pay **3.9%** p.a. (fixed) for the first 12 months on any balances you transfer (Subject to a **2.9%** fee (minimum £3)). With a Gold Card, the rates are even lower, you'll only pay 0% p.a. (fixed) for the first 12 months on any balances you transfer (subject to a 2.9% fee (minimum £3)).

To transfer a balance, all you have to do is complete the 'Transfer and Save' section of the application form. When you do, there are some other points to note:

- we can only approve a Balance Transfer once your application for an Ulster Bank Credit Card has been accepted;
- the balance amount you're allowed to transfer can't be higher than your credit limit. If the balances you transfer add up to more than this, we'll accept them in the order you provide them to us, up to 95% of your limit;
- you can only transfer balances from non-Royal Bank of Scotland Group companies' credit or store cards.

Finally, we can't take responsibility for interest charged by other credit card providers or if a credit or store provider won't accept payment. Also, we can refuse to accept any balance transfer request.



# How to avoid paying Charges on your Credit Card

We will charge you a fee if you're late making a payment (or if you don't make a payment at all) or if you go over your credit limit. For full details of our fees please see the "Charges Tariff" in this brochure, our website [www.ulsterbank.co.uk](http://www.ulsterbank.co.uk) or call **0845 300 4642** for Classic cardholders or **0845 300 4643** for Gold cardholders.

No-one likes paying fees if they don't have to so here are some simple tips on how to avoid being charged.

## Late Payment Fee

A Late Payment Fee is charged if you fail to pay the minimum payment on time.

## Tips on how to avoid the Late Payment Fee

- Your payment can take a while to reach us by post. Your statement will tell you when the minimum payment has to reach your account each month, the different ways you can make a payment and how long it'll take your payment to reach your credit card account. Make sure you send your payment in plenty of time to reach us.
- If your statement date/payment date doesn't suit you, you can change it to one that works with the date you are paid and the due date of your other bills. To change your statement/payment date call **0845 300 4642** for Classic cardholders or **0845 300 4643** for Gold cardholders
- Set up a Direct Debit and you can be certain your payments will be made automatically and on time. You can choose to pay the



minimum amount each month, a fixed amount or the full outstanding balance whichever you find easiest. To set up a Direct Debit, you can just:



- call **0845 300 4642** for Classic cardholders or **0845 300 4643** for Gold cardholders; or
- complete a Direct Debit mandate form available in any Ulster Bank branch; or
- log on to **[www.ulsterbankanytimebanking.co.uk](http://www.ulsterbankanytimebanking.co.uk)** and follow the instructions; or
- visit **[www.ulsterbank.co.uk/creditcards](http://www.ulsterbank.co.uk/creditcards)** and follow the instructions.



Make sure you budget for the payment to have enough money in your account when you need to make your payment, or when we claim the Direct Debit.

#### Overlimit Fee

An Overlimit Fee is charged if your balance goes over your credit card limit.

#### Tips on how to avoid the Overlimit Fee

- Keep track of your spending, your credit limit and how much you have available to spend. You can do this any time by registering for our online services at **[www.ulsterbankanytimebanking.co.uk](http://www.ulsterbankanytimebanking.co.uk)** or by calling **08457 424 365**.
- If you've already gone over your credit limit make sure that your minimum payment is enough to bring you back within your credit limit, otherwise you'll need to pay more to avoid another overlimit fee.
- If you need a higher or lower credit limit we're happy to discuss it with you. A credit scoring system based on your current financial status is used to decide the fairest and most appropriate amount for you.



If you think you'll have difficulty covering your credit card borrowings, we want to help so please let us know immediately by calling **0845 300 4642** for Classic cardholders or **0845 300 4643** for Gold cardholders if you're feeling under pressure and we'll give you all the help we can.

### Interest

#### Tips on how to avoid paying Interest

- If you pay the full balance by the payment date, and you also paid the full balance shown on the previous month's statement by the relevant payment date, we will not charge you interest on the purchase transactions shown on the statement.
- In an emergency it can be very useful to be able to withdraw cash from an ATM using your credit card but it may be cheaper to withdraw cash using your debit card. There are a few things you need to note:
  - If you withdraw cash using your credit card we will always charge interest from the date the advance is charged to your account.
  - The interest rate on your Credit Card that applies to cash advances is higher than the rate charged for purchases.
  - We will charge a fee of 3% of the amount of the cash advance or £3, whichever is greater.



# Want to apply? Here's how

If you like the idea of all that an Ulster Bank Credit Card offers, it's easy to apply – and you don't have to be an Ulster Bank customer to do so.



Either complete and return the form attached to this leaflet and hand it to any staff member in your local Ulster Bank branch or post the form to us at the following address – no stamp is necessary:

**Ulster Bank Limited**  
**FREEPOST NAT 7309**  
**Belfast BT1 5BZ**



There are a few points to remember when you're applying:

- 1) If you're applying for a Gold Card, you'll need to have a gross income of least £20,000.
- 2) You may also need to supply proof of your identity and address; if this is needed, we'll contact you when your application is being processed.
- 3) To confirm the figures you supply on your Application Form, we may ask you to supply a payslip from the past three months and bank statements from the past three months.



## Representative Example: Representative 18.9% APR (variable) based on an assumed Credit Limit of £1,200. Standard interest rate for purchases: 18.9% p.a. (variable)

Please note: In the Representative Example above we have used an assumed credit limit of £1,200. The actual credit limit assigned to individual accounts will vary depending on our credit assessment of you.

### SUMMARY BOX – CLASSIC CARD

The information contained in this table summarises key product features and is not intended to replace any terms and conditions.

