

Keeping You Informed

This booklet contains the following:

- Changes to Terms and Conditions for Personal and Private Banking
- Important Information for Savers

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Changes to Terms and Conditions for Personal and Private Banking

Please see below our simplified terms and conditions for Personal and Private Banking customers (the "Conditions"). We have made them shorter and easier to read and understand. The revised Conditions are now divided into General Conditions and Account Specific Conditions. The General Conditions apply to all the accounts and services listed below, while the relevant section of the Account Specific Conditions applies to each individual account listed below.

For example, if you hold a Key Account, you will find the terms and conditions which apply to your account in the General Conditions and the section of the Account Specific Conditions headed "Key Account".

We recommend that you carefully read the Conditions which apply to the account(s) that you hold and the service(s) you use. Should you have any questions about these Conditions please do not hesitate to speak to our staff.

Please Note

If you have any of the current accounts listed below, please read General Condition 7.3 which explains when we can convert your current account to another current account in our range.

If you have a Key Account, please read Account Specific Condition 5.2 which details our right to cancel Standing Orders and Direct Debits that are unpaid on your account.

The new and simplified Conditions will be effective from 7 March 2008.

They apply to the following products and services:

Accounts:

CURRENT ACCOUNTS:	Revolve Account; Interest Paying Current Account; Key Account; Cash Account; Student Royalties Account; Graduate Royalties Account; Royalties Account; Royalties Gold Account; Royalties Private Account; Private Bank Account; Private Banking Current Account.
Current Accounts no longer available for opening:	R21 Account; Personal Current Account; Gold Cheque Account; Royalties Premier Account.
SAVINGS ACCOUNTS:	Rainbow Savings Account; Cash Club Account; Private Banking Deposit Account; Instant Access Savings Account; Instant Savings Tracker Account; First Home Saver Account; Bonus 90 Account; Fixed Rate Bond; Instant Access ISA; Direct Saver; Telephone Saver.
Savings Accounts no longer available for opening:	Route 15 Account; 60 Day ISA; Tessa Only ISA; Gold Deposit Account; 30 Day Savings Account; 60 Day Savings Account; Bonus 90 Monthly Account.
SERVICES:	Telephone and online banking; Cashline Card; Highline Card; Cashline Plus Card.

This booklet is also available in Braille, large print and on audio tape. Please ask at any Royal Bank of Scotland branch for a copy of 'The Disability Discrimination Act – How we make our services accessible to everyone' leaflet.

Personal and Private Banking Terms and Conditions

Introduction

- (i) These Terms and Conditions (the "Conditions") form part of the contract between you and us, The Royal Bank of Scotland plc. The contract also includes the terms about interest rates and charges in our leaflets *Personal Banking – Charges and Rates of Interest* or (if you are a Private Banking customer) *Private Banking – Charges and Rates of Interest*. If you have a savings account or bond with us, your contract also includes the terms about interest rates in our leaflet *Savings Interest Rates* or in the information sheet relating to your bond.
- (ii) These Conditions are divided into General Conditions and Account Specific Conditions. The General Conditions apply to all accounts and services we offer to personal and private customers. The Account Specific Conditions apply to particular accounts.
- (iii) If an Account Specific Condition is inconsistent with any General Condition, the Account Specific Condition will apply (except for General Conditions 2.2 and 10.4).
- (iv) If your address is in Scotland, Scots law applies to the contract between you and us. If your address is elsewhere, English law applies to the contract between you and us. The law which we take as the basis for establishing relations with you prior to the conclusion of the contract is the law of England (unless your address is in Scotland, in which case it will be the law of Scotland).
- (v) We may allow you extra time to comply with your obligations or decide not to exercise some or all of our rights, but we can still insist on the strict application of any or all of our rights at a later stage.
- (vi) You should read these Conditions carefully and retain a copy for future reference. We can provide you with additional or up-to-date copies of these Conditions (and any other documents which form part of the contract between you and us) if you ask us. These Conditions are also available on our website www.rbs.co.uk and at our branches.
- (vii) Our leaflet *How to make the most of your account* sets out some important practical information on how to use your account effectively and safely.
- (viii) In these Conditions and in our leaflets *Personal Banking – Charges and Rates of Interest*, *Private Banking – Charges and Rates of Interest*, *Savings Interest Rates* and *How to make the most of your account* we use the term "business day" to refer to any day from Monday to Friday (inclusive) which is not a bank holiday.

General Conditions

Section A: Conditions of General Application

1 YOUR INFORMATION

1.1 Who we are

- 1.1.1 We are a member of The Royal Bank of Scotland Group ("the Group"). For information about our group of companies please visit www.rbs.com and click on "About Us", or for similar enquiries please telephone 0131 556 8555 or Textphone 0845 900 5960.

1.2 How we use your information and who we share it with

- 1.2.1 Your information comprises all the details we hold about you and your transactions, and includes information obtained from third parties.
- 1.2.2 We may use and share your information with other members of the Group to help us and them:

- (a) assess financial and insurance risks;
- (b) recover debt;
- (c) prevent and detect crime;
- (d) understand our customers' requirements;
- (e) develop and test products and services.

1.2.3 We do not disclose your information to anyone outside the Group except:

- (a) where we have your permission; or
- (b) where we are required or permitted to do so by law; or
- (c) to credit reference and fraud prevention agencies and other companies that provide a service to us or you; or
- (d) where we may transfer rights and obligations under this agreement.

