

Your Current Account **Terms**

Adapt Account



NatWest

TOMORROW BEGINS TODAY

Welcome to your Adapt account

This document and the Adapt Interest Rate sheet set out the ‘terms and conditions’ for your account. We call them ‘terms’ for short. These terms explain how your account works and the rights and responsibilities for each of us. If you use our app, the Mobile Banking Terms will also apply. You can also go to **natwest.com** to see your terms. If you need them in Braille, large print, audio or another format, please let us know.

We’ll explain how your account works, what we need you to do to keep it safe and what you can expect from us.

To have an Adapt account, you need to:

1. Live in the UK
2. Be between 11 and 17 years old, and
3. Not be a business.

You can only have one Adapt account.

When you’re 18, we’ll change your Adapt account to a Select account, which is for adults. We’ll get in touch at least 60 days before this happens to tell you all about it.

It’s really important that you help us keep your account safe. Please:

1. Keep your bank details safe. This includes:
 - your PIN
 - your log-in details for online and mobile banking, and
 - any one time passcodes.
2. If you’re using online or mobile banking, make sure no one else can see it and keep your software updated.
3. Don’t let anyone make payments with your bank card or use online or mobile banking. If you want to give someone permission to make payments from your account, please let us know.
4. Sign your bank card as soon as you get it and don’t alter it in any way (it belongs to us).
5. Tell us if your contact information changes, like your phone number or email address. We need to keep in touch about your account.
6. Don’t approve payments you didn’t make.
7. Don’t use your account to do anything illegal.

If you want, you can close your account at any time. You just need to let us know.

Here's an explanation of some of the words used in these terms.

- A **business day** means Monday to Friday. This doesn't include bank holidays, like Good Friday or Christmas Day.
- A **cash and deposit machine** lets you pay cash or cheques into your account, as well as taking out cash.
- **Cora** is our online chatbot. You can ask her questions about how to do things on your account.
- A **payee** is the person or organisation you make a payment to. For example, a friend, a shop or a subscription service.
- A **payer** is the person or organisation you receive a payment from.
- A **Direct Debit** is a regular payment to someone (usually for bills). The payee will automatically take the money that's due from your account.
- A **standing order** is a regular payment that you can set up on your account. It's paid on the same day every month, to the same payee and for the same amount of money.
- An **authorised push payment scam (APP scam)** is when you're tricked into making a payment you didn't mean to make. For example, a fraudster pretends to be us and gets you to transfer money from your account to the fraudster's account. Or you're tricked into paying for something that doesn't exist.
- An **incorrect payment** means a payment you made using the wrong details.
- **Interest** is money we pay you for having money in your account.
- **Mobile device** means the technology you're using to look at and use your account. For example your mobile phone or tablet.
- **SEPA** is the Single Euro Payments Area where you can make and receive euro payments. It's made up of the countries in the EEA as well as the UK and a number of other regions including Guernsey, Jersey and the Isle of Man.
- An **unauthorised payment** means a payment from your account that you didn't make.
- **We** are the National Westminster Bank Plc (or NatWest for short). We're a member of the NatWest Group. Go to **natwestgroup.com** for more information about NatWest Group companies.

How do you tell us what you want to do with your account?

You need to give us instructions about how you'd like to use your account. For example, to make payments or to change your personal details. You can do this:

- Online.
- Using your mobile device.
- Using your bank card.
- By calling us.
- In branch.
- Through someone else acting on your behalf.
- Using cash machines, or
- Any other way we tell you about.

Sometimes you need to take extra steps to make instructions. For example, by entering a one-time passcode we send you.

We'll always follow your instructions, unless:

- You don't have enough money in your account.
- Your instruction looks unusual and we want to carry out some extra checks.
- Your instructions aren't clear or they don't contain all the right information.
- We reasonably suspect you didn't make the instruction.
- We reasonably suspect your instruction is connected to a scam, fraud or any other crime.
- We reasonably suspect the type of instruction has a high risk of being connected to a scam, fraud or any other crime.
- We reasonably suspect that you or someone else is acting illegally.
- Following your instruction might mean that a government, regulator or law enforcement agency could take action against us, or
- There's a restriction on your account. For example, your instruction would take you over your daily cash withdrawal limit.

To find out why we didn't follow an instruction, give us a call on **03457 888 444** or ask Cora. We'll let you know why, unless there's a legal or security reason that means we can't tell you.

How can you pay money into your account?

Money can be paid into your account by cash, cheque or electronic transfer.