APR	Representative 18.9% APR (variable)				
Interest rates		Introductory Rate	Monthly Rate	Annual Rate	
				Simple	Effective
	Purchases	0% p.a. for 3 months from account opening	1.456% p.m.	17.5% p.a.	18.9% p.a.
	Cash advances	N/A	1.875% p.m.	22.5% p.a.	25.0% p.a.
	Balance transfers	3.9% p.a. for 12 months from account opening	1.456% p.m.	17.5% p.a.	18.9% p.a.
	Money transfers	N/A	1.456% p.m.	17.5% p.a.	18.9% p.a.
Interest-free period	<ul style="list-style-type: none"> <li>Maximum 56 days for purchases if you pay your balance in full and on time, and have paid the previous month's balance in full and on time.</li> <li>There is no interest-free period on advances, money transfers or balance transfers, except during the introductory offer period.</li> </ul>				
Interest charging information	You will not pay interest on new purchases if you pay your balance in full and on time, and have paid the previous month's balance in full and on time. Otherwise, the period over which interest is charged will be as follows:				
		From	Until		
	Purchases, cash advances, balance transfers and money transfers	Date debited to your account	Paid in full		
	We work out the interest using the interest rate applying as at the statement date and calculated on the average daily balance since the previous statement date. Any amounts credited to your account will be reflected in the average daily balance over the statement period used for working out the interest due. This means that the amount of interest payable increases as the time between the statement date and date of payment of cleared funds into the account gets longer. The estimated interest payable on your account balance for your next statement is calculated on the assumption that the minimum repayment amount is received on the due date shown on your statement and that the interest rate does not change between the date of this statement and your next statement. This is for guidance only. It does not take into account any transactions made between the date of this statement and your next statement which would attract interest immediately.				
Allocation of Payments	If you do not pay off your balance in full, payments we receive will be allocated to pay the most expensive debt first. See General Condition 6 of your Credit Card Agreement for full details.				
Minimum Repayments	<ul style="list-style-type: none"> <li>Each month, the greater of: (i) interest, default charges, 1/12 of your annual fee (if any) and 1% of your remaining balance (excluding any remaining part of the annual fee) or (ii) £5.</li> <li>If you only make the minimum payment it will take longer and cost more to clear your balance.</li> </ul>				
Credit limit	Minimum credit limit	£400			
	Maximum credit limit	Subject to status.			
Fees	None				
Charges	Cash advances	3.0% handling fee, minimum £3.00			
	Foreign currency transactions	2.75% exchange fee on non-Sterling transactions			
	Balance transfers	2.9% of transferred amount, minimum £3.00 for each balance transfer debited to your account, unless you qualify for exemption from that fee or are notified of a different fee under the terms of a special offer we make in connection with your application.			
	Returned payment fee	£10.00			
Default charges	Late payment fee	£12.00			
	Over-limit fee	£12.00			

All rates of interest shown are variable unless stated as fixed, if you break any term of this agreement, we may reduce or end any period that applies to any special offer we have made under the agreement.

## Representative Example:

### Representative 16.9% APR (variable) based on an assumed Credit Limit of £1,200. Standard interest rate for purchases: 16.9% p.a. (variable)

Please note: In the Representative Example above we have used an assumed credit limit of £1,200. The actual credit limit assigned to individual accounts will vary depending on our credit assessment of you

#### SUMMARY BOX – GOLD CARD

The information contained in this table summarises key product features and is not intended to replace any terms and conditions.

APR					
Representative 16.9% APR (variable)					
Interest rates		Introductory Rate	Monthly Rate	Annual Rate	
				Simple	Effective
	Purchases	0% p.a. for 6 months from account opening	1.313% p.m.	15.8% p.a.	16.9% p.a.
	Cash advances	N/A	1.875% p.m.	22.5% p.a.	25.0% p.a.
	Balance transfers	0% p.a. for 12 months from account opening	1.313% p.m.	15.8% p.a.	16.9% p.a.
	Money transfers	N/A	1.313% p.m.	15.8% p.a.	16.9% p.a.
Interest-free period	<ul style="list-style-type: none"><li>• Maximum 56 days for purchases if you pay your balance in full and on time, and have paid the previous month's balance in full and on time.</li><li>• There is no interest-free period on advances, money transfers or balance transfers, except during the introductory offer period.</li></ul>				
Interest charging information	You will not pay interest on new purchases if you pay your balance in full and on time, and have paid the previous month's balance in full and on time. Otherwise, the period over which interest is charged will be as follows:				
		From		Until	
	Purchases, cash advances, balance transfers and money transfers	Date debited to your account		Paid in full	
	We work out the interest using the interest rate applying as at the statement date and calculated on the average daily balance since the previous statement date. Any amounts credited to your account will be reflected in the average daily balance over the statement period used for working out the interest due. This means that the amount of interest payable increases as the time between the statement date and date of payment of cleared funds into the account gets longer. The estimated interest payable on your account balance for your next statement is calculated on the assumption that the minimum repayment amount is received on the due date shown on your statement and that the interest rate does not change between the date of this statement and your next statement. This is for guidance only. It does not take into account any transactions made between the date of this statement and your next statement which would attract interest immediately.				
Allocation of Payments	If you do not pay off your balance in full, payments we receive will be allocated to pay the most expensive debt first. See General Condition 6 of your Credit Card Agreement for full details.				
Minimum Repayments	<ul style="list-style-type: none"><li>• Each month, the greater of: (i) interest, default charges, 1/12 of your annual fee (if any) and 1% of your remaining balance (excluding any remaining part of the annual fee) or (ii) £5.</li><li>• If you only make the minimum payment it will take longer and cost more to clear your balance.</li></ul>				
Credit limit	Minimum credit limit	£3,000			
	Maximum credit limit	Subject to status.			
Fees	None				
Charges	Cash advances	3.0% handling fee, minimum £3.00			
	Foreign currency transactions	2.75% exchange fee on non-sterling transactions			
	Balance transfers	2.9% of transferred amount, minimum £3.00 for each balance transfer debited to your account, unless you qualify for exemption from that fee or are notified of a different fee under the terms of a special offer we make in connection with your application.			
	Returned payment fee	£10.00			
Default charges	Late payment fee	£12.00			
	Over-limit fee	£12.00			

All rates of interest shown are variable unless stated as fixed, if you break any term of this agreement, we may reduce or end any period that applies to any special offer we have made under the agreement.

## Credit Card Application Form

Please read the Terms and Conditions before you complete the credit card application form. The credit card application form is attached to the back page of the brochure.