1.2.4 We may transfer your information to other countries on the basis that anyone to whom we pass it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

1.2.5 From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we will notify you personally. If you do not object to the change within 60 days, you consent to that change.

1.2.6 If you would like a copy of the information we hold about you, please write to: The Data Protection Manager, Retail Regulatory Risk, 2nd Floor, Business House B, RBS Gogarburn, PO Box 1000, Edinburgh EH12 1HQ. A fee may be payable.

1.3 Credit reference agencies

1.3.1 We may make periodic searches at credit reference agencies and will provide information to the Group to manage and take decisions about your accounts. This may include information about how you manage your account including your account balance, credit limit and any arrears. We will also provide this information to credit reference agencies who may make this information available to other organisations so that they can take decisions about you, your associates and members of your household. This information may also be used for tracing purposes.

1.4 Fraud Prevention Agencies

1.4.1 If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

1.4.2 We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

- (a) checking applications for, and managing credit or other facilities and recovering debt;
- (b) checking insurance proposals and claims;
- (c) checking details of job applicants and employees.

1.4.3 We and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

1.5 Agencies

1.5.1 We can provide the names and addresses of the credit reference and fraud prevention agencies we use if you would like a copy of your information held by them, please contact any branch. The agencies may charge a fee.

2 OPENING AN ACCOUNT

2.1 Availability

2.1.1 Accounts are available only to individuals (other than trustees under a formal written trust). Accounts must not be used for business purposes.

2.2 Cooling Off

2.2.1 You have a period of 14 days within which to cancel your account (unless you have an account, such as a bond, whose price depends on fluctuations in the financial market outside our control which may happen during the cancellation period).

2.2.2 The cancellation period mentioned in General Condition 2.2.1 begins on the later of the following two dates:

- (a) the date your account is opened; and
- (b) the first date on which you have received copies of:
 - these Conditions; and
 - the fees leaflet that applies to your account (either *Personal Banking – Charges and Rates of Interest* or *Private Banking – Charges and Rates of Interest*); and
 - any other documents containing contractual terms relating to your account (including, in the case of a savings account, *Savings Interest Rates*).

2.2.3 To cancel your account, you must send a written notice to the branch where your account is kept, or (if you have an account which is not a branch based account) to the address specified in the applicable Account Specific Condition.

2.2.4 If you cancel your account, we will return all the money in your account to you and any interest it has earned, and we will not impose any extra charges. If, at your request, we have supplied you with any services before you cancel your account, you will have to pay our charges for supplying those services.

2.2.5 If you do not cancel your account, you will remain bound by the terms of your contract with us until your account is closed.

2.2.6 Your rights under General Condition 2.2 will not be affected by any Account Specific Conditions which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

3 GIVING US INSTRUCTIONS

3.1 Instructions

3.1.1 You authorise us to accept and act on your instructions, even if carrying out those instructions creates a debt on your account.

3.1.2 Your instructions can be in writing (which must include your signature(s)), by cash machine, by telephone, online or by any other means we tell you are available.

3.1.3 Where your instructions are not in writing, we are entitled to accept and act on them if they have been confirmed by use of the security procedures which we notify you of from time to time.

3.1.4 Where you give us instructions by telephone or by accessing our website, you should authenticate the transaction using the security procedures mentioned in General Condition 12.3.

- 3.1.5 We may refuse to act on your instructions if:
- we reasonably believe that you did not give us the instruction; or
 - we reasonably suspect fraudulent activity; or
 - your instructions are unclear, incomplete or not in the required form; or
 - we might act contrary to a law, regulation, code or other duty which applies to us; or
 - it would cause you to exceed any limit or restriction which applies to your account (such as a daily cash withdrawal limit from cash machines); or
 - we have any other valid reason for not acting on your instructions.

3.2 Joint Accounts

- 3.2.1 If you have a joint account, we will (unless and until instructed otherwise under General Condition 3.2.2) accept instructions from any one of you. This means that any one of you can withdraw the full balance in your account.
- 3.2.2 Any one of you may instruct us that we may only accept instructions from all of you acting together. If this happens:
- we will only act on your instructions if they are in writing and signed by all of you; and
 - you will be unable to use our telephone and online banking services, which depend on us being able to accept instructions from any one of you.
- 3.2.3 If one of you dies, we will accept instructions from the survivor(s), into whose name(s) the account will pass.

3.3 Protecting Your Account

- 3.3.1 In order to protect your account against misuse, you must:
- keep your PIN and your other security details secret; and
 - tell us **immediately** if you think someone else may know any of your security details; and
 - act with reasonable care, including taking reasonable steps to prevent unauthorised use of your security details; and
 - not act fraudulently; and
 - follow the security procedures described in General Conditions 12.3 and 12.4 if you operate your account by telephone or by accessing our website; and
 - take the steps described in General Condition 13.2 if you have a Highline, Cashline or Cashline Plus card.
- 3.3.2 You will be responsible for all losses caused by:
- any fraudulent activity on your part; and
 - any person acting with your authority.
- 3.3.3 General Conditions 12.3 and 12.4 set out your responsibility for losses caused by your failure to follow the security procedures for operating your account by telephone or by accessing our website.
- 3.3.4 General Condition 13.10 sets out your responsibility for losses caused by the misuse of Highline, Cashline or Cashline Plus cards.

