

## Personal Accounts

### Important Information Summary

The important features of this account are summarised in this document and should be read carefully with the leaflet “Our Service Relationship with Personal Customers” (the ‘Terms and Conditions’) before applying for this account. This document also contains the terms specifying the charges which apply to the account and other Additional Provisions applicable to account statements. If there is anything you do not understand, please ask any Metro Bank Customer Service Representative. These details are correct as of 1 Jan 2021. If these details have changed by the time you open the account, we will provide you with the current Important Information Summary for this account.

#### THINGS YOU SHOULD CONSIDER BEFORE OPENING AN ACCOUNT

- You can only open a Current Account if you’re 18 years old or over and a UK resident.
- Joint accounts are available and each account holder is separately accountable for complying with the Terms and Conditions.

#### FEATURES

	Current Account
No Fee	✓
Mastercard® PayPass™* contactless debit/cash card	✓
Text alerts	✓
Free transactions in Europe*	✓
Use your card abroad	✓
Faster Payments and Standing Orders	✓
Direct Debits	✓
Sending money outside the UK (SWIFT/SEPA)	✓
Current Account Switch Service	✓
Arranged Overdraft (subject to status)	✓
Cheque book	✓

#### WITHDRAWING CASH

- We will not charge you for cash withdrawals in pounds in the UK at any Metro Bank ATM. However, please be aware that other ATM providers may charge a fee when using their ATM. A warning is normally displayed with an option to cancel the transaction or accept the charge.
- All over 18s can make a cash withdrawal in pounds up to any amount in store. However, we may need one banking day's notice if the amount is more than £1000.
- You can make cash withdrawals in pounds in the UK and cash withdrawals in a foreign currency outside the UK up to a maximum of £300 per day when using an ATM.
- You can issue a banker's cheque for £15 per item and cancel a banker's cheque for £10 per item. The prices for optional services can be revised without prior notice.

**OPEN 7 DAYS**

Monday - Friday: **8am - 8pm** • Saturday: **8am - 6pm** • Sunday: **11am - 5pm**

Local Call Centre: **0345 08 08 500** • [metrobankonline.co.uk](https://www.metrobankonline.co.uk) • [Twitter](#) MetroBank\_Help

## Personal Current Account Fees and Charges

### CARD USE ABROAD

The following fees apply when making a debit card payment in a foreign currency or making a cash withdrawal in foreign currency outside the UK.

Location <sup>†</sup>	Card purchase	Cash withdrawal
In Europe <sup>**</sup>	Free	Free
Outside Europe	2.99% non-sterling transaction fee	2.99% non-sterling transaction fee + £1.50 non-sterling purchase fee

<sup>†</sup> Location refers to location of the Merchant/ATM or the location of the company operating the website in case of internet transactions. These charges are applied on the day the transaction appears on your account.

<sup>\*\*</sup> Europe refers to the below members of Single European Payment Area (as at 10 January 2019)

Andorra	Denmark	Iceland	Malta	San Marino
Austria	Estonia	Ireland	Monaco	Slovakia
Belgium	Finland	Italy	Netherlands	Slovenia
Bulgaria	France	Latvia	Norway	Spain
Croatia	Germany	Liechtenstein	Poland	Sweden
Cyprus	Greece	Lithuania	Portugal	Switzerland
Czech Republic	Hungary	Luxembourg	Romania	United Kingdom

All territories are included by their associated owning country.

Additional charged may be applied by overseas ATM providers. However, there should always be a warning on the screen before they do so, giving you the option to cancel the transaction.

### FEES, SERVICES AND OTHER CHARGES

#### When you don't have enough money in your account

If we receive a request for a payment but you don't have the funds in your account to cover it, we will either:

- Give or extend an unarranged overdraft and make the payment; or
- Refuse the payment due to lack of funds.

We do not charge for Paid/Unpaid Item fees.

If deducting interest causes you to go overdrawn or increases your overdraft, we'll charge interest on the new balance.

In any given month we'll never charge you more than the monthly cap for charges relating to an unarranged overdraft, including interest on the new balance.

The monthly cap on unarranged overdraft charges for your current account is £60. Further details can be found at <https://www.metrobankonline.co.uk/bank-accounts/products/current-account/>

#### Optional Services

CHAPS and SWIFT payments £25 per transaction\*\*\*

SEPA payments £0.20 per transaction

Cancelling a cheque £10 per item

**The prices for optional services can be revised without prior notice.**

#### Other charges

- We may charge you our reasonable costs for recovering an incorrectly made payment or if you do not keep your contact details up to date.

### ACCOUNT FEES AND CHARGES

Transaction type	Fee
USD cheque deposit	Up to \$6,500: \$13 (£10) per cheque. More than \$6,500: \$25 (£20) per cheque. Fee is taken from deposit account
EUR cheque deposit	Up to 5,500: 12 (£10) per cheque More than 5,500: 23 (£20) per cheque. Fee is taken from deposit account

**We may change any of the rates and charges set out in this Important Information Summary and introduce new charges under the Terms and Conditions. For more details on current interest rates, charges and charging dates visit [metrobankonline.co.uk](https://www.metrobankonline.co.uk) or call us on 0345 08 08 500.**

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## CURRENT ACCOUNT OVERDRAFT

### What is an overdraft?

Overdrafts are a way to borrow money through your current account, and best used to cover short-term or unexpected payments. There are two types of overdraft: arranged and unarranged.