# PRE-CONTRACT CREDIT INFORMATION (Standard European Consumer Credit Information)

## 1. Contact details

<b>Creditor</b>	Ulster Bank Limited
<b>Address</b>	PO Box 244, Belfast BT2 7AY

## 2. Key features of the credit product

The type of credit.	Credit Card
The total amount of credit. This means the amount of credit to be provided under the proposed credit agreement or the credit limit.	If we accept your application and make the agreement, the credit limit allocated to the card will then be notified to you. The advance limit is 50% of the credit limit. You may request a lower limit at any time.
How and when credit would be provided.	Once there is a signed binding agreement between us: (1) you will be able to transfer a balance within 95% of your credit limit immediately; (2) a card will be issued to you; and (3) once you have activated the card, you will be able to carry out other transactions (including purchases) within your credit limit, provided that any advances are also within your advance limit (if any) which forms part of your credit limit.
The duration of the credit agreement.	There is no fixed or minimum duration.
Repayments. Your repayments will pay off what you owe in the following order.	Each month, the minimum monthly payment will be the greater of: (i) £5 or the full balance if less; or (ii) that month's interest, any Default Charges, 1/12 of any annual fee and 1% of the remaining balance (excluding any annual fee). Balances will be reduced according to their interest rates with the highest paid first.
The total amount you will have to pay. This means the amount you have borrowed plus interest and other costs.	£1,316.58 for Classic cardholders and £1,304.86 for Gold cardholders. This is what you will repay over one year based on the following assumptions: <ul style="list-style-type: none"> <li>• A purchase transaction is carried out when the account is opened;</li> <li>• The purchase plus any fee payable totals £1,200;</li> <li>• You repay this amount together with interest by 12 equal monthly repayments; and</li> <li>• During the year there is no other activity on the account and rates of interest are unchanged.</li> </ul>

## 3. Costs of the credit

The rates of interest which apply to the credit agreement.	<b>Classic Card Transaction Type</b>	<b>Monthly Rate</b>	<b>Annual Rate</b>
	Purchases for the first 3 months from account opening	0.000% (fixed)	0.000% p.a. (fixed)
	Balance Transfers applied to the account in the first 12 months from account opening	0.323% (fixed)	3.876% p.a. (fixed)
	Purchases after the first 3 months	1.456%	17.472% p.a.
	Balance Transfers applied after 12 months	1.456%	17.472% p.a.
	Money Transfers	1.456%	17.472% p.a.
	Advances	1.875%	22.500% p.a.
	<b>Gold Card Transaction Type</b>	<b>Monthly Rate</b>	<b>Annual Rate</b>
	Purchases for the first 6 months from account opening	0.000% (fixed)	0.000% p.a. (fixed)
	Balance Transfers applied to the account in the first 12 months from account opening	0.000% (fixed)	0.000% p.a. (fixed)
	Purchases after the first 6 months	1.313%	15.756% p.a.
	Balance Transfers applied after 12 months	1.313%	15.756% p.a.
	Money Transfers	1.313%	15.756% p.a.
	Advances	1.875%	22.500% p.a.
	<p>All rates of interest shown are variable unless stated as fixed. When a fixed rate period ends the higher rate for the transaction type is applied. Any fixed rate period may be reduced or ended if any term of the agreement is broken.</p> <p>For purchases, a maximum 56 days' interest free period is available if you pay your monthly statement balance in full and on time, and have paid the previous month's balance in full and on time. For all other transaction types, interest is charged from the date the transaction is charged to your account on the amount of the transaction.</p> <p>For valid reasons set out fully in the agreement, we may change the rate(s) of interest or any fee or charge at any time (including the introduction of a new fee or charge). If we do this, we will usually give you at least 30 days' written notice before the change takes effect.</p>		
Annual Percentage Rate of Charge (APR). This is the total cost expressed as an annual percentage of the total amount of credit. The APR is there to help you compare different offers.	<p>18.9% APR (variable) for Classic cardholders and 16.9% APR (variable) for Gold cardholders. This is a representative APR, calculated using the same assumptions applied to calculate the total amount you will have to pay over one year as set out in Section 2, namely:</p> <ul style="list-style-type: none"> <li>• A purchase transaction is carried out when the account is opened;</li> <li>• The purchase plus any fee payable totals £1,200;</li> <li>• You repay this amount together with interest by 12 equal monthly repayments; and</li> <li>• During the year there is no other activity on the account and rates of interest are unchanged.</li> </ul> <p>If the credit is used in ways other than for purchases (e.g. cash advances), this may result in a higher APR.</p>		

<b>Related costs</b>	
Any other costs deriving from the credit agreement.	The following charges are payable – <ul style="list-style-type: none"> <li>• For each advance: 3% of the amount of the advance or £3, whichever is more.</li> <li>• Balance transfers: 2.9% (min £3) of balance transfer amount unless you qualify for exemption from that fee or are notified of a different fee under the terms of a special offer we make in connection with your application.</li> <li>• For transactions in foreign currencies: 2.75%.</li> <li>• If a cheque [payable to us] or direct debit is not paid: £10.</li> <li>• Any tax, duty or other charge levied by any competent authority in connection with the account.</li> </ul>
Conditions under which the above charges can be changed.	For valid reasons set out fully in the agreement, we may change the rate(s) of interest or any fee or charge at any time (including introducing a new fee or charge). If we do this, we will usually give you at least 30 days' written notice before the change takes effect. You may close the account and avoid being charged any increased rate of interest, provided your intention to close the account is notified to us within 60 days of the date of the written notice provided to you. If you close your account, we will refund any unused part of any annual fee you have paid.
Costs in the case of late payments.	Where missed or late payments result in the minimum payment not being paid on time, we will continue to charge interest at the same rate(s) as detailed above. We may also end any special offer rates and charge the higher rate. You will be charged – <ul style="list-style-type: none"> <li>• £12 if the account is over the credit limit at any time during a statement period.</li> <li>• £12 if you fail to pay the minimum payment on time.</li> </ul> Simple interest (i.e. interest is not charged on interest) is payable on these charges.
Consequences of missing payments.	Missing payments could have severe consequences including, for example, legal proceedings being taken against you and making it more difficult to obtain credit in the future. We may report non-payment to credit reference agencies and this will adversely affect your credit rating (which most lenders consult when assessing any borrowing application). If you fail to repay what is owed we may obtain a judgment from the court. We may be able to apply to the court for an Order Charging Land (OCL) on any home or other property that you own to enforce the judgment if you do not pay. An OCL on a property normally means that on its sale what is owed must be paid out of the sale proceeds first. In exceptional cases, steps could be taken to possess your home or other property and force its subsequent sale to pay what you owe.

