

FlexStudent

Getting the most out
of your account

What makes Nationwide different

Nationwide was started by people like you. Well, maybe just a little different, as it was back in 1884 and fashion wasn't quite the same! Even so, they were everyday people who came together to help each other save up, buy homes of their own and manage their money.

Today, we're still owned by our members – that's what being a 'mutual' means. We don't have shareholders to answer to, in the same way banks do. Instead, we listen to you. It's our members who help shape our future; and who help build society, nationwide.

Find out more about what being a member means at nationwide.co.uk/membership

How being a member helps make things happen

In 2007, our members decided we should give at least 1% of pre-tax profits to good causes – so we did. Plus, through our Community Grants programme, we're making £22 million available for housing-related charitable organisations over the next few years – because we believe everyone deserves to have a place fit to call home.

Grants of up to £50,000 can be applied for, to help make a difference in local communities – and that's where our members come in. We bring together members and employees to form Community Boards, allowing them to decide which projects should receive grants.

Check if you qualify for a FlexStudent account

First things first. Here's how to see if you qualify for a FlexStudent account.

- ✓ You must be 18 or over and accepted* on a full-time UCAS course of at least two years.
- ✓ You need to be a UK resident for 3 or more years when applying.
- ✓ It must be no more than 5 months before your course starts and no more than 12 months after your course start date.
- ✓ You can't have another student account with another provider – but if you do, you could move this to Nationwide.

Quick heads-up: if you already have an arranged overdraft elsewhere (whether you're using it or not), then you may not be accepted.

Just so you know, to have this account, you'll need to pay in at least £500 per term from the date your account is opened. If you don't, we may remove any overdraft you have or close your FlexStudent account; if we close your FlexStudent account, we'll give you two months' notice.

*You must have either an unconditional offer, or a previous conditional offer that has been confirmed. If you have a conditional offer, you'll need to wait until your place has been confirmed following your results before applying.

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FlexStudent at a glance

FlexStudent has been specially designed to give students what they need from a current account. Which is why you get all this:



A flexible arranged overdraft that's interest-free: you can fine-tune it to your borrowing needs online or through the banking app.



A Contactless Visa debit card: it makes buying things and using cash machines a doddle.



Text alerts for arranged overdrafts: these are a great way to help you manage your money – you can find out more on page 7.

We're still there for you once you graduate, too

Once you graduate, unless we both agree on a different account, we'll move you to a FlexGraduate current account, which is designed to help you find your feet after university or college. Of course, we'll let you know before we move you over, and send you all the details and Terms and Conditions well in advance.

Once you move to your new account, we'll support you in paying off any arranged overdraft you might have in steady steps, while keeping it interest-free. You can find out more about how this works – and how we help you find your feet, on page 6.

A bit about the FlexStudent arranged overdraft

What's an arranged overdraft and why might you need one?

- An arranged overdraft is when we agree in advance that you can borrow up to a certain amount of money if you have no money left in your account.
- It can provide a useful short-term buffer if your spending is more than your income.
- Like all borrowing, it has to be repaid at some point.

What's special about the FlexStudent arranged overdraft?

- It's interest-free, so you won't be charged.
- It's available as soon as your account's open.
- The maximum available limit increases in steady steps each year you're studying, to help you to manage your budget throughout your studies.
- It puts you in control – you can ask us for how much you'd like within the maximum available limit.
- The maximum available limit steadily steps down again after you graduate, to help you manage your account balance back to normal levels.

How the FlexStudent arranged overdraft works

Depending on how long you've been studying, you can ask us for a larger overdraft limit.



Year one of study – you can ask for up to **£1,000**



Year two of study – you can ask for up to **£2,000**



Year three or longer – you can ask for up to **£3,000**

BTW – we'll never increase your limit without you asking.

- **You can ask us to increase and reduce your arranged overdraft limit whenever you like** – so you only borrow what you need, when you need it.
- **Increases to your overdraft are 'dependent on our view of your circumstances'** – that just means we look at how you manage your account and your circumstances at the time that you apply for an increase. In addition, you have to:
 - Have paid in at least £500 in each term (including the current term) or at least £1500 in two or more transactions in the preceding 12 months (except in the first year of your course).
 - Have a good credit record.
 - Manage your account well.
 - Live in the UK.
- **If you go above your arranged overdraft limit, you won't be charged** – but we may reject further payment requests until you bring your balance back within your arranged limit.

Your maximum available arranged overdraft limit

1st Year

Up to
£1,000

2nd Year

Up to
£2,000
Maximum
for a **2 year**
course

3rd Year onwards

Up to
£3,000
Maximum
for a **3 year**
course or
longer

Here's what happens to your arranged overdraft limit after your course

Once you graduate, we'll move you to a FlexGraduate current account, unless we agree to move you to a different account. This account is designed to help you find your feet after your studies, and your arranged overdraft limit will reduce gradually. You can find out more about FlexGraduate on page 13.

