



NatWest

Your account fee is increasing

From **28th June 2024**, your **Reward Platinum** monthly account fee will be increasing.

We want to explain what it means for you and why we're doing this. There are other options, and we've included details of help and support that are available to you.

What does this mean for you?

Your monthly account fee will increase from **£20** to **£22** from 28th June 2024.

Your insurance and lifestyle benefits are worth up to £1,061 a year and you can still earn up to £5 a month in Rewards. You can exchange them for money back into your account, trade up for e-gift cards or donate them to charity. Please take the time to review your benefits to make sure your account still offers you value for money. You'll see a reminder, including details about how to earn Rewards, at the end of this document.

Why we're doing this

We last changed the fee for Reward Platinum accounts in 2018. Over the years the cost of providing the benefits that come with your account has gone up. So we've had to review the monthly fee. We know how much our customers value the insurance cover, discounts and services that come with this account. Making this change means we can keep giving you a wide range of benefits, from UK car breakdown cover to worldwide family travel insurance and more.

Other options with or without a monthly fee

It's important to review your account to make sure it still meets your needs. It's also worth checking you're not paying for the same insurance cover twice.

You don't need to have the account you have now to access everyday banking services, help improve your credit rating or to apply to borrow money from us. If you want to make changes to your account, move it or close it altogether, we can help.

We have other accounts with or without a monthly fee or added benefits. One of the ways you can change your account is with our mobile app. Just tap 'Apply' then 'Current Accounts'. If you decide our accounts aren't right for you, the Current Account Switch Service is a secure and easy way to move to another provider in seven days. Find out more in our mobile app, at natwest.com/manage-reward-platinum or contact us.

What happens next

If you're happy with your account, you don't need to do anything. Your monthly account fee will change automatically from 28th June 2024.

How to reach us

Our Video Banking service is one way to get in touch with us. Find out more at natwest.com/videobanking and book an appointment. You can also chat to Cora, your digital assistant, on our website or use the 'message us' feature in the mobile app. If you prefer, visit a branch or call us on **03457 888 444** (Relay UK **18001 03457 888 444**).



At a glance

- From 28th June 2024, your monthly account fee is increasing.
- Earn up to £5 in Rewards.
- Take the time to make sure your account's still right for you.
- We've included a reminder of your benefits.

Notes

Telephone lines are open 24 hours a day, and calls may be recorded.

Mobile app – available to customers with compatible iOS and Android devices and a UK or international mobile number in specific countries.

Video Banking – you'll need a device that has a camera or webcam and a connection to the internet. Video Banking may be recorded.

Your Reward Platinum account benefits

You can use our mobile app to access your account benefits, full terms and conditions, and any exclusions or excesses that apply. Or visit Membership Services at natwest.com/benefits

Your account includes benefits worth, on average, up to **£1,061 a year**.

Rewards

- Get £4 back in Rewards a month for paying two or more Direct Debits (at least £2 each), plus an additional £1 in Rewards a month for one mobile app login. That's up to **£60 a year**.
- You can also earn at least 1% back in Rewards by paying for things with your NatWest debit card at one of our partner retailers.
- To check your Rewards balance and see your latest personalised offers, access MyRewards on our mobile app or in Online Banking.
- As soon as your Rewards are worth £5 or more, you can start spending.
- Exchange your Rewards for cash, give them to charity or trade them for e-gift codes that you can use at one of our partners.

Travel insurance

- Your worldwide travel insurance covers you and your family (as defined in the policy terms and conditions) for up to 31 days per trip, including winter sports and £10 million medical expenses cover.
- Before booking a trip, remember to arrange any extensions to your insurance like cover for a pre-existing medical condition, or if you or anyone who relies on your cover is going to be over 70 when your trip starts.
- Underwritten by AWP P&C SA and administered by Allianz Assistance, the closest equivalent cover costs an average **£198 a year for individual cover** or **£490 for family cover**.*

* Prices include Insurance Premium Tax. Market comparison conducted 22nd February 2024. Individual price based on worldwide cover for a 40-year-old with no pre-existing medical conditions, family price based on worldwide cover for two adults aged 40 years old and two children aged 13 years old with no pre-existing medical conditions.

Spending abroad

- There are no Non-Sterling Transaction Fees when you buy with your debit card abroad. Other cards you may have with us could charge a fee on purchases made while away, so be sure to use this account.
- If you're offered "with conversion" or "without conversion", choose "without conversion" and always pay in local currency.

Car breakdown cover

- You'll have AA cover when travelling as a driver or passenger in any privately registered vehicle, throughout the UK. Anyone driving or travelling in your vehicle is covered too.
- This includes at home as well as at the roadside.
- Similar cover, bought directly with the AA costs **£258 a year**.

Mobile phone insurance

- Personal mobile insurance covers you for theft, loss, accidental damage or breakdown (once your manufacturer's warranty has expired). You can make two approved claims in any 12-month period. For joint accounts, each account holder can make two approved claims (maximum four per account).
- Next day replacements for lost or stolen phones when claims are completed by 8pm.
- If your phone takes a fall or breaks down, get a same day repair at over 100 locations. Or, depending on where you are, a manufacturer-approved mobile repair technician will come to you at home, work or anywhere in between.
- Similar cover for an iPhone 11 64GB with Protect Your Bubble costs **£114 a year*** (per account holder).

* No two mobile insurance policies are identical. We checked the Protect Your Bubble website on 7th February 2024.

tastecard

- Discounts on eating out at thousands of restaurants. Search for tastecard in your app store.
- The same benefit would cost £7.99 a month if bought direct, nearly **£96 a year**.

Cinema and film rental discounts

- Buy online through Membership Services and enjoy discounts on trips to the cinema.
- Three peak bookings (Friday to Sunday) three times a year at an ODEON* cinema for two adults and one child, including booking fees, could save up to **£43 a year**.

* Saving is based on visiting a standard Coventry ODEON cinema and redeeming eCodes on the cinema's website.

Mobile app available to customers with compatible iOS and Android devices and a UK or international mobile number in specific countries. Online Banking available to customers aged 11+ with a NatWest account.

All values based on a typical average worth over a one-year period, excluding any promotions and account fees. Values calculated February 2024.

Please remember that non-UK residents aren't eligible for the benefits on this account and if you move away from the UK, you won't be eligible to claim on the insurance policies.