#### 4. Other important legal aspects

Right of withdrawal.	You have the right to withdraw from the credit card agreement within a period of 14 calendar days beginning on the day after you receive your first card.
Early repayment.	You have the right to repay the whole or part of your balance at any time.
Consultation with a Credit Reference Agency.	Unless we have good reason preventing disclosure, for example where disclosure is legally prohibited, we must inform you immediately and without charge of the result of a consultation with a credit reference agency if your credit application is rejected on the basis of such a consultation. If this happens you will be provided with details of the credit reference agency consulted.
Right to a draft credit agreement.	You have the right to ask for and be provided with a free copy of the draft credit agreement unless we are unwilling to enter into the credit agreement with you at the time you ask.
The period of time during which the creditor is bound by the pre-contractual information.	This document is not an offer and we are not bound by its contents.

#### 5. Additional information in the case of distance marketing of financial services

(a) concerning the creditor	
Registration number.	Consumer Credit Licence Number 0003926.
The supervisory authority.	The Office of Fair Trading, Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX.
(b) concerning the credit agreement	
The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit agreement.	The law of Northern Ireland is the basis for establishing relations between us.
The law applicable to the credit agreement and/or the competent court.	The law of Northern Ireland will apply to the agreement. Court proceedings under the agreement require to be raised in the county court in Northern Ireland.
Language to be used in connection with the credit agreement.	English will be used in all matters relating to the agreement.
(c) concerning redress	
Access to out-of-court complaint and redress mechanism.	If you are not satisfied with our service in providing the credit we have a complaint handling procedure that you can use to resolve such matters. You can get more information and details of the procedures from our address quoted on the agreement or by phoning us. We are a member of The Financial Ombudsman Service. If you are still not satisfied after following these procedures, you can ask the Ombudsman to review the complaint. Alternatively, you can write to Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR or telephone 0845 080 1800.

This is the end of the Standard European Consumer Credit Information document – there follows, on the next page, a separate document setting out additional information relating to the credit card.

# Additional Information relating to the Credit Card

## Important – Please Read

### Your Credit Card Explained

Before you sign your credit card agreement, it is important that you read the Pre-contract Credit Information document carefully. The Pre-contract Credit Information gives key details about your credit card agreement. Make sure you understand what is involved.

You should ask yourself the following questions:

#### 1. Is this the right product for me?

Does the proposed credit card meet my needs and circumstances?

Do I understand how my agreement will work?

- A credit card allows you to buy goods and services up to the credit limit on the card.
- You can also use a credit card for other purposes e.g. to withdraw cash (see section 3 of the Pre-contract Credit Information for the advance interest rate and the charge applicable to each advance).
- Although you will have to repay at least a minimum amount each month, repayments are flexible and you can pay more or all of your balance whenever you wish.
- A credit card may be more suitable than another product (e.g. a loan) if you want flexibility in how much you repay each month.
- If you want to borrow over a long period or borrow a substantial amount, then a credit card may not be appropriate and a loan may be a better option.
- A credit card is not suitable for repaying mortgage debt.

#### 2. How much will I have to pay?

- How much you will have to pay in relation to the credit card can be found in sections 2 and 3 of the Pre-contract Credit Information. This includes details of the minimum monthly repayments, the rate(s) of interest and various fees and charges that will apply. The interest rates for some categories of transaction apply for a limited period of time after which they will revert to higher interest rates.
- Make sure that you are confident that you can afford to pay, at the very least, the minimum monthly payments.

#### 3. What could happen if I can't keep up with my monthly repayments?

- Missing payments could have severe consequences for your finances. For example, it is very likely to make obtaining credit more difficult in the future as we are likely to report non-payment to the credit reference agencies and this will adversely affect your credit rating (which most lenders take into account when assessing any borrowing application).

If you miss payments then you will also have to pay us charges. Details are set out at section 3 of the Pre-contract Credit Information, under the heading "Costs in the case of late payments".

- You should always let us know if you are having difficulty managing your finances. You can also seek independent financial advice. We can let you have details of organisations that provide financial advice for free.

#### 4. What may happen if I stop repaying what I owe under my credit card agreement?

- If you fail to repay what is owed, we may obtain a judgment from the court. This is often called a 'CCJ' and this is also likely to affect your ability to obtain further credit.
- We may be able to apply to the court for an Order Charging Land (OCL) on any home or other property that you own to enforce the judgment if you do not pay. An OCL on a property normally means that on its sale what is owed must be paid out of the sale proceeds first. In exceptional cases, steps could be taken to possess your home or other property and force its subsequent sale to pay what you owe.

## 5. What cancellation rights do I have?

- If you exercise this right, you must repay any balance outstanding on the credit card (excluding any card fee debited to the card account – any such card fee will be refunded to the account), together with interest that is added to the balance on a daily basis until the repayment is made. You will have 30 calendar days to repay starting from the date of cancellation.
- If you exercise this right, you must repay any balance outstanding on the credit card (excluding any card fee debited on a daily basis to the card account – any such card fee will be refunded to the account), together with interest that is added to the balance until the repayment is made. You will have 30 calendar days to repay starting from the date of cancellation.

## 6. What features of my credit card agreement may operate significantly to my disadvantage?

- If you are paying interest on your card account balance, making just the minimum monthly repayment will cost you more overall and it will take you longer to clear the balance in full. We do not recommend that you only ever pay the minimum repayment amount. Your minimum payment will increase if your balance increases.
- We can change the interest rates and any annual or other fees that apply to your credit card agreement. This may happen for example, on the basis of our credit assessment of you. If we increase a rate the amount of interest payable by you will increase. Any increased annual fee or interest rate will have an adverse effect on the amount of your minimum monthly repayments and it may take longer to clear any balance. We will give you advance notice of any interest rate or annual fee change and you will have the opportunity to close your account.
- Different interest rates apply to different categories of transactions. For example, the interest rate for cash advances is not the same as the interest rate for purchases. Check this carefully if you are thinking of using the card for different categories of transactions.

## 7. Where can I find more information or advice to help me decide?

- We are happy to answer any questions you may have about the credit card agreement. You may call us on 0845 300 4642 for Classic/ Student cardholders and 0845 300 4643 for Gold cardholders
- You may also wish to take advice from an independent financial adviser, charity (for example, Citizens Advice) or not-for-profit organisation.