4 PAYMENTS INTO YOUR ACCOUNT

4.1 Cash

- 4.1.1 The following terms apply if cash is paid into your account by itself:
- if the cash is paid in over the counter in one of our branches, the money will be added to your balance and credited to your account for interest purposes immediately; or

- if the cash is paid into one of our quick deposit facilities, the money will be added to your balance and credited to your account for interest purposes on the next business day.

4.1.2 When cash is paid into your account together with any cheque(s), the cash will be:

- credited to your account for interest purposes on the day that the cheques are added to your balance; and
- available for withdrawal the next business day.

4.2 Cheques

4.2.1 The following terms apply when a UK Sterling cheque, which is issued by and deposited with us or another UK bank, is paid into your account:

- If the cheque is paid in over the counter at the branch where you have your account, the money will be added to your balance by the next business day. In any other case, the money will be added to your balance by the next business day following the day on which we receive it or (if we receive it on a day which is not a business day) by the second business day after the day we receive it.
- The money will be credited to your account for interest purposes no later than two business days after it is added to your balance.
- The money will be available for you to use no later than four business days after it is added to your balance.
- If the bank, building society or other organisation that the cheque was drawn on decides not to honour it, they will normally explain the reason for non-payment. We will deduct the amount of the cheque from your balance no later than the end of the sixth business day after it was added to your balance. After that, we will not deduct the amount of your cheque from your balance unless you give your consent to our doing so or you were knowingly involved in a fraud concerning the cheque.

4.2.2 Where legal reasons require, or in certain limited circumstances beyond our control, the payment of a cheque into your account may be prevented or may take longer than the time periods set out in General Condition 4.2.1.

4.2.3 For foreign currency cheques or cheques which are not issued by or deposited with a UK bank different cheque clearing procedures and longer time periods may apply than those stated in General Condition 4.2.1.

4.2.4 Paying cheques into your account will always be subject to cheque clearing cycles and the rules of any cheque clearing system(s) used by us.

4.3 Interest

4.3.1 We will pay interest on the daily cleared credit balance in your account unless the Account Specific Conditions for your account provide otherwise. Interest will be calculated and paid in the manner and at the rates set out in our interest rate leaflets, which can be obtained from any branch (for branch based accounts). You can also call 0800 121 129, look on our website www.rbs.co.uk or ask our branch staff.

4.3.2 Our interest rate leaflets include the following:

- *Personal Banking – Charges and Rates of Interest;*
- *Private Banking – Charges and Rates of Interest;*
- *Savings Interest Rates;*
- Bond information sheets.

4.3.3 We will comply with our obligations under the *Banking Code* to notify you of the interest rate applicable to your account.

- 4.4 Refusal of payments into your account**
- 4.4.1 If we have a valid reason, we may refuse to accept a payment into your account.
- 5 PAYMENTS OUT OF YOUR ACCOUNT**
- 5.1 Withdrawals and other transactions**
- 5.1.1 If there are sufficient cleared funds in your account, you may carry out transactions on your account and withdraw money at any time. For your protection, there is a daily limit on the amount of cash you can withdraw using your card at a cash machine.
- 5.2 Cheques**
- 5.2.1 When you pay a cheque out of your account, we may decide not to pay it if:
- there is not enough money in your account, or payment of the cheque would cause your account to exceed any arranged overdraft limit; or
 - the cheque contains a technical irregularity (for example, a difference between the amount written in figures and the amount written in words); or
 - we have reasonable grounds to suspect fraudulent activity.
- 5.2.2 We will only pay a cheque if it has been written by filling in one of the cheque forms we have supplied to you.
- 5.3 Cancellation**
- 5.3.1 If you want us to stop a cheque, or cancel a Standing Order or Direct Debit instruction on your account, you should advise your branch (or such other person(s) as we tell you) in writing, or by telephone (followed by written confirmation). You will not be able to stop a cheque or cancel a Standing Order or Direct Debit if you do not advise us before we are committed to pay the cheque or make the payment from your account. You must include the following details:
- cheque – cheque number and date, your account number, amount and name of payee;
 - Standing Order – name of recipient, amount and frequency;
 - Direct Debit – name of recipient, amount and frequency.
- 5.3.2 You cannot stop a cheque that has been guaranteed by your card.
- 5.4 Services and charges**
- 5.4.1 We may impose:
- charges for the operation of your account, including overdraft charges, interest and unpaid item charges; and
 - other charges relating to your account or to the supply of services requested by you.
- 5.4.2 Our current charges for the operation of your account and the other charges we most frequently impose are set out in the fees leaflet that applies to your account (either *Personal Banking – Charges and Rates of Interest* or *Private Banking – Charges and Rates of Interest*). You can also find out about our charges by telephone, on our website www.rbs.co.uk, or by asking our staff. We will tell you about the charges for any service not covered by the leaflet before we provide the service and at any time you ask.
- 5.4.3 There may be other costs (such as taxes) imposed by third parties on your account. We may debit to your account the amount (if any) of any tax, duty or other charge levied on your account by any competent authority in connection with your account and which we may pay to such authority on your behalf.

6 OVERDRAFTS AND UNPAID ITEMS

6.1 Availability

- 6.1.1 Unless indicated otherwise in the Account Specific Conditions for your account, arranged overdrafts are available on request if you are aged 18 or over and you satisfy our criteria. We can change your overdraft limit by notifying you personally to tell you what the new limit will be.

