

# Your questions answered

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

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

## Will my arranged overdraft ever be reduced or taken away?

- In certain circumstances, we may reduce your arranged overdraft amount. This will only be done after carrying out a number of checks.
- You'll be notified in writing of any changes to your limit and if necessary we may ask you to pay back your arranged overdraft balance. If you can't do this please contact us to talk about your circumstances.
- If you don't pay back your arranged overdraft, we may have to leave a record on your credit file. This could make it harder to get credit elsewhere.

## How do I change my arranged overdraft limit?

- Simply sign in to the Internet Bank or Banking app, or visit a branch. We may need to carry out a credit search to increase your limit.
- When we use a credit reference agency to carry out a search about you, the agency records this information. If you apply for credit from another organisation, they may be able to see this information. Please remember that if you apply for credit in lots of places, all these searches might mean you find it hard to get credit.
- If you think you'll go over your arranged overdraft limit, let us know beforehand and we might be able to temporarily increase your limit.
- You can request to remove an arranged overdraft limit at any time, but you'll have to pay any overdrawn balance and all associated fees, interest and charges.

## Can I see what my arranged overdraft limits are?

- Yes, you can view your limits. Simply:
    - sign in to the Internet Bank, click on your relevant current account and select 'Overdrafts'.
    - sign in to our Banking app, select 'mini statements' and choose 'overdraft options'.
- Or;
- visit a branch.

## What if I get into financial difficulty?

If your circumstances suddenly change and you find yourself in financial trouble:

- contact us immediately with your account number and some basic financial information ready
- provide us with the information we ask for regarding your financial circumstances and stay in contact with us
- we'll treat you positively and sympathetically, replying to your queries within reasonable timescales
- we'll discuss your options to help reach a solution that suits us both.

For tips on avoiding overdraft charges see [nationwide.co.uk/money\\_worries](https://www.nationwide.co.uk/money_worries)

## Responsible lending

At Nationwide, we take our responsibilities as a lender seriously. For details of our approach as a responsible lender, as well as our expectations of you as a responsible borrower, ask in branch or go online for a copy of our responsible lending statement.

Remember, you should consider all borrowing options carefully and seek independent advice where necessary.

## Unarranged overdraft grace period

- You'll benefit from an unarranged overdraft grace period, designed to help you avoid unarranged overdraft fees.
- So long as you put enough money into your account and bring it back to a positive balance (or within your arranged overdraft limit) in time, you won't be charged an unarranged overdraft fee.
- If you'd like to find out more about our text alerts, the grace period and overdraft fees, head over to [nationwide.co.uk/textalerts](https://www.nationwide.co.uk/textalerts)

## Unarranged overdraft alerts

- To help you make the most of your grace period and keep on top of your finances, we've also introduced a series of unarranged overdraft text alerts.
- We're automatically enrolling you into these alerts to comply with financial regulations and to help you avoid unarranged overdraft fees. However, you can opt out at any time. You'll still benefit from the grace period, but won't receive any of the unarranged overdraft text alerts that could act as a helpful early warning.
- We'll send you an alert:
  - when a scheduled payment that's due to go out the next day will take you into an unarranged overdraft, we'll let you know the day before the payment
  - if you've gone into an unarranged overdraft, we'll let you know the next day.
- If you don't want to receive these texts, you can opt out at any time – just text **STOP** to **65037**.
- We'll also send you an alert:
  - when a scheduled payment couldn't be paid because there weren't enough funds in your account. That gives you an opportunity to put money into your account by 2:30pm the same day and we can retry the payment.
- If you don't want to receive these texts, you can opt out at any time – just text **STOP** to **65180**.
- For more information please see [nationwide.co.uk/textalerts](https://www.nationwide.co.uk/textalerts)

## Free text alert service for current accounts

- Low balance alert
- High balance alert
- Regular mini statement

## How to register

You can register for and manage your alerts in the 'Manage my details & settings' section of the Internet Bank or the 'Details and Settings' section of our Banking app. Or, you can visit us in branch or call us.

## Just ask in branch

Visit [nationwide.co.uk](https://www.nationwide.co.uk)

We are able to provide this document in Braille, large print or audio format upon request. Your local branch will arrange this for you or you can contact us on **0800 30 20 11**.

If you have hearing or speech difficulties and are a textphone user, you can call us direct in text on **0800 37 80 01**. We also accept calls via BT TypeTalk. Just dial **18001** followed by the full telephone number you wish to ring. Calls may be recorded.

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 106078. You can confirm our registration on the FCA's website, [www.fca.org.uk](https://www.fca.org.uk).