1. If money is paid in by cash, it'll be ready to use straight away and it'll start earning interest on the same day. Sometimes there might be reasons why the cash may take longer to appear in your account. We've explained this in the table below:

How is the cash paid into your account	When will the cash be available to use and start earning interest?
At a branch counter on a non-business day or outside of normal branch opening hours.	The next business day.
Using a cash and deposit machine after 3.30pm or on a non-business day.	The next business day.
At a Post Office® counter using a pay-in slip.	When we receive the cash from the Post Office (normally two business days after you pay it in).

2. If money is paid in by a cheque before 3.30pm, it'll be ready to use and it'll start earning interest by the next business day. Sometimes the cheque may take longer to process. We've explained this in the table below:

When and where the cheque is paid into your account	When will the money be available to use and start earning interest?
At a branch counter after 3.30pm or on a non-business day.	The business day following the next business day.
Using a cash and deposit machine after 3.30pm or on a non-business day.	The business day following the next business day.
At a Post Office counter.	When we receive the cheque from the Post Office (normally one business day after you pay it in).

Some types of cheque might take slightly longer to process. Sometimes there may also be reasons out of our control that delay the timescales above. We'll try to let you know if this happens.

3. If money is paid in by electronic transfer, it'll be ready to use straightaway and it'll start earning interest on the same day.

We may refuse to accept an electronic payment into your account. If we reasonably suspect:

- There's a high risk it's connected to criminal activity, or
- Accepting it means we may break a law or other rule we need to follow.

Do we pay interest on your account?

Yes, your Adapt account pays interest on money in your account. The Adapt Interest Rate sheet sets out the rates we pay. It also explains that we may change the interest rates.

Making payments from your account

What kind of payments can you make?

You can make payments from your account if you've enough money available. If there are any bank card payments that have been approved but haven't been taken yet, we'll treat them as taken. If you don't have enough money in your account, the payment won't be made.

You can withdraw cash from cash machines up to your daily withdrawal limit. This limit may change from time to time. You can find your limit by asking Cora.

You can set up Direct Debits on your account and you can set up standing orders after you turn 16.

We'll send you a bank card to use on your account. You can use your card to make payments online, over the phone and in shops. Some companies let you create a digital copy of your card. This includes adding your card to your mobile device to make contactless payments and saving your card details online to let you make payments quicker. If you use your bank card this way, any payments will be treated as if you used the actual card.

When your card needs to be replaced, we may send you a new one under a different card scheme. Visa and Mastercard are examples of card schemes.

You can also set some limits on payments from your account, such as contactless payments.

When will payments leave your account?

We can only take bank card payments from your account when we're told to by the payee's bank. Once we're told, we'll take the payment within one business day. This means there may be a delay between using your bank card and the payment being taken from your account.

If you make an electronic payment in the UK, it'll usually be paid using a system called the Faster Payments Service. When this happens, the money will be added to the payee's account straight away. In a few cases the payment may take longer, such as if we suspect fraud. If we can't use the Faster Payments Service, then the money will be added to the payee's account:

- By the end of the next business day, or
- If we receive your instruction after 3.30pm or on a non-business day, by the end of the business day following the next business day.

Can you use your bank card outside the UK?

Yes. You'll be charged a fee called a **Non-Sterling Transaction Fee** if you use your card to:

- withdraw any foreign currency
- make any payments in a foreign currency, or
- buy any foreign currency outside the UK.

The **Non-Sterling Transaction Fee** is **2.75%** of the value of the payment in British Pounds.

We'll convert any card payment made in a foreign currency into British Pounds. We do this when the payment is taken from your account and the conversion rate we use is called the Payment Scheme Exchange Rate. If you'd like to see the most up-to-date rates, you can visit the Mastercard website.

Can you make electronic payments outside the UK?

You can make electronic payments to another country or in another currency, but different terms will apply to that payment. These can be found in the 'International Payments' section at the end of these terms.

Can you stop a payment?

You can stop a standing order, Direct Debit or a future dated payment. You can do this through online banking, telephone banking or visiting a branch. However, if the payment has already been processed, it can't be stopped.

We may cancel a standing order or Direct Debit. We'll do this if:

- it's been unpaid more than once, and
- it's likely there won't be enough money in your account to make these payments in the future.

What happens if you make a payment by mistake?

If you think you've made an incorrect payment, please let us know as soon as you can by calling **0370 600 0459**.

We'll try to get the payment back for you. If we can't get the money back, we won't refund you. But we'll contact the bank of the person you paid to ask for their contact details for you.

If the incorrect payment is a Direct Debit, we'll refund you.

If you're refunded and after investigating we decide you shouldn't have been, we may take that refund back.

What happens if we make a payment by mistake?