6.2 Security

- 6.2.1 When we arrange an overdraft limit, we will provide you with details of any existing security we hold for the overdraft and any new security we require.
- 6.2.2 We will not be obliged to make the overdraft available until any security we require has been completed to our satisfaction. We will require all security to be granted in our preferred form.

6.3 Unarranged overdrafts and unpaid items

- 6.3.1 If you issue instructions for a withdrawal or other payment which would result in:
- your account becoming overdrawn, or further overdrawn, without prior arrangement; or
 - your overdraft limit being exceeded,
- we will treat your instructions as an informal request for an unarranged overdraft. General Conditions 6.3.2 and 6.3.3 describe the charges we make when we process your request.
- 6.3.2 If we are obliged to accept your request because you have used a card to guarantee payment to a third party, we will make a charge known as a Guaranteed Card Payment Fee.
- 6.3.3 If we are not obliged to accept your request, we will decide, at our discretion, whether to accept it or not. The following charges will apply:
- if we accept your request, we will make a charge known as a Paid Referral Fee.
 - if we do not accept your request, we will make a charge known as an Unpaid Item Fee.
- 6.3.4 Where you have an unarranged overdraft, in addition to any charge imposed under General Conditions 6.3.2 and 6.3.3, we will:
- apply a monthly charge known as a Maintenance Charge; and
 - charge interest (known as debit interest) on the unarranged overdraft at a rate which is higher than the rate we charge on arranged overdrafts.
- 6.3.5 You will find details of the interest and charges mentioned in this General Condition 6.3 in the fees leaflet that applies to your account (either *Personal Banking – Charges and Rates of Interest* or *Private Banking – Charges and Rates of Interest*).
- 6.3.6 If we allow an overdraft to be created or your arranged overdraft limit to be exceeded, this will not mean that your overdraft limit has been changed, nor that we are bound to make any other payment which would have the same effect.

6.4 Calculating your overdraft

- 6.4.1 To determine whether your instructions would result in an unarranged overdraft, we will look at the cleared balance (plus any unused arranged overdraft facility) on your account.
- 6.4.2 We may disregard any credits which have not cleared when we calculate the amount of your overdraft outstanding (and any interest payable).

If we make a payment against credits which have not cleared, this does not mean that we are bound to do so at other times.

6.5 Repayment and termination of your overdraft

- 6.5.1 We will always tell you if we intend to place any restrictions on your ability to make withdrawals under an overdraft facility.
- 6.5.2 On notifying you personally, we can withdraw your right to overdraw your account, or demand immediate repayment of your overdraft, or both. If we demand repayment of your overdraft, you must immediately stop making withdrawals or payments of any kind on your account and repay the full amount of your overdraft.
- 6.5.3 You may terminate your overdraft facility at any time by telling us in writing. If you do this you must repay any overdraft immediately.

6.6 Interest, fees, charges and other costs

- 6.6.1 We will notify you personally if we charge a fee when we arrange or renew an overdraft. If a fee is payable, we will debit it to your account on or shortly after the day on which your overdraft is arranged or renewed.
- 6.6.2 Interest and charges relating to overdrafts (whether arranged in advance or not) will be payable and will be calculated and charged in the manner and at the rates set out in the fees leaflet that applies to your account (either *Personal Banking – Charges and Rates of Interest* or *Private Banking – Charges and Rates of Interest*) and in any overdraft confirmation letter. Interest will be calculated on the daily cleared overdrawn balance on your account (both before and after any judgement for payment).
- 6.6.3 You will also be responsible for paying any costs reasonably incurred by us in connection with your overdraft. These will include (but will not be limited to) costs of:
- (a) communicating with; and
 - (b) preserving, taking, enforcing and/or realising any security; and
 - (c) taking steps, including court action, to obtain payment.
- 6.6.4 We may debit your account with any interest, fees, charges or other costs, even if this results in or increases an unarranged overdraft. If an unarranged overdraft arises in this way, we will not charge a Paid Referral Fee under General Condition 6.3.3(a) but we may apply charges and interest under General Condition 6.3.4.

6.7 Conditions for your overdraft

- 6.7.1 The Conditions of an overdraft will not be affected in any way by the account on which we have made the overdraft available being:
- (a) allocated another account number by us; or
 - (b) transferred to another of our branches, offices or departments.

7 CLOSING OR CONVERTING YOUR ACCOUNT

7.1 Closure by us

- 7.1.1 We can close your account immediately if:
- (a) we reasonably suspect that you have given us false information; or
 - (b) we reasonably suspect that your account is being used for an illegal purpose; or
 - (c) you behave in a threatening or violent manner towards our staff; or
 - (d) you were not entitled to open your account.

7.1.2 We can also close your account on giving you not less than:

- (a) 30 days' prior notice; or
- (b) such period of notice as you would have to give us in order to close your account (or to close it without paying a charge or suffering a loss of interest),

whichever is longer.

7.1.3 If you have an account of fixed duration (such as a bond), we can only close your account under General Condition 7.1.1.