## 8. Can I have more time to decide?

If this additional information document and the Pre-contract Credit Information have been handed personally to you, you can take them away so that you can think more about what we are offering or compare our credit card with other credit deals before you decide whether or not to proceed with your credit card agreement with us.

**Please note that that the terms set out in the Pre-contract Credit Information are not binding on us and we are free to change or withdraw our offer of a credit card at any time.**

**DON'T SIGN ANYTHING UNLESS YOU ARE ABSOLUTELY SURE YOU WANT TO PROCEED.**

**The General Conditions and Charges Tariff should be read with the terms which, together, form your card Agreement.**

## General Conditions

### 1 Cards

- (a) We will issue a card and **PIN** (personal identification number) to you and open an account. You may request the issue of cards and PIN(s) to others but we may decide not to issue them or to limit the number issued.
- (b) You (and any additional cardholder) must:
- Sign the card when received and follow any activation procedures.
  - Keep each card secure and not allow any other person to use it.
  - Memorise the PIN.
  - Keep passwords and PINs secret and take all reasonable precautions to prevent them becoming known to another person and prevent their fraudulent use.
- (c) You (and any additional cardholder) must not:
- Exceed your Credit Limit or Advance Limit.
  - Use a card after it has expired or been cancelled.
  - Use a card for illegal purposes.
- (d) We may issue a different card type from the one you applied for and your account number will change.

### 2 Card transactions

- (a) You (and any additional cardholder) may carry out transactions with the card or card number, after we have opened the account, by following any procedures required and you must pay all amounts charged to the account.
- (b) Any transaction in a foreign currency will be converted to sterling at either our own exchange rate or a rate provided by Visa, MasterCard or any other card scheme, at the date of application to the account. The number to call for information on exchange rates is at the end of these General Conditions.
- (c) You and any additional cardholder you have authorised may make Money Transfers and Balance Transfers. If incorrect details are provided for a Money Transfer or Balance Transfer it may not be completed or payment may go to the wrong account. We will make reasonable efforts to recover the payment and may charge you our reasonable costs.
- (d) A transaction is authorised where you (or an additional cardholder):
- follow the procedures required by the merchant, which may include:
    - entering the PIN or providing any other security code;
    - signing a sales voucher;
    - providing any details requested;
    - using a card reader.
  - use a card and PIN to obtain an Advance at a machine or bank counter.
  - provide the card details to us to request a Balance Transfer, Advance or Money Transfer.
  - orally or in writing consent to the transaction after it has taken place.
- Authorisation can cover single transactions or Recurring Transactions, or a future transaction of a certain or uncertain amount.

**Recurring Transactions** are regular payments (including for an indefinite period) that you (or an additional cardholder) authorise a third party to collect from your account. Recurring Transactions are not covered by the Direct Debit Guarantee.

- (e) We may refuse a transaction if:
- we suspect the card has been lost or stolen;
  - you have broken this Agreement;
  - you would go over your Credit or Advance Limit (taking account of any amounts yet to be applied).
- If we refuse a transaction, we will, if possible, give you the reason for the refusal and you may be able to correct any information which led to it. You can obtain this information about the refusal by calling the number provided at the end of these General Conditions. We may also tell you orally or in writing.
- (f) Generally, once authorised, a transaction cannot be stopped, although we may be able to stop it if we receive satisfactory evidence that it has been cancelled.
- (g) If you have received unsatisfactory goods or services paid for with your card and costing over £100, but not more than £30,000, you may have a claim against us as well as the merchant under section 75 of the Consumer Credit Act 1974.
- (h) We do not guarantee that a card or card details will be accepted. We are not liable if any merchant or machine fails to let you (or an additional cardholder) pay or withdraw cash or we cannot provide any part of our service for a reason beyond our control.

### 3 Statements

Monthly statements will be issued to provide you with details of payments and all amounts charged to your account since your previous statement.

### 4 Charges and tax

- (a) You must pay the charges set out in the Charges Tariff, together with any tax, duty or other charge required to be paid to any authority, which will be applied to your account.
- (b) You must pay any reasonable costs we incur in enforcing payment, after as well as before any court order, including the cost of finding you if you change your address but do not tell us.

### 5 Calculation of interest

- (a) Interest is charged on Purchases, Advances, Money Transfers and Balance Transfers from the date the transaction is applied to the account.
- (b) Interest on fees and charges accrues at the Purchases rate and is charged from application. Default Charge interest will not be charged before expiry of any deferral period required by law.

- (c) Interest on interest accrues at the same rate as the category of transaction, fee or charge on which interest is charged, from the date that interest is applied. We do not charge interest on interest for Default Charges.
- (d) Interest is calculated at the Monthly Rate on the average daily balance since the previous statement date and is payable on any sum from the payment due date until received by us, both before and after any court order.
- (e) Your statement will show a balance and a payment date. If you pay the full balance **and** also paid the full balance on the previous month's statement by the relevant payment dates, you will not have to pay interest on Purchases. Interest is applied to your account on the statement date but, when necessary, an adjustment (to include interest on Purchases) will be made on the next statement.

## **6 Payments**

- (a) Payments to the account will not reduce the balance until the payment is cleared. Your statement includes information about clearance periods.
- (b) We apply any payment to overdue amounts from previous statements before reducing the Minimum Payment. Balances will also be reduced according to their interest rates with the highest paid first. Payments in excess of the statement balance will be applied in the same way to reduce amounts charged to your account but not yet shown on any statement. If parts of the balance have the same interest rate, items on which interest is charged on interest will reduce first.
- (c) Where balances have the same special offer interest rate, they will be reduced according to their special offer expiry dates, with the earlier paid first.
- (d) We may give notice allowing you not to make a Minimum Payment. If so, interest will still accrue.