If we make an incorrect payment to your account, we can take the money out of your account. If we make an incorrect payment from your account and it was our mistake, we'll refund you.

What happens if you receive an incorrect payment?

We may take a payment from your account if the payer's bank tells us that it was sent to you by mistake. We'll contact you if this happens and if it was a mistake, we'll return the payment to the payer. If you tell us it wasn't a mistake, we'll return the payment to you. But we may share your details with the payer's bank. If the payment is a CHAPS or SEPA payment, we'll ask you before we take the payment.

What happens if you agree to a payment without knowing the amount?

You may agree that a payee can take a payment from your account without knowing how much the final payment will be. If this happens, we'll refund the payment to you if:

- You didn't know the exact amount when you agreed to make the payment,
- The final amount was bigger than you could reasonably have expected to pay in this scenario, and
- You ask for a refund within eight weeks of the payment being made.

How will we keep your account safe?

We'll let you know if we suspect or know that your account is at risk of fraud or a security threat.

We may apply limits to payments from and to your account. For example, where there's a high risk of fraud, scams or other crimes. We may change these limits. If you'd like to know your limits, please let us know. We'll tell you, unless there's a security reason why we can't.

What should you do if something goes wrong?

If something has gone wrong, please always let us know as soon as you can.

1. If your bank card is lost or stolen, call us on **0800 161 5149** (or **+44 125 230 8047** from outside the UK) or ask Cora. If you use your mobile device to make payments and it's lost or stolen, you can use the same contact details.
2. If you think someone:
 - knows your bank card details
 - knows your security details, or
 - has access to your account without your permissioncall us on **0370 600 0459** (or **+44 1268 500 813**) or visit one of our branches.
3. If you think an unauthorised payment has been taken from your account, call us on **0370 600 0459** or contact your branch. We'll refund you for any unauthorised payments, unless you've tried to commit fraud. If you're due a refund, we'll pay this by the end of the business day after you tell us that an unauthorised payment has been taken from your account. We may take longer if we reasonably suspect fraud.
4. If you think you've been the victim of an APP scam, call us on **0370 600 0459** or contact your branch. We'll investigate your claim and decide if you're entitled to a refund. This may include asking you and others for information about the APP scam. We'll refund you, or explain why we're not refunding you, as soon as possible and within a maximum time limit.

We'll only refund you if the APP scam payment was:

- an electronic payment (this doesn't include bank card payments), and
- in British Pounds, to an account in the UK that you don't control.

We won't refund you if:

- you've tried to commit fraud,
- you tried to make the APP scam payment for an illegal purpose. For example, buying illegal goods or services, or
- you deliberately, or very carelessly, didn't follow specific instructions designed to help stop you being a victim of an APP scam. However, we may refund you in this scenario, if due to personal circumstances:
 - you were vulnerable when you made the APP scam payment, and
 - your vulnerability contributed towards you becoming the victim of an APP scam.

For more information on APP scams, please see natwest.com/safefromscams.

This includes information on:

- what you can do to protect yourself, and
- how we investigate claims, including how long we can take to make a decision.

Can we limit the use of your account?

Yes. We may pause your access to your account or restrict what you can do on your account. This includes restricting services linked to your account, like your bank card or online banking. We'll only do this if we reasonably suspect that:

- You're involved in fraud or other serious crimes.
- Your bank card details or your security details haven't been kept safe.
- Your account has been used without your permission.
- Your account, or any other account you have with NatWest Group, has been used, is being used or is likely to be used illegally.
- It's the right thing to do to help protect your account.
- By continuing to let you use your account, we may break a law or other rule we must follow.

We'll let you know why we've done this. Unless we can't contact you or there's a legal or security reason that means we can't tell you.

Can we make changes to these terms?

Yes. We may change these terms if we've got a good reason. For example:

- If a law or another rule that applies to us changes.
- If the systems or suppliers we use change.
- To remove a service we offer that's out of date or isn't being used.
- If the costs we pay for providing your account and other services change.
- To make the agreement clearer for you.

We'll always tell you if we make changes to your terms.

If we:	How much notice we'll give you	How we'll tell you about the change
Introduce a new service or decrease or remove a fee.	We may make the change immediately and we'll tell you about it within 30 days.	By email, message to your online banking inbox or by post.
Change your account to another account.	At least 60 days' notice.	
Make any other change to these terms.	At least 60 days' notice.	

You can always close your account if you want to and there are no fees for this. If you don't close your account after we make changes to it, we'll assume that you're happy with the changes.

Can we close your account?

Yes, we may close your account.

