

## A Guide to Overdraft Fees and Charges

### OVERDRAFTS

Agreed overdrafts and instant overdrafts both incur an interest rate of **15% EAR\*** typical (variable). Interest will be calculated daily on your account and applied monthly. The amount of interest payable and when it will be charged will be shown on your monthly statement. Instant overdrafts and exceeding your agreed overdraft may also incur additional charges such as:

- £10 for an Unpaid Item charge (this is for any payment which we do not honour as it exceeds any agreed overdraft limits, thereby creating or increasing an instant overdraft).
- £10 for a Paid Item charge (this is for any payment which we honour but which exceeds any agreed overdraft limits, thereby creating or increasing an instant overdraft).
- We will not charge you any more than a total of 6 Paid or Unpaid Item charges in any month.

If the deduction of interest causes or increases an instant overdraft, interest will be charged on the new overdrawn balance (there will be no Paid Item charge made when this is the case)

\*EAR stands for Effective Annual Rate and illustrates what the interest rate would be if interest was charged and added to the amount owed once each year. It does not take into account fees and charges. We may change any of the rates and charges and introduce new charges under the terms & conditions as detailed in the 'Our Service Relationship with Personal Customers' booklet.

### WHAT CAN I DO TO AVOID OVERDRAFT FEES?

- **Ask us about arranging an overdraft** – An overdraft can reduce the likelihood of incurring paid/unpaid item fees and can be significantly cheaper than incurring paid or unpaid item fees. For example, if you are overdrawn by £250 on your Current Account for 30 days, the total interest accrued is only £2.89.
- **Keep an eye on your balance** – You can check your account balance in store, online, by phone or through a cash machine to make sure you have enough money in your account to pay everything due. The money in your account must be available to withdraw – for example, cheques can take up to a week to be cleared.
- **Keep a record of any cheques you write and when they have been paid** – It is possible for the cheques to be presented up to a year after the issue date, so make sure you know when a cheque is being cashed against your account.
- **Track your regular payments** – Review your statements and make a list of the dates of your direct debits, standing orders and other regular payments – for example, mortgage, loan or rent. Ensure that funds are available when those payments are due to come out of the account
- **Move the payment date if possible** – If a direct debit payment is due at a difficult time in the month for you, contact the company and ask them if they'll collect it at a more convenient time.
- **Transfer money into your account by 12.00 midday** – If you ensure that sufficient funds are available in your account by 12:00pm at the latest on the day the payment is due, you will not incur a paid or unpaid item fee. Please note that these need to be cleared funds, as simply transferring funds from another account by 12:00pm is not sufficient as it can take a while for the money to be transferred, even with faster payments. Transferring from another Metro Bank account is instantaneous however.



#### Store Hours:

Monday - Friday ..... 8am - 8pm  
 Saturday ..... 8am - 6pm  
 Sunday ..... 11am - 5pm

#### Local UK Call Centre:

0345 08 08 500

#### Automated Banking:

0345 08 08 505

[metrobankonline.co.uk](http://metrobankonline.co.uk)