An arranged overdraft is one that you apply for, and lets you borrow up to an agreed limit. We use information from you and from Credit Reference Agencies to decide if we can offer this.

We don't usually let you borrow money without an arranged overdraft, or borrow more than your limit. However, sometimes we allow this – so you can make a one-off payment, for example. This is called an unarranged overdraft.

If your account goes into an unarranged overdraft, you'll need to pay back the borrowed amount as soon as you are able. If you don't, we may have to close your current account. An unarranged overdraft can also impact your credit rating.

### How much interest will I be charged?

Interest will be charged at 34% APR\*\* typical (variable) on both arranged and unarranged overdrafts until you've paid back the amount you borrowed. The interest rate will be calculated on your account daily and applied monthly – all the details will be on your monthly statement.

### Representative example:

If you use an arranged overdraft of £1,200 on our Personal Current Account, the overdraft interest rate will be 34% APR variable.

### Text alerts

We'll send a text as soon as possible if you go in to an arranged or unarranged overdraft, so you can avoid or minimise any interest charges. Also, we process standing orders, direct debits and future payments in the morning, so if you don't have enough in your account we'll text you as a reminder to top up your funds. We'll try to make the payment again at 2pm on the same day, and if it goes through we won't charge you.

We send you these alerts automatically. If you'd prefer we don't, please call 0345 08 08 500 or visit us in store. You can also choose to receive an alert when your account has a low balance – just let us know if you'd like to opt-in.

### Changing or removing your arranged overdraft

An arranged overdraft doesn't have an end date, so it will stay on your account unless you tell us otherwise. If you want to reduce or remove your arranged overdraft, call 0345 08 08 500 or visit us in store. We can only reduce the overdraft limit if it doesn't take you below the outstanding balance.

### Is an overdraft right for me?

An overdraft is a type of borrowing and, because of interest rates, can cost you. There's a handy calculator on our website, which will help you understand how much it will cost you to borrow money using an overdraft. We also have an eligibility feature, which help you work out whether your application for an arranged overdraft would be successful.

### We're here to help

If you're having trouble managing your finances, including your overdraft, call us on **0345 08 08 500** so we can discuss how best to help you.

\* Mastercard® and PayPass™ are registered trademarks of Mastercard® International Incorporated.

† Europe refers to the countries listed on page 2.

\*\*APR stands for Annual Percentage Rate and illustrates what the interest rate would be if interest was charged and added to the amount owed once each year including any additional fees. However, we don't charge any additional fees.

\*\*\* There may be additional charges for making payments to non-UK based beneficiaries.

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## Fee Information Document



**Name of the account provider:** Metro Bank

**Account name:** Current Account

**Date:** 06.21

- This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
- Fees may also apply for using services linked to the account which are not listed here. Full information is available in “Our Service Relationship with Personal Customers” booklet and Personal Accounts Important Information Summary.
- A glossary of the terms used in this document is available free of charge.

Service	Fee
<b>General account services</b>	
<b>Maintaining the account</b>	no fee
<b>Payments (excluding cards)</b>	
<b>Direct Debit</b>	no fee
<b>Standing Order</b>	no fee
<b>Sending money within the UK</b>	<ul style="list-style-type: none"><li>• Faster Payment no fee</li><li>• CHAPS £25.00</li></ul>
<b>Sending money outside the UK</b>	<ul style="list-style-type: none"><li>• SEPA £0.20</li><li>• SWIFT £25.00</li></ul> <p>When sending money outside the UK we may convert the payment out of your account at the exchange rate which applies at the time of the transaction</p>
<b>Receiving money from outside the UK</b>	<p>When receiving money from outside the UK we will convert the payment into your account at the exchange rate which applies at the time of the transaction. We will then add the payment to your account.</p>

Service	Fee
<b>Cards and cash</b>	
Debit card payment in pounds	no fee
Cash withdrawal in pounds in the UK	no fee
Cash withdrawal in a foreign currency outside the UK (using your debit card)	<ul style="list-style-type: none"> <li>In Europe no fee</li> <li>Outside Europe 2.99% of the value of the transaction plus £150 purchase fee</li> </ul>
Debit card payment in a foreign currency	<ul style="list-style-type: none"> <li>In Europe no fee</li> <li>Outside Europe 2.99% of the value of the transaction plus £150 purchase fee</li> </ul>
<b>Overdraft and related services</b>	
Allowing a payment despite lack of funds	no fee
Refusing a payment due to lack of funds	no fee
<b>Overdraft Interest: Arranged and Unarranged Overdraft</b>	<p>34% APR typical (variable)</p> <p>The monthly cap on unarranged overdraft charges for your current account is £60.</p> <p>Further details can be found at <a href="http://metrobankonline.co.uk/bankaccounts/products/currentaccount/">metrobankonline.co.uk/bankaccounts/products/currentaccount/</a></p>
<b>Other Services</b>	
Cancelling a cheque	£10.00
Bankers Draft	£15.00
USD cheque deposit	<p>Up to \$6,500: \$13 (£10) per cheque</p> <p>More than \$6,500: \$25 (£20) per cheque</p> <p>Fee is taken from deposit account</p>
EUR cheque deposit	<p>Up to €5,500: €12 (£10) per cheque</p> <p>More than €5,500: €23 (£20) per cheque</p> <p>Fee is taken from deposit account</p>