We can close your account immediately if we reasonably suspect that:

- You've given us false information and this means you shouldn't have been able to open your account.
- Your account, or any other account you have with us, has been used, is being used or is likely to be used illegally.
- Keeping your account open means we break a law or other rule that we need to follow, or
- Keeping your account open means a government, regulator or law enforcement agency could take action against us.

We can also close your account if we give you at least 90 days' notice.

We'll explain why we've closed your account. Unless there's a legal or security reason that means we can't.

What else do you need to know?

Using your account

Your account should be used in the UK. If you don't live in the UK anymore, please let us know. We may not be able to keep your account open or offer you the same services.

Your account mustn't be used to make or receive payments connected to running a business.

How will we contact you?

We'll contact you and give information about your account by email, text or via online or mobile banking. We may also contact you by phone or write to you at your address.

It's important to tell us if your contact details change and that your electronic equipment is set up to receive communications from us.

Every month we'll send you a statement showing all the payments in and out of your account. If you didn't make or receive any payments during that month, we won't send you a statement.

All our communications will be in English.

How can you make a complaint?

We hope you never have to complain. But, if you're not completely happy with our service, we'd like to know.

You can get in touch with us by:

- Visiting **natwest.com** and filling in the online form.
- Calling us on **0800 151 0404** (Relay UK **18001 0800 404 6161**).
- Writing to us at Customer Relations Manager 1st Floor, 2 St Phillips Place, Birmingham B3 2RB (you won't need a stamp).
- Visiting your local branch.

The way we manage complaints is set out in our leaflet 'Let us fix it'. You can find this online or ask our branch or telephone banking staff for a copy.

If you're not happy with our response, you may be able to contact the Financial Ombudsman Service (the 'FOS'). The FOS tries to resolve complaints between customers and financial organisations. If we've not been able to resolve the complaint ourselves, the FOS can be contacted by:

- Emailing **complaint.info@financial-ombudsman.org.uk**
- Visiting **financial-ombudsman.org.uk**
- Calling **0800 023 4567** (from a landline) or **0300 123 9123** (from a mobile).
- Writing to Exchange Tower, London E14 9SR.

Our liability

Sometimes, unusual or unexpected things happen that are outside our control. For example, extreme weather conditions, strikes or a payment system fails. If this happens, we won't be responsible for any losses you suffer.

Can we hand over our rights or obligations under these terms?

Yes, we may hand over your account and the running of your account to another bank. We'll only do this if we've got a good reason and we believe you'll be treated to the same standards.

What happens if you owe tax to an authority?

We may take what you owe directly from your account. This includes any other charges in connection with your account.

What law applies to these terms?

If you live in Scotland, Scots law applies to these terms. If you live anywhere else, English law applies. If there's ever a disagreement between us, you can take legal action against us in any UK court.

Who are our regulators?

We're authorised by the Prudential Regulation Authority. We're regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We're on the Financial Services Register and our firm number is 121878.

Is your account protected by the Financial Services Compensation Scheme?

Yes, your account is protected by the Financial Services Compensation Scheme (FSCS). If something happens that means we can't pay money we owe you, then the FSCS may be able to pay you. For example, we stop trading or become insolvent. More information, including any compensation limits, is available at **[fscs.org.uk](https://www.fscs.org.uk)**

What information do you have about me and how will you use it?

We are responsible for protecting your personal info as carefully as we protect your money.

This summary explains how we collect and use it to help you and our business.

How we get your info and what we use it for

Information helps protect you and us from fraud. It also helps us check it's really you. We may also ask you to consider using other identification methods like biometrics (your fingerprint or voice).

We collect information in different ways, like:

- Collecting things like name, address and phone number from your application.
- When you bank with us online or using the NatWest app.
- From third party companies (such as other NatWest Group companies, credit reference agencies or public sources).

We use information in different ways, like:

- Health information can help you access our services more easily, like sending statements in braille if you need it.
- Offering you the right products and services, helping us improve how we serve you.
- Sharing information about criminal activity with other organisations can stop and detect crime, and helps us obey laws relating to money laundering, fraud, and terrorist financing.
- Making the bank run smoothly.

For more details about the types of info we use and where we get it from, go to natwest.com/privacy-policy.html and see sections two and three of our full privacy notice.

Why do you share my info?

We do this to:

- Protect you.
- Check your identity.
- Make sure you have the right products for your needs.
- Prevent fraud and money laundering.
- Help us comply with laws, manage our risk and protect our business.

Who do you share it with?

It's shared with:

- Other companies in our group and our business partners who provide some of our services.
- Fraud prevention agencies, so we can also record any identified or suspected fraud, which could mean we, or others, may refuse to provide you with services, financing, or employment.
- Industry regulators, government departments and similar organisations, like HM Revenue and Customs, who might in turn have to share it with other countries.