7.2 Closure by you

7.2.1 You can close your account at any time for any reason without charge, and we will forward any existing credit balance on your account to you, provided that:

- (a) you inform us in writing that you wish to close your account; and you return all (unused) cheques and cards issued on your account with any cards cut once through the magnetic strip and once through the chip; and
- (c) you repay any money you owe to us, including the amount of any cheques, card transactions or other payment instructions you have made and any charges or interest incurred which we have not taken out of your account; and
- (d) the Account Specific Conditions for your account permit you to do so; and
- (e) you inform all third parties with whom you have arranged Direct Debits and Standing Orders of the closure of your account.

7.3 Conversion by us

7.3.1 If your account is a current account, you agree that we may convert it to another current account in our range of accounts. We will only do this if:

- (a) we have a valid reason for converting your account; and
- (b) we notify you personally not less than 30 days before we convert it.

We will convert your account after the expiry of our notice unless in the meantime you have informed us in writing that you wish to close your existing account under General Condition 7.2.1.

For a period of 30 days from the date on which we convert your account, you may close the account (or switch to any other account which we are willing to provide to you) without loss of interest or any additional charges.

8 LIABILITY

8.1 Your liability

- 8.1.1 You are responsible for payment of any debt that arises on your account.
- 8.1.2 If you have a joint account, you will each be responsible for any money owing on your account, both individually and jointly. This means that if one of you is unable to repay the money owing, the other account holder(s) can be required to pay the amount due in full, even if your relationship has changed or ended.

8.2 Our liability

8.2.1 We will not be liable to you for any loss you suffer where the performance of our obligations is impaired by any industrial action, riot, war, terrorist activity, natural disaster, failure of equipment or any other event which is beyond our control.

9 COMMUNICATIONS

9.1 Bank statements

- 9.1.1 We will provide you with statements showing all amounts added to or taken from your account since the previous statement.
- 9.1.2 You should read these statements, and tell us as soon as possible if you believe there is an incorrect entry in any statement.

9.2 Other communications

- 9.2.1 When we communicate with you by telephone, we may record the call to ensure that we provide a good service and that we follow your instructions correctly.
- 9.2.2 All communications from us to you (including the documents containing the terms of the contract between you and us) will be in English.

10 CHANGES TO THE AGREEMENT

10.1 Changes to the agreement and charges

- 10.1.1 If we have a valid reason for doing so, we may change the terms of our agreement with you by notifying you personally not less than 30 days before the change comes into effect.
- 10.1.2 We may introduce new charges on your account or change the amount of any charges which already apply to your account by notifying you personally not less than 30 days before the change comes into effect.
- 10.1.3 We may also:
- (a) reduce the amount of any charges which already apply to your account; or
 - (b) make any other change to the terms of our agreement with you that is to your advantage,
- by notifying you of the change in accordance with General Condition 10.1.4.
- 10.1.4 We will notify you of any change under General Condition 10.1.3 as follows:
- (a) We will advertise the change before it comes into effect or at the earliest opportunity afterwards. We will do so by publishing a notice on our website www.rbs.co.uk. Where the change applies to branch based accounts, we will also display a notice of the change in our branches.
 - (b) In addition, we will notify you personally of the change either before or after it comes into effect. If we will not be able to notify you personally within 60 days after the change comes into effect, then (as well as advertising the change under General Condition 10.1.4 (a) and notifying you personally after the expiry of the 60 day period) we will publish a notice of the change in at least three national daily newspapers before the change comes into effect or at the earliest opportunity afterwards.
- 10.1.5 If you have an account of fixed duration (such as a bond), we will only make changes under General Condition 10.1.2 or 10.1.3 if we have a valid reason for making the change.
- 10.1.6 This General Condition 10.1 does not apply to changes we make under General Conditions 12.6 or 12.8.

10.2 Copies of the Conditions

- 10.2.1 If we make a major change or a lot of minor changes in any one year, we will give you a copy of the new Conditions or a summary of the changes. You can also request a copy of the Conditions at any time.

10.3 Changes to interest rates

- 10.3.1 We may change the interest rates which apply to your account for any of the following reasons:
- (a) to enable us to respond proportionately to a change in the Bank of England's base rate;
 - (b) to enable us to respond proportionately to changes in the interest rates paid or charged by other banks and financial institutions on personal current and savings accounts;
 - (c) to reflect changes in the costs we reasonably incur in providing your account;
 - (d) to reflect changes in the law or a decision by an ombudsman;
 - (e) to enable us to meet changed regulatory requirements;
 - (f) to reflect changes in any codes of practice to which we subscribe.
- 10.3.2 We may also change the interest rates which apply to your account for any other valid reason.
- 10.3.3 Except where you have an account of a fixed duration (such as a bond), we may also change the interest rates which apply to your account by notifying you personally not less than 30 days before the change takes effect.
- 10.3.4 Nothing in General Conditions 10.3.1 to 10.3.3 enables us to change an interest rate which, under the Account Specific Conditions, is fixed or tracks a specified rate or index.
- 10.3.5 If we change interest rates under General Condition 10.3.2 or 10.3.3, then our notice will identify the term under which we are making the change.
- 10.3.6 We will give you notice of any change we make under General Conditions 10.3.1 or 10.3.2 as follows:
- (a) if we are changing the interest rates we pay on credit balances, we will give you notice of the change at the earliest opportunity after the change comes into effect; and
 - (b) if we are changing the interest rates we charge on overdrafts, we will give you notice of the change before the change comes into effect.
- 10.3.7 We will give you notice under General Condition 10.3.6 by advertising the change in at least three national daily newspapers and on our website www.rbs.co.uk. Where the change applies to branch based accounts, we will also display a notice of the change in our branches.