## **7 Lost or stolen cards**

- (a) If a card is lost or stolen, or you suspect that someone knows the PIN or password, or that a card or its details were used without your agreement, you must tell us immediately. The address and telephone numbers are at the end of these General Conditions.
- (b) If a card is misused before you report its loss or theft, or that someone else knows the PIN or password, you will only have to pay up to £25 for any misuse and you will not be liable for a fraudulent transaction carried out by someone using the card details on the internet, by telephone or mail order.  
But if the card is misused by someone who has it with your permission, you will have to pay for all transactions. Once you have given notice of loss, theft or possible misuse, we will cancel the card and you will not be liable for any further transactions. If you then find the card you must not use it. To prevent fraud, cut it in half through the signature box, magnetic strip and chip.
- (c) We may give any appropriate third party information:
  - in connection with the use, loss, or theft of the card, and/or the PIN or password; or
  - in order to meet our obligations as a member of the relevant card scheme.

## **8 Ending or restricting use of a card or account and ending the Agreement**

- (a) If we have a good reason, including if:
  - you break this Agreement;
  - there is suspected fraud;
  - there is a change in how you operate your account or your financial circumstances giving us reasonable grounds to believe you may have difficulty meeting your commitments;we may suspend, restrict or withdraw the use of the card or account and/or reduce the Credit Limit and Advance Limit at any time. Any merchant or machine may then retain the card. You will be told before this action is taken, or as soon as possible afterwards. You may request restoration of a card and/or the account by calling the number at the end of these General Conditions.
- (b) As part of our fraud prevention policy, we may restrict overpayments to your account that are in excess of your balance.
- (c) This Agreement has no minimum duration but you may end it by giving notice and paying all sums owed and any interest, fees and charges to the date of payment. We will refund a proportionate part of any annual fee. To prevent fraud, cut all cards in half through the signature box, magnetic strip and chip.
- (d) We may end the Agreement at any time after giving you written notice, which in normal circumstances will not be less than two months. When this happens we may give information about you and the account to credit reference agencies.
- (e) When the Agreement ends we will continue to apply interest and charges until you have paid everything you owe under the Agreement.
- (f) We may take immediate steps to recover all amounts due on your death or bankruptcy or if you break this Agreement. Such steps will include serving any notice or obtaining a court order if required by law.
- (g) We own any cards issued by us and, if we ask, you must return a cancelled card.

## **9 Changes to the Agreement**

- (a) We may make changes at any time to any interest rate, the Charges Tariff (including introducing new fees or charges) or to any of the terms of this Agreement to:
  - reflect changes in market conditions, including:
    - fraud prevention requirements;
    - changes in technology;
    - changes in payment methods;
    - regulatory requirements; and
    - the cost of funds;
  - ensure good banking practice;

- ensure that we are prudent and remain competitive;
  - maintain or improve services;
  - reflect costs we incur;
  - reflect our credit assessment of you;
  - maintain or improve our systems;
  - rectify a mistake;
  - reflect or anticipate changes in the law; and
  - reflect that you are no longer eligible for any concessionary arrangement.
- (b) If you ask for an increase in your Credit Limit and we agree, the change will take effect once you have received notice of it. For any other change, we will usually give you at least 30 days' written notice before the change is made.
- (c) We may change or withdraw any benefits or services associated with the card on giving you at least 30 days' notice.
- (d) If you give us notice to close your account within 60 days from the date of a notice of an interest rate increase, the increase will not apply.
- (e) If your name, address, telephone number(s) or email address change, you must tell us. If you telephone to inform us of the change, you may be asked to confirm in writing.

## 10 Disclosure of information and transferring debts

We may give to anyone any information about you or this Agreement in connection with any proposed transfer of, or financial arrangement by reference to, this Agreement. We may allow any person to take over any of our rights and duties under this Agreement. References to us in this Agreement include our successors.

## 11 Waiver

If we waive any of our rights, it does not mean that we will again waive that right in future.

## 12 Governing law and regulatory information

- (a) The law of Northern Ireland applies to this Agreement.
- (b) We have a complaints handling procedure you can use to resolve any issues. For more information about this procedure you can get a leaflet from any branch or by telephone. You also have the right to complain to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR or telephone 0845 080 1800.
- (c) The Office of Fair Trading of Fleetbank House, 2-6 Salisbury Square, London EC4Y 8JX is the supervisory authority under the Consumer Credit Act 1974.

## 13 Your information

### Who we are

- (a) Your account is with Ulster Bank Limited.
- (b) We are a member of The Royal Bank of Scotland Group (the Group). For information about our group of companies please visit [www.rbs.com](http://www.rbs.com) and click on 'About Us', or for similar enquiries please telephone 0131 556 8555 or Minicom 0845 900 5960.

### How we use your information and who we share it with

- (c) Your information comprises all the details we hold about you and your transactions, and includes information obtained from third parties.
- (d) We may use and share your information with other members of the Group to help us and them:
- assess financial and insurance risks;
  - recover debt;
  - prevent and detect crime;
  - understand our customers' requirements;
  - develop and test products and services.
- (e) We do not disclose your information to anyone outside the Group except:
- where we have your permission; or
  - where we are required or permitted to do so by law; or
  - to credit reference and fraud prevention agencies and other companies that provide a service to us or you; or
  - where we may transfer rights and obligations under this agreement.
- (f) We may disclose your information to government entities or regulatory bodies in order that those entities may discharge their responsibilities and obligations or exercise their powers or functions.
- (g) We may transfer your information to other countries on the basis that anyone to whom we pass it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.
- (h) From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you. If you do not object to the change within 60 days, you consent to that change.
- (i) If you would like a copy of the information we hold about you, please write to: Ulster Bank Cards, PO Box 244, Belfast BT2 7AY. A fee may be payable.

### Credit reference agencies

- (j) We may make periodic searches at credit reference agencies and will provide information to the Group to manage and take decisions about your accounts. This may include information about how you manage your account including your account balance, credit limit and any arrears. We will also provide this information to credit reference agencies who may make this information available to other organisations so that they can take decisions about you, your associates and members of your household. The information may also be used for tracing purposes.

### Fraud prevention agencies

- (k) If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies.

Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

- checking applications for, and managing credit or other facilities and recovering debt;
- checking insurance proposals and claims;
- checking details of job applicants and employees.

We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

- (l) We can provide the names and addresses of the credit reference and fraud prevention agencies we use if you would like a copy of your information held by them. Please contact: Ulster Bank Cards, PO Box 244, Belfast BT2 7AY. The agencies may charge a fee.

#### Contact Details

##### To notify a lost or stolen card or suspected misuse

**Phone:** 0870 600 0459 (24 hours)

Or from abroad: +44 1423 700545

Minicom: 0870 154 1192

**Or Write to:** Ulster Bank Limited

Card Loss Centre

PO Box 244, Belfast BT2 7AY.