For more details about who we share your info with, go to natwest.com/privacy-policy.html and see section seven of our full privacy notice.

Your rights

We need your info to provide you with the right products and services for you, but you have clear rights over what we do with that info. They're not all included here but you're able to:

- Get a copy of your personal info.
- Ask us to correct or update wrong info.
- Ask us to stop using your info in some cases.
- Ask for a review of a decision that has been made automatically.
- Stop marketing that uses your personal info.
- Make a complaint to us about how we've used your personal info and then to the Information Commissioners office (ICO) if you're still not happy.

For more info about all your rights go to natwest.com/privacy-policy.html and see section four of our full privacy notice.

How long do you keep my info?

We don't keep your info for longer than we need to, which is usually up to 10 years after you close all your accounts.

Sometimes we need to keep it longer (for example due to an investigation by the police).

To find out more about how long we keep your info, go to natwest.com/privacy-policy.html and see section 12 of our full privacy notice.

International payments

This section applies to payments made to or received from countries outside the UK or in a foreign currency.

Sending an international payment

You can make the following international payments from your account if you have funds available:

Type of payment	When will the payment reach the payee's account following receipt of your instruction?
Payment in euros to an account in the UK or the SEPA area	No later than the end of the next business day. However, if you make the payment before 2pm the money will usually be added to the payee's account on the same business day.
All other payments	Usually no more than four business days but this may depend on the country the money is being sent to. When making a payment to most countries, you'll have the option to send it so that the money is added to the payee's account more quickly.

We'll usually send all payments to the payee in their local currency. For example, if you ask us to make a payment to a payee in the United States of America, we'll send the payment in US Dollars, unless you tell us otherwise.

If your payment is being sent outside the SEPA area, you may choose to:

- pay our charges and the payee will pay their own bank's charges,
- have all charges paid by the payee, or
- pay all the charges for the payment (including agent charges from other banks in the payment chain).

For more information on payment types and our charges please visit **natwest.com** (search for "send money abroad").

Exchange rates

Our exchange rates are based on our prevailing rate at the date and time that a foreign currency payment is processed. We publish reference exchange rates on **natwest.com** (search for “Exchange Rates”). These rates are indicative only and are published for reference.

What do you want to do?	When will we tell you the exchange rate?
Make a payment	<p>Before you make an international payment you can ask us to tell you the exchange rate that'll be applied to the payment. We'll provide or make this available to you where it's possible to do so. Where we can't tell you the actual exchange rate, we'll provide it to you as soon as we can afterwards.</p> <p>If you ask us to make a sterling payment to another country, our chosen bank or the payee's bank may convert your payment to the currency of the payee's account at their market exchange rate.</p>
Receive a payment	<p>We'll tell you the exchange rate used to convert the payment to sterling as soon as we can after the payment has been processed.</p> <p>If a payment in another currency is returned to your account, it'll be converted to sterling at the exchange rate applicable at the date and time the payment is credited to your account. This means that the payment may be more or less than the original payment you made from your account.</p>

Booked payments

A booked payment is a non-sterling payment, where either:

- the amount of the payment is the equivalent of £100,000 or more, or
- we treat the payment as a booked payment at our discretion.

In this section we refer to '**NatWest Markets**' and '**NWM Terms of Business**':

- **NatWest Markets** means NatWest Markets Plc and anyone who might take over its rights and/or responsibilities.
- **NWM Terms of Business** means the NatWest Markets Booked Payment FX Terms, as amended from time to time. The current version can be found at natwest.com/corporates/support/disclosures.html

If you make or receive a booked payment:

- you appoint and authorise us, on your behalf as agent, to enter into a foreign currency conversion transaction with NatWest Markets, under the NWM Terms of Business for that booked payment. This means that you'll be in a direct legal relationship with NatWest Markets under the NWM Terms of Business. NatWest Markets will be responsible for the foreign currency conversion and delivery to us of the required foreign currency, but they won't be responsible for anything else under these terms.
- the exchange rate applied will be based on a rate provided by NatWest Markets, adjusted to build in a margin. Part of that margin will be paid back to us by NatWest Markets.
- we'll transfer funds out of your account to NatWest Markets, and NatWest Markets will transfer the corresponding amount of the foreign currency to fund the booked payment (or in the case of a received booked payment, to fund the credit to your account).
- we'll still be responsible for the settlement of your funds to the payee's account after we've received the converted foreign currency funds from NatWest Markets. The usual timescales for processing the payment will apply.