10.4 Your rights when changes are made

- 10.4.1 If we give you notice of:
- (a) a change in the terms of our agreement with you under General Condition 10.1.1;
 - (b) the introduction of a new charge or a change in the amount of any existing charge under General Condition 10.1.2; or
 - (c) a reduction in the amount of any existing charge or a change in the terms of our agreement with you that is to your advantage under General Conditions 10.1.3 and 10.1.4; or
 - (d) a change in interest rates under General Condition 10.3.2 or 10.3.3,
- then for a period of 60 days from the date of our notice, you have the right to switch or close your account without loss of interest or any additional charges.

- 10.4.2 Your rights under General Condition 10.4.1 will not be affected by any Account Specific Conditions which would otherwise prevent you closing your account or closing it without loss of interest or additional charges.

11 COMPLAINTS

- 11.1 If you wish to complain about any of our products or services, we have procedures designed to resolve your complaint effectively. We can give you a leaflet describing those procedures if you ask for it at any of our branches or if you make a request by telephone or you can look on our website www.rbs.co.uk.

Section B: Remote Banking Conditions

12.1 Introduction

- 12.1.1 This Section applies to you if we have agreed that you may use our telephone and online banking services, which allow you to operate your account by telephone or by accessing our website.
- 12.1.2 The General Conditions in this Section explain your rights and responsibilities and those of The Royal Bank of Scotland plc regarding the use of The Royal Bank of Scotland telephone and online banking services.
- 12.1.3 If you do not hold a Royal Bank of Scotland credit card, the Conditions which relate to credit cards will not apply to you.

12.2 Definitions

- 12.2.1 In this General Condition 12:

“We”, “Us”, “Our” means The Royal Bank of Scotland plc.

“You”, “Your” for current and savings accounts means:

- (a) in the case of an individual, the customer who has an account(s) with us on which the Service is available. If you have a joint account, references in these Conditions to “you” include each of you together and separately; or
- (b) in the case of a limited company, any director, official and any other persons authorised by the customer to give instructions on the account(s); or
- (c) in the case of a partnership, the individual partners (in their separate capacities of partners and individuals) and any other persons authorised by the customer to give instructions on the account(s); or
- (d) in the case of a limited liability partnership, any member and any other person(s) authorised by the customer to give instructions on the account(s); or
- (e) in the case of a sole trader or professional practitioner, the customer who has the account(s) and any other person(s) authorised by the customer to give instructions on the account(s); or
- (f) in the case of a club, society or unincorporated body, any official and any other person(s) authorised by the customer to give instructions on the account(s); or
- (g) in the case of a trust, any trustee and any other person authorised by the trustees to give instructions on the account(s).

“You”, “Your” for credit card accounts means the customer who has a credit card account with us.

“Security Details” means the identifying words, codes and numbers agreed between you and us that are used in the security procedure.

“Service” means The Royal Bank of Scotland telephone and online banking services when accessed using the telephone or internet.

12.3 Authority

- 12.3.1 You authorise us to accept and act on your instructions and to pay to and from your account(s) the amounts involved when the transaction has been authenticated by the use of the security procedure we require you to follow.
- 12.3.2 If you have a joint account, we will act on the instructions of any one of you but you are each responsible for all transactions carried out and for the repayment of any borrowing which arises on your account.

12.4 Security Procedure

- 12.4.1 You must keep your Security Details secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.
- 12.4.2 You must not disclose your Security Details to any other person or record your Security Details in any way that may result in them becoming known to another person.
- 12.4.3 Please note that after initial registration or enrolment we will never contact you, or ask anyone to do so on our behalf, with a request to disclose your Security Details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not supply your Security Details to them in any circumstances. You should report any such requests to us immediately.
- 12.4.4 Where a transaction on the account is confirmed by use of the Security Details and the Service but you subsequently show that the transaction was not authorised by you, you will not be liable for that transaction provided you have kept your Security Details secret, you have acted with reasonable care and in accordance with these Conditions, and you have not acted fraudulently.
- 12.4.5 If you suspect someone knows your Security Details you must contact us immediately. If you fail to do so, you will be liable for any unauthorised transactions on your account confirmed by use of the Security Details.
- 12.4.6 You will be responsible for all instructions received by us between the time you pass the security procedure until you exit from the Service. Please note that this includes any input errors or instructions sent by someone other than yourself so please do not leave the device you are using to access the Service unattended while you are still logged onto our website.
- 12.4.7 Telephone calls may be recorded.

12.5 Transactions

- 12.5.1 Banking instructions received through the Service for your current and savings accounts by 6:30pm on any banking day will normally be processed that day. (You will be advised at the time you send the instruction if the instruction cannot be processed that day but will be processed the next banking day). Instructions received at any other time will be processed the next banking day.
- 12.5.2 You are responsible for all transactions carried out using the Service and for repayment of any debt that arises from use of the Service.

12.6 Charges

- 12.6.1 We reserve the right to charge you and you agree to pay the charges which apply when you use the Service or any part of it. Details of new

charges and changes to charges will be notified to you personally, at least 30 days before they take effect and will also be available on The Royal Bank of Scotland website www.rbs.co.uk.