The graphs below show how your arranged overdraft limit would decrease after a three-year course and a two-year course. You can find out more in the Q&As on page 12.

After a three-year course

Your maximum available arranged overdraft limit

1st Year after graduation

Up to
£2,500
By the end of year 1

2nd Year after graduation

Up to
£1,750
By the end of year 2

3rd Year after graduation

Up to
£1,000
By the end of year 3

After a two-year course

Your maximum available arranged overdraft limit

1st Year after graduation

Up to
£1,500
By the end of year 1

2nd Year after graduation

Up to
£1,000
By the end of year 2

Manage your account in the way that suits you best

There are lots of handy ways to keep track of your balance.

With our banking app: keep an eye on your account whenever, wherever. You can download the banking app from wherever it is you normally get your apps.

Through the internet bank: you'll automatically be registered for internet banking when you open your account.

With Text Alerts: so long as we have your mobile number, you'll automatically get alerts to let you know when a scheduled payment could take you into an overdraft. And if you enter an arranged or unarranged overdraft, you'll get an alert the day after. You can even sign up for extra alerts through the internet bank or in branch.

You can find out more about these services at nationwide.co.uk/waystobank



Scan this code with your phone's camera or an app with QR reader capability to find out more and apply.



Pay your way

There are lots of ways to pay, so here's a quick guide. You can find more at nationwide.co.uk/ways-to-pay

Debit card

Buy things quickly, easily and safely in store, online or over the phone, without carrying cash around.

Contactless

No need to sign or even enter your PIN. Just place your card near the terminal, and when you hear the beep, you're done. Use your debit card in stores with contactless terminals to make payments. There are limits on how much you can spend, and just to make sure it's definitely you, sometimes you'll be asked to enter your PIN or signature.

Pay with your phone

You can use Apple Pay, Google Pay or Samsung Pay to make secure, quick and easy payments - both in store and online.

Regular payment/standing order

Send and receive money securely between UK accounts. You can set these up online with no charge.

Internal transfers

Instantly move money between your FlexStudent and other Nationwide accounts, either online or with our banking app. For example, you can transfer money you have in your FlexStudent account to a savings account with us, if you have one.

Single payments

Send and receive money securely between UK accounts using our internet bank, banking app, or in branch.

Direct debit

Make sure those important regular bills are paid automatically, saving you time and avoiding charges. You can set up a Direct Debit online or in branch.

Your questions answered

We realise we've just given you a lot of info about a lot of things, and you might still have some questions. So, we've put together the answers to some of the most common questions we get asked. If you can't find what you need here, you can always get in touch – and we've answered how to do that below!

How can I get in touch if I've got a query with my account?

If you have any day-to-day queries, you can:

Visit **nationwide.co.uk/flexstudent**

Contact us on **Twitter@AskNationwide**

Call **03457 30 20 11**

Pop into your local branch.

Your overdraft questions answered

1. How do I get an arranged overdraft?

You can ask for an arranged overdraft when you open your account, or later when you need it.

2. How do I change my arranged overdraft limit?

You can ask us to increase or decrease it at any time within the maximum available limit.

3. What do I need to do to make sure I can keep my arranged overdraft?

You'll need to pay in at least £500 per term from the date the account is opened, and maintain a good credit record. You also need to demonstrate good account behaviour. Please note, you will not be able to increase your arranged overdraft limit if you do not live in the UK. If you don't meet any of these conditions, we may refuse if you ask to increase your arranged overdraft limit, or we may reduce or remove your arranged overdraft.

4. What happens if I don't use my arranged overdraft?

Nothing. It's there for you in case you need it.

5. Can I go over my arranged overdraft limit?

The account is designed to prevent you from doing this. However, in the unlikely event that you do go over your arranged limit, we still won't charge you. We may reject any further payment requests until your account is back within your arranged overdraft limit – but once it is, you'll be able to continue using your account.

6. How will my arranged overdraft limit reduce after I graduate from a three-year course?

After you graduate, each year your maximum available limits will decrease, as shown below. You'll need make sure your overdraft balance is below:

- £2,500 by the end of year 1 after graduation
- £1,750 by the end of year 2 after graduation
- £1,000 by the end of year 3 after graduation.

7. How will my arranged overdraft limit reduce after I graduate from a two-year course?

After you graduate, each year your maximum available limits will decrease, as shown below. You'll need make sure your overdraft balance is below:

- £1,500 by the end of year 1 after graduation
- £1,000 by the end of year 2 after graduation.

8. What happens if I'm struggling to repay my arranged overdraft after graduation?

We appreciate juggling finances can be difficult – that's why we've set up a support page for our members at nationwide.co.uk/money_worries Plus, we're here anytime you need us on **03457 30 20 11** – just give us a call to talk through your options.