**Nationwide Building Society**. Head Office: Nationwide House, Pipers Way, Swindon, Wiltshire SN38 1NW.  
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# Current Accounts

Understanding overdrafts

  
Nationwide  
Building Society

This guide is designed to help you understand how your overdraft works so you can have more flexibility and control when managing your money.

# How does my overdraft work?

This will depend on the type of current account you have with us. The diagram below shows a typical example for each account type, simply refer to the information under your account name. The key difference is that FlexPlus and FlexDirect are based on a flat fee each day whereas FlexAccount charges interest based on your overdrawn balance. Please note on a FlexOne account no arranged overdrafts are available until you reach 18. All arranged overdrafts are subject to status.

## Words we use

Here are some of the key phrases that apply to your overdraft and what they mean:

- **Overdraft** – a credit facility that allows you to spend more money from your current account than you have in it. An overdraft is for short term borrowing. For longer term borrowing, other credit options may be more suitable. There are two types of overdraft:
  - **Arranged overdraft** – we and you agree in advance that you may borrow money when there is no money left in your account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to you.
  - **Unarranged overdraft** – you borrow money when there is no money left in your account (or when you have gone past your arranged overdraft limit) and this has not been agreed with us in advance.
- **Arranged overdraft limit** – the level of arranged overdraft we have formally agreed with you before you use it.
- **Buffer** – a small, extra amount that's over your arranged overdraft limit. It means you can make payments without going into an unarranged overdraft.
- **Allowing a payment despite lack of funds** – we allow a payment to be made from your account although there is not enough money in it (or it would take you past your arranged overdraft limit).
  - **Paid transaction fee** – a fee that you might have to pay if the above happens.
- **Refusing a payment due to lack of funds** – we refuse a payment from your account because there is not enough money in it (or it would take you past your arranged overdraft limit).
  - **Unpaid transaction fee** – a fee that you might have to pay if the above happens.
- **EAR** – this stands for Equivalent Annual Rate and is the cost of an overdraft stated as a yearly rate, taking into account the compounding of interest. You can use it to compare rates offered by different providers. We work out interest each day on any overdrawn amount and take it from your account monthly, giving you 28 days' notice of the amount. Any interest charged will be added to your outstanding balance.