#### General enquiries:

**0845 300 4642 for Classic/Student cardholders**

**0845 300 4643 for Gold cardholders**

**0845 301 7628 for World cardholders**

You can call this number to:

- Request a Credit Limit increase
- Get information on exchange rates
- Request your card or account is restored
- Tell us about a change to your contact details (you may be asked to confirm in writing)
- Request information about a refused transaction

**Automated service: 0870 010 3356**

You can call this number to reduce your Credit Limit\*

\*You can also do this by calling the general enquiries number

#### Charges Tariff:

##### Default Charges

- If the account is over the Credit Limit at any time during a statement period: £12
- If you fail to pay the Minimum Payment on time: £12

##### Other Charges

Advances: 3%, minimum £3

Transactions in foreign currencies: 2.75%

If a cheque payable to us or a direct debit is not paid: £10

## Purchase Protection (Gold Cardholders Only)

### Statement of demands and needs

We have not provided you with a personal recommendation as to whether this policy is suitable for your specific needs. This product meets the demands and needs of Gold Card customers covering card purchases for theft, loss or accidental damage as described in your policy document.

### Your Policy Summary

Ulster Bank Purchase Protection is underwritten by Royal & Sun Alliance Insurance plc. The contract remains in force for as long as you have an Ulster Bank Gold Card.

The following tables provide only a summary of the main policy benefits and the terms and conditions. For full details of these and all the terms and conditions that apply you should read the Terms & Conditions wording, a copy of which will be provided at any time on request. On receipt of your Terms & Conditions wording, you will have time to decide if you wish to cancel the policy – see “Your right to cancel the policy” for more information.

#### Table 1 – Purchase Protection

The following benefits are automatically included in your policy:

Features & Benefits	Significant Exclusions or Limitations	Terms & Conditions Section
<b>Purchase Cover</b> Covers accidental damage to and loss or theft of personal property purchased by the cardholder with their Ulster Bank Gold credit card. The incident must occur in the United Kingdom, Channel Islands or the Isle of Man.	<ul style="list-style-type: none"><li>• Theft, loss or accidental damage must occur within 100 days of purchase.</li><li>• Maximum amount of any Claim/item is £3,500.</li><li>• No cover for items under £50.</li><li>• Total claim limit in any 12 month period is £15,000.</li></ul>	<ul style="list-style-type: none"><li>• ‘What is not covered’.</li></ul>

#### Table 2 – General Conditions & Exclusions

For full details of these and other exclusions and limits please read the Terms & Conditions.

General Conditions and Exclusions	Policy Section
<ul style="list-style-type: none"><li>• No cover is provided for items insured by any other policy.</li><li>• No cover is provided for wear and tear, depreciation or repair.</li><li>• No cover is provided for jewellery or watches in baggage unless carried by hand and under the personal supervision of the cardholder.</li><li>• No cover is provided for livestock, pets, plants or business goods.</li></ul>	<ul style="list-style-type: none"><li>• See Sections specified in Table 1</li></ul>

### Important Information

#### Your right to cancel the policy

If having examined your policy you decide not to proceed with the insurance, you will have 14 days to cancel it starting on the day you receive the Terms & Conditions wording. To cancel please write to the address or call the number shown in your Terms & Conditions wording.

#### Claims

Should you wish to claim under your Purchase Protection you should call the Claims Helpline on 0845 600 0609 (Typetalk 18001 0845 600 0609) as soon as possible. You must give us any information or help that we ask for. You must not settle, reject, negotiate or agree to pay any claim without our written permission. Full details of how to claim are included in the Terms & Conditions wording.

## Complaints

We aim to give customers a high standard of service at all times. If you are unhappy with the service provided for any reason or have cause for complaint you should initially contact the person who arranged the policy for you or the manager of RSA at the address shown in your Terms & Conditions wording. They will tell you what they will do to resolve your concerns and how long it will take.

In the unlikely event that you remain dissatisfied and wish to make a complaint, please contact us at the appropriate address opposite.

If the Customer Relations Office cannot resolve the matter to your satisfaction, we will provide you with our final response so that you can, if you wish, refer the matter to the Financial Ombudsman Service at the address below. If you make a complaint, your right to legal action against us is not affected.

### Purchase Protection

Customer Relations Manager  
RSA  
Bowling Mill South Quay Plaza  
Dean Clough Industrial Park  
Halifax  
HX3 5WA

### Financial Ombudsman Service

Insurance Division  
The Financial Ombudsman Service  
183 Marsh Wall  
London  
E14 9SR

## Compensation

Royal & Sun Alliance Insurance plc is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met (with effect from 1/1/10 maximum 90% of the claim, without any upper limit).

Further information can be obtained from the FSCS.

## Other Important Information

### Termination of the contract

We may cancel this policy by giving you at least 14 days' notice at your last known address.

### The law and language applicable to the policy

Both you and we can choose the law that will apply to this policy. The policy is governed by the law which applies to the part of the United Kingdom, Channel Islands or the Isle of Man in which you normally live.

The language used in this policy and any communications relating to it will be English.

### RSA

Ulster Bank Purchase Protection is provided and underwritten by Royal & Sun Alliance Insurance plc, which is authorised and regulated by the Financial Services Authority as an insurance company and to undertake insurance mediation under Registration No. 202323. You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk](http://www.fsa.gov.uk) or by contacting the FSA on 0300 500 5000.

## Extended Warranty (Gold Cardholders only)

### Will this product meet your needs?

This product will be appropriate for eligible customers who would like one year's free extended warranty for most purchases made with your Gold Card, to include breakdown as a result of accidental damage from the date of registration for six appliances per year.

Ulster Bank are not making a personal recommendation based on your individual circumstances that the policy is suitable for your needs and we recommend that you read the Policy Summary and Policy carefully.

It is your responsibility to make sure that the policy is right for you.

### Summary of Protection

#### Statement of Demands and Needs

We have not provided you with a personal recommendation as to whether this policy is suitable for your specific needs. This product meets the demands and needs of Ulster Bank Gold Card customers described in your policy documents.

#### Plan Summary

This Plan Summary does **not** contain the full terms and conditions of the insurance contract, which is included in the Terms & Conditions section in the leaflet.