12.7 Availability of the Service

12.7.1 While we will make reasonable efforts to provide the Service, we will not be liable for any failure to provide the Service, in part or full, for any cause that is beyond our reasonable control. This includes, in particular, any suspension of the Service resulting from maintenance and upgrades to our systems or the systems of any party used to provide the Service.

12.8 Variation/Termination of the Service

12.8.1 We reserve the right to change the Service from time to time and shall give you notice of any material changes.

12.8.2 We may, where we consider it appropriate for you or your protection, suspend, withdraw or restrict the use of the Service or any part of the Service. We will tell you as soon as practicable if we take such action. We may also end the Service or any part of the Service at any time by giving you reasonable notice.

12.8.3 We reserve the right to vary these telephone and online banking conditions and will give you 30 days' notice of any material changes.

12.8.4 You may terminate your subscription to the Service by notifying us. The notification will not be effective until we receive it.

Section C: Highline, Cashline and Cashline Plus Card Conditions

13.1 Introduction

13.1.1 This Section applies to you if you have a Highline, Cashline or Cashline Plus card.

13.1.2 The General Conditions in this Section apply to Highline, Cashline and Cashline Plus cards, except for those General Conditions which are stated to apply only to:

- (a) Highline and Cashline Plus cards; or
- (b) Highline cards.

13.2 Important Notices

13.2.1 If your card is lost or stolen, or you suspect that someone knows your PIN, you must phone us on 0870 513 3550 (or +44 870 513 3550 from abroad). If you are unable to communicate in any other way, you must write immediately to your branch or to The Royal Bank of Scotland plc, Edinburgh Card Centre, PO Box 20000, The Younger Building, 3 Redheughs Avenue, Edinburgh EH12 9RB.

13.2.2 You (and any additional cardholder(s)) must:

- (a) sign your card when you or the additional cardholder(s) receive it; and
- (b) keep your card secure at all times and not allow any other person to use it; and
- (c) on receiving your PIN advice slip memorise your PIN and then immediately destroy your PIN advice slip; and
- (d) never write down your PIN in any way which could be understood by someone else.

13.2.3 You (and any additional cardholder(s)) must not use your card:

- (a) before or after the period it is valid for; or
- (b) after we tell you that we have cancelled or withdrawn your card.

13.2.4 Your card remains our property. If we ask, you must return your card to us immediately (cut once through the magnetic strip and once through the chip). We, or anyone acting for us, may keep your card at any time. For example, we may cancel your card and instruct any third party to keep hold of it if you try to use it.

13.3 Using your card

13.3.1 You may use your card along with your PIN to obtain cash (up to the daily limit on your account) from any cash machine which we advise will accept your card.

13.3.2 We will advise you of the daily cash withdrawal limit (this may include the value of other transactions carried out at cash machines, details of which will be advised to you from time to time) and we may adjust the limit from time to time.

13.3.3 You can use your Highline or Cashline Plus card to make purchases from retailers or suppliers of services who display the logo (Maestro or Solo) shown on the card or any other logo which we notify to you.

13.3.4 If by using the card you (or any additional cardholder(s)) instruct us to debit your account where there are insufficient funds available to cover the debit, or the requested debit would cause an arranged overdraft limit to be exceeded, we will treat your instructions as an informal request for an unarranged overdraft. If an unarranged overdraft arises as a result (either through exercise of our discretion to pay the item, or through payment being guaranteed to a third party, or through interest and charges being debited to your account) this will be an unarranged overdraft and the provisions set out in General Condition 6 above will apply.

13.3.5 Transactions carried out using your card will normally be applied to your account on the day the transaction is carried out or on the next business day.

13.3.6 On each business day, any available funds on your account will be used to pay any transaction notified to us since the previous business day before they will be used to pay any other debit to your account.

13.3.7 When there is a transaction in a foreign currency on your account, we will convert it into sterling at our then current exchange rate.

13.3.8 You must pay all amounts charged to your account by your Highline or Cashline Plus card (even when the details on the sales voucher are wrong or where no sales voucher is signed) if it is clear that you or any additional cardholder has authorised the transaction.

13.3.9 When we receive an acceptable refund voucher we will pay the amount of the refund to your account.

13.3.10 If we consider it appropriate we may suspend, withdraw or restrict the use of your card at any time. We will tell you before we take this action, or as soon as possible afterwards.

13.3.11 Once we receive notice of the loss, theft or possible misuse of your card, we will cancel your card. If your card is then found, you must not use it. You must return it to us immediately (cut once through the magnetic strip and once through the chip).

13.3.12 We will not be liable if any party refuses to let you pay or withdraw cash using your card.

13.4 Authorisation

- 13.4.1 A retailer or supplier of services may ask us for authorisation before accepting payment by your Highline or Cashline Plus card. We may decide not to give authorisation if:
- (a) your card has been reported as lost or stolen, or we have reason to suspect it is lost or stolen; or
 - (b) you or any additional cardholder have broken these Conditions; or
 - (c) taking account of all other transactions we have authorised, including those not yet charged to your account, there are insufficient funds available in your account.
- 13.4.2 Once you have carried out a transaction using your Highline or Cashline Plus card you cannot ask us to stop that transaction. However, we will cancel a transaction that has been authorised but not paid if we receive satisfactory evidence of the transaction being cancelled.