	FlexPlus	FlexDirect	FlexAccount	FlexStudent / FlexGraduate	FlexOne
<b>Balance in credit</b>	• There are no overdraft fees if you stay in credit	• There are no overdraft fees if you stay in credit	• There are no overdraft fees or interest charged if you stay in credit	• There are no overdraft fees or interest charged	• There are no overdraft fees or interest charged
<b>£0 balance</b>					
<b>Arranged overdraft</b>	<ul style="list-style-type: none"> <li>• There are no daily fees on balances up to £250 overdrawn (A £250 daily arranged overdraft fee free limit applies to this account)</li> <li>• You'll be charged 50p per day for every day you are over £250 overdrawn and within your arranged overdraft limit</li> <li>• There are no additional arranged overdraft fees if you stay within your arranged overdraft limit</li> </ul>	<ul style="list-style-type: none"> <li>• There are no daily fees on balances up to £10 overdrawn (A £10 daily arranged overdraft fee free limit applies to this account)</li> <li>• You'll be charged 50p per day for everyday you are more than £10 overdrawn within your arranged overdraft limit</li> <li>• There are no additional arranged overdraft fees if you stay within your arranged overdraft limit</li> </ul>	<ul style="list-style-type: none"> <li>• You'll be charged interest at 18.9% EAR (variable) when your balance drops below £0 and you are within your arranged overdraft limit</li> <li>• There are no additional arranged overdraft fees or interest if you stay within your arranged overdraft limit</li> </ul>	<ul style="list-style-type: none"> <li>• There is no daily usage fee on arranged overdrafts</li> <li>• There are no additional arranged overdraft fees or interest if you stay within your arranged overdraft limit</li> </ul>	<ul style="list-style-type: none"> <li>• There is no daily usage fee on arranged overdrafts</li> <li>• There are no additional arranged overdraft fees or interest if you stay within your arranged overdraft limit</li> </ul>
<b>Arranged overdraft limit</b>					
<b>Unarranged overdraft buffer</b>	• If you go into your unarranged overdraft by less than £10 you will incur a daily unarranged overdraft usage fee of 50p per day	• If you go into your unarranged overdraft by less than £10 you will not incur paid transaction fees if we allow a payment despite lack of funds but you will incur a daily unarranged overdraft usage fee of 50p per day	• If you go into your unarranged overdraft by less than £15 you will not incur paid transaction fees if we allow a payment despite lack of funds but will be charged unarranged overdraft interest at 18.9% EAR (variable)	• If you go into your unarranged overdraft you will not incur any fees. However if you exceed your maximum available limit we may freeze your account	• If you go into your unarranged overdraft you will not incur any fees
<b>Unarranged overdraft</b>	<ul style="list-style-type: none"> <li>• If you go over your arranged overdraft limit you'll be using an unarranged overdraft</li> <li>• You'll be charged £5 per day for every day you use an unarranged overdraft</li> <li>• You won't have to pay unpaid or paid transaction fees</li> <li>• If you go over your arranged overdraft limit but rebalance your account by 8:30pm the same day you won't be charged any usage fees</li> </ul>	<ul style="list-style-type: none"> <li>• If you go over your arranged overdraft limit you'll be using an unarranged overdraft</li> <li>• You'll be charged £5 per day for every day you use an unarranged overdraft</li> <li>• For every payment that is made over and above your arranged overdraft limit (including cash withdrawals), you'll be charged a paid transaction fee of £5</li> <li>• If you go over your arranged overdraft limit but rebalance your account by 8:30pm the same day you won't be charged any usage fees</li> </ul>	<ul style="list-style-type: none"> <li>• You'll be charged interest at 18.9% EAR (variable)</li> <li>• For every payment that's made over and above your arranged overdraft limit (including cash withdrawals), you'll be charged a paid transaction fee of £5</li> </ul>	<ul style="list-style-type: none"> <li>• Your FlexStudent / FlexGraduate account is designed to not allow transactions that will take the account balance outside the arranged overdraft limit</li> <li>• Certain types of transactions may take your account above your arranged limit and into an unarranged overdraft. If this happens, we won't charge you anything and we will work with you to put your account right</li> </ul>	<ul style="list-style-type: none"> <li>• Your FlexOne account is designed to not allow transactions when there isn't enough money in the account (unless you are over 18 and have an arranged overdraft limit in place)</li> <li>• Certain types of transactions may take your account above your arranged limit and into an unarranged overdraft. Should this happen, we won't charge you anything and we will work with you to put your account right</li> </ul>
<b>Reserve limit</b>					
<b>Refusing a payment due to lack of funds</b>	• You won't have to pay unpaid transaction fees	• For every payment that is NOT made over and above your reserve limit, you'll be charged an unpaid transaction fee of £5	• For every payment that is NOT made over and above your reserve limit, you'll be charged an unpaid transaction fee of £5	• You won't have to pay unpaid transaction fees	• You won't have to pay unpaid transaction fees
<b>Monthly maximum charge</b>	<ul style="list-style-type: none"> <li>• Monthly maximum charge (unarranged overdraft): The monthly cap on unarranged overdraft charges for Nationwide FlexAccount, FlexPlus and FlexDirect current accounts is £50. Further details can be found at <a href="http://www.nationwide.co.uk/charges-cap">www.nationwide.co.uk/charges-cap</a>.</li> <li>• The total sum of unarranged overdraft fees is capped at £50 per calendar month</li> </ul>	<ul style="list-style-type: none"> <li>• The sum of paid and unpaid transaction fees is capped at £15 per statement month</li> <li>• The sum of daily unarranged overdraft usage fees is capped at £35 per calendar month</li> </ul>	<ul style="list-style-type: none"> <li>• The sum of paid and unpaid transaction fees is capped at £45 per statement month</li> <li>• The sum of unarranged overdraft interest is capped at £5 per calendar month</li> </ul>	• Not applicable as there are no unarranged overdraft fees	• Not applicable as there are no unarranged overdraft fees

### FlexPlus Representative example

If you use an arranged overdraft of **£1,200** the amount we will charge you is **50p per day** (variable).

### FlexDirect Representative example

If you use an arranged overdraft of **£1,200** the amount we will charge you is **50p per day** (variable).

### FlexAccount Representative example

If you use an arranged overdraft of **£1,200** the interest rate we will charge you is **18.9% EAR** (variable).

### FlexStudent Representative example

If you use an arranged overdraft of **£1,200** the amount we will charge you is **0p per day** (variable).

### FlexOne Representative example

If you use an arranged overdraft of **£1,200** the amount we will charge you is **0p per day** (variable).

## About this diagram

The amount of any arranged overdraft we may be able to offer you depends on your circumstances and our conditions. You must be aged 18 or over. The limits applied are different for each customer. The reserve limit depends on your circumstances and may not be more than the arranged overdraft limit. We reserve the right to decide when to apply or waive all account charges. All rates and charges may change.