1. **Insurance Provider:** The insurance plans are underwritten by Domestic & General Insurance PLC.

#### 2. Types of Insurance and Cover:

This is a general insurance contract that provides free extended warranty cover (for up to six qualifying household appliances per calendar year) for 1 year after the manufacturer's 1 or 2 year guarantee expires, protecting against the cost of breakdown, accidental damage and food spoilage (freezing equipment only). Accidental damage and food spoilage covers commence from the date you register your appliance.

On registration of your appliance under Free Cover, depending on the appliance, we may also offer you the opportunity to purchase an optional extension to the Free Cover to extend the protection up to a total of 5 years from the date of appliance purchase. This Additional Cover will be offered on the same basis as for the Free Cover described above. Where the Additional Cover is chosen you should review this cover periodically to ensure it remains adequate.

3. **Significant Features and Benefits of Cover:** For both the Free Cover and the additional cover, these are:

- Breakdown;
- Accidental Damage;
- Food Spoilage (for freezing equipment only).

Please see the Terms & Conditions document for a full explanation of these terms.

4. **Statement of price:** There is no charge for the Free Cover. Upon registration for the Free Cover, you may be offered the opportunity to purchase Additional Cover and the price will be notified to you at this time. Payment options for the Additional Cover will also be advised at this time. Your plan fee will include all costs of purchase such as premiums and taxes at the applicable rates.

5. **Significant Exclusions and Limitations:** The full list of what is not covered by your plan is contained in the Terms and Conditions. The following are significant exclusions and limitations for your free cover:

- Register up to six appliances per calendar year. To qualify for cover, registrations must be made within 90 days of purchase and for appliances costing between £75 and £2,000;
- Breakdown costs if they are still covered elsewhere by any manufacturer's suppliers, or repairer's guarantee or warranty;
- In case of breakdown beyond economical repair, if we cannot reasonably replace your appliance, we will pay you a contribution towards the costs of the new equipment based on the price we would normally obtain directly from our chosen supplier;
- Delivery and installation charges are not covered where an appliance is replaced;
- Any costs you may incur to dispose of your original appliance;
- Theft, attempted theft, malicious damage or damage caused by fire or explosion;
- Repair call out costs if no fault is found with your appliance;
- Costs arising from not being able to use your equipment;
- Cosmetic damage.

For a full list of what is not covered by your Additional Cover plan is contained in the Terms and Conditions.

6. **Duration of the Insurance Contract:** The 1 year breakdown cover commences at the end of a manufacturer's 1 or 2 year guarantee and continues for a 1 year period. The accidental damage and food spoilage cover commences on the date an appliance is registered, continuing during the period of a manufacturer's 1 or 2 year guarantee and then for a further 1 year period.

Additional Breakdown cover, accidental damage and food spoilage covers commence at the end of the Free Cover and continue until the appliance is up to 5 years old, provided Domestic & General receives the total premium payable.

7. **Cancellation and Termination:**

#### Free Cover

You may cancel the plan at any time. You will not receive a refund as no money has been paid by you to us.

To cancel your plan, you can call us on 0870 607 0049 (call charges apply, please contact your telephone provider for further details) or click on 'contact us' at [www.domgen.com](http://www.domgen.com) or write to Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP.

Your plan will end automatically if we have provided you with a replacement appliance or monetary settlement.

No refunds will be due.

### **Additional Cover**

Your right to change your mind:

You may cancel the plan at any time before the end of your manufacturer's (parts and labour) guarantee period or until 14 days after you receive your plan document (whichever is later) and receive a full refund, unless your equipment has already been replaced or written-off. If you have already claimed we reserve the right to charge a £10 administrative fee.

Cancellation:

1) You may cancel the plan at any time after the "right to change your mind" period outlined above, and we will refund a proportion of your plan fee relating to the remaining full months outstanding, unless your equipment has already been repaired, replaced or written-off. No refund will be due if you have received a repair.

2) If we have provided you with replacement equipment or a write-off settlement at any point during the period of your plan then your plan will end and no refund will be due.

3) To cancel your plan, please call us on 0870 607 0049. You can also cancel by clicking on 'contact us' at [www.domgen.com](http://www.domgen.com), or by writing to Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP.

4) The plan can be cancelled by us by giving you 14 days' notice in writing to your last known address. A refund of the amount paid for the remaining full months of the plan will be given.

5) If you cancel the plan, and you are paying by Direct Debit, please tell your bank to cancel the Direct Debit instruction.

8. **How to Arrange a Repair:** You can find details of how to arrange a repair in section 7 of your plan document. If you have not yet received this, call us on 0870 607 0049.

9. **How to Complain:** If you wish to complain, then:

- Call the Customer Service Department on 0870 607 0049;
- Write to the Customer Care Manager at Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP.
- E-mail us by clicking on 'contact us' on our website ([www.domgen.com](http://www.domgen.com)).

We hope that you will be satisfied with our response to your complaint. If you are not satisfied you can ask the Financial Ombudsman Service to review your case. They can be contacted at: South Quay Plaza, 183 Marsh Wall, London E14 9SR.

Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

10. **The Financial Services Compensation Scheme:**

- We are covered by the Financial Services Compensation Scheme so, if we cannot meet our obligations to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim without any upper limit. Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to them at: FSCS, 7th Floor, Lloyds Chambers, 1 Portsoken Street, London E1 8BN.

























## IMPORTANT INFORMATION

Over 18s only.

Information correct as at 9 January 2012.

Want to get in touch with Ulster Bank?  
Just choose the way that's most convenient:



drop into your local branch



0800 046 6486



[www.ulsterbank.com](http://www.ulsterbank.com)

This brochure is also available in Braille, large print, audio or on disk.  
Please contact your local branch for details or Minicom 0870 154 1192.

Ulster Bank subscribes to the Lending Code. The Code can be found at [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)

Ulster Bank Limited. Registered in Northern Ireland. Registration Number R733. Registered Office: 11-16 Donegall Square East, Belfast BT1 5UB. Authorised and regulated by the Financial Services Authority and entered on the FSA Register (Registration Number 122315) except in respect of our consumer credit products for which Ulster Bank Ltd is licensed and regulated by the Office of Fair Trading. Calls may be recorded.