Your FlexGraduate questions answered

1. What happens when I graduate?

When you graduate from your course, unless you make alternative arrangements with us **we'll move your account to a FlexGraduate current account** and the terms and conditions for that account will apply. We'll ask you to start paying back your arranged overdraft in steady steps. Please see 'Your overdraft questions answered' section for more info on how that works.

2. If I move to FlexGraduate, will my banking details change?

No, it's a smooth move. You'll keep the same account number, sort code and PIN, and we'll send you a FlexGraduate debit card. We'll write to you at least two months before we move your account to the FlexGraduate current account with full information about the account and its terms and conditions.

3. What happens after FlexGraduate?

We'll be in touch at least two months before your FlexGraduate account ends to tell you more about the account we're moving you to. We'll also tell you about any other options you might have.

Your course questions answered

1. What do you mean by course 'terms'?

When we talk about a term, we mean the following three periods during a study year:

Autumn term – 1 Sept to 31 Dec

Spring term – 1 Jan to 30 Apr

Summer term – 1 May to 31 Aug

2. My course details have changed - what do I do?

We'll need to know if any of your course details change- for example if you extend your course or take time out; we may ask for evidence of any changes.

You can tell us about these changes over the phone or in branch. Some changes can only be made in branch, especially where evidence is required.

3. What happens if I leave my course early?

If this happens, **you must tell us as soon as possible** as you'll no longer qualify for this account and we'll need to discuss your options with you. Please call us on **03457 30 20 11**.

4. My personal details have changed - what do I do?

Please let us know whenever your details change.

You can change your address, telephone number or other contact details (such as email) through the internet bank, banking app, by visiting us in branch or by calling us.

General questions

1. What if I get into financial difficulty?

We know that circumstances can change. If this happens to you, it's better to take action rather than ignore it and hope the situation will go away. **If you're struggling call us on 03457 30 20 11.** Our dedicated team has years of experience helping people get back on track and will be happy to help. Make sure you have your account number when you call, along with details of your income, outgoings and debts. If you'd rather have somebody else call us on your behalf about your money worries, we're happy to talk to them – we'll just need your agreement first.

When we talk to you, we'll:

- Be open and honest with you
- Treat you as an individual, taking your circumstances into account
- Try to find a solution that suits you
- Make everything simple and straightforward
- Tell you what you need to know, so you can make an informed decision
- Let you know who else can help you.

2. What should I do if I see a transaction I don't recognise on my account?

You should check your account regularly and tell us straightaway if there are any transactions which you weren't expecting or don't recognise.

3. How can I help protect myself from fraud?

Please visit our security centre nationwide.co.uk/security for some useful tips and guidance.

4. What happens if I lose my card?

If your card's been lost or stolen, it's important to make sure it cannot be used by someone else and let us know as soon as possible. When you report it, we'll cancel the card and issue you a new one.

5. How can I freeze my card?

If you have just temporarily misplaced your card, you can freeze and unfreeze your debit card in our banking app. While your card is frozen, it can't be used for making card

payments. Recurring card payments, direct debits, and standing orders won't be affected.

6. When making a payment out of my account, what happens if I make a mistake and give Nationwide the wrong information?

The payment may be delayed or sent to the wrong person and we may not be able to get it back for you. **So it's very important that you're totally accurate when giving us instructions to send a payment.** That includes quoting the correct sort code and account number. Our Confirmation of Payee service helps you to check that you are sending your payment to the right person. Visit nationwide.co.uk/confirmation-of-payee for more info. If you know you've made a mistake, please contact us.

7. When I make a payment, does the money always leave my account immediately?

In most cases, yes, but if you use your debit card to buy things there might be a short time before the money leaves your account. During this time, your account balance will include the amount of money you've spent but it won't be available to you. These payments will show up under pending transactions.

8. Can I use my card to pay for things abroad?

You can use your FlexStudent debit card overseas to make purchases and take money out of cash machines (ATMs). Individual sellers and ATM providers may apply their own commission charges.

TIP: Take a look at nationwide.co.uk/travel to find out what you need to know before you set off, and while you're away.

9. If I'm abroad can I pay in UK pounds?

Sometimes when using your card abroad, you'll be asked if you want to pay in UK pounds. The person offering this service (not Nationwide) may charge a fee and use their own exchange rate to convert your transaction into pounds.

Ask in branch

Call **03457 30 20 11**

Visit nationwide.co.uk/FlexStudent

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You can receive this document and others like it, in Braille, large print or on audio CD. Just call **03457 30 20 11** or visit your local branch if you'd like us to arrange this for you.

If you have hearing or speech difficulties:

- You can use Text Relay if you have a textphone. Dial **18001**, followed by the phone number you want to ring
- SignVideo is also available if you're deaf and use British Sign Language. Just visit Signvideo.co.uk

To find out about other ways we may be able to help, search 'accessibility tools' on nationwide.co.uk

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