13.5 Cheque guarantees

- 13.5.1 You may use your Highline card to guarantee the payment of one cheque in any single transaction provided that:
- (a) the cheque is signed by you in the presence of the person the cheque is in favour of (or their representative); and
 - (b) the cheque bears the same name and sort code as your card; and
 - (c) the cheque is dated with the date on which you wrote it; and
 - (d) the cheque is signed before the expiry of your card; and
 - (e) the cheque is signed in the UK, the Channel Islands, the Isle of Man, Gibraltar or on the premises of a UK customs post; and
 - (f) you do not exceed your cheque guarantee limit; and
 - (g) the person the cheque is in favour of (or their representative) writes your card number on the back of the cheque; and
 - (h) your card has not been altered or defaced.
- 13.5.2 Where the guarantee is used to cash a cheque, the number of cheques that we will guarantee is limited to one per day.
- 13.5.3 You cannot stop payment of a guaranteed cheque.
- 13.5.4 We are permitted to debit a guaranteed cheque to your account even when:
- (a) there is something wrong with the cheque; or
 - (b) your right to use your Highline card is suspended or ended.
- Even if you have not complied with all of the cheque guarantee conditions set out above in General Condition 13.5.1, we may still pay the cheque.

13.6 Charges

- 13.6.1 You will have to pay charges if you use your card in certain ways, as detailed in the fees leaflet that applies to your account (either *Personal Banking – Charges and Rates of Interest* or *Private Banking – Charges and Rates of Interest*).

13.7 Additional cardholder(s)

- 13.7.1 You (in the case of joint accounts, all of you) may ask us to issue a card and PIN to someone else who is specially authorised to act on your behalf (for example, a person acting under a Power of Attorney given by you). If we agree to do this, you are responsible for ensuring that any additional cardholder(s) complies with these Conditions and you will have to pay for all transactions carried out using the additional card(s), including those charged to your account after the additional card(s) has been returned to us.

- 13.7.2 You authorise us to pass information to any additional cardholder(s). This information will include, but will not be restricted to, details of your account.

13.8 Passing information to third parties

- 13.8.1 You authorise us to give any appropriate third party any relevant information:
- (a) in connection with the loss, theft or possible misuse of your card or PIN; or
 - (b) in order for us to meet our obligations as a member of the Maestro or Solo card scheme.

13.9 Ending the use of your card

- 13.9.1 If your account is closed then you will not be entitled to use your card. In addition:
- (a) You will not be entitled to use your card if you receive an instruction from us not to make any further withdrawals on your account, or
 - (b) Unless we agree, you will not be entitled to use your card to guarantee payment of cheques if you receive an instruction from us not to use your card for that purpose.
- 13.9.2 You may end your use of your card (and the use of your card by any additional cardholder(s)) at any time by telling us in writing and returning your card(s) to us immediately (cut once through the magnetic strip and once through the chip).
- 13.9.3 If your use of the card (or the use of the card by any additional cardholder(s)) is ended, you remain responsible for all transactions carried out with the card(s).

13.10 Your Liability

- 13.10.1 The following terms apply where losses are caused by the misuse of your card:
- (a) You will not be responsible for any losses which result from:
 - the misuse of your card before it came into your possession; or
 - the misuse of your card after you have told us that it is lost or stolen or that someone else knows your PIN; or
 - someone else using your card or card details without your authority to make a payment where the cardholder does not need to be present; or
 - someone else using your card for a Contactless transaction without your authority.
 - (b) In other circumstances you will be responsible for:
 - all losses caused by the misuse of your card by someone who obtained it with your consent;
 - losses of up to £50 resulting from the creation or misuse of an overdraft on your account caused by the misuse of your card while it is out of your possession;
 - losses which result from the withdrawal of a credit balance from your account caused by any misuse of your card which is a consequence of your negligence.

Account Specific Conditions

- 1 RAINBOW SAVINGS ACCOUNT**
- 1.1 Rainbow Savings Accounts may be opened only by individuals aged 18 years or over on trust for a named child aged under 16 years.
 - 1.2 When the child reaches age 16 you must transfer the account into the child's own name. This will enable the child to continue to claim tax relief provided they are still not liable to pay tax on interest we pay into the account. If the account is not transferred into the child's own name, interest will be paid net of tax.
 - 1.3 We will issue a passbook for your account.
 - 1.4 We can only accept instructions signed by the named child if:
 - (a) they have reached the age of 16; and
 - (b) the account has been transferred into the child's own name.
 - 1.5 When you open your account, you must deposit at least £1 into the account.
 - 1.6 Interest is calculated on the minimum monthly balance.
 - 1.7 If you make a withdrawal at a branch other than the account holding branch:
 - (a) you can withdraw a maximum of £50; and
 - (b) you may be required to produce your passbook and satisfactory evidence of identity.
 - 1.8 Standing Order and Direct Debit payments are not permitted on your account.
 - 1.9 Arranged overdrafts are not available on your account.
 - 1.10 Cheque books are not available on your account.
- 2 CASH CLUB ACCOUNT**
- 2.1 You should review the Conditions that apply to your account with a parent or guardian.
 - 2.2 Cash Club Accounts are available only to individuals aged 7 years to 10 years.
 - 2.3 When you open your account, you must deposit at least £1 into the account.
 - 2.4 You can withdraw a maximum of £10 per week on your own. If you want to take out any more than £10 in any week, then your parent or guardian who holds the signature card will have to produce this and sign as well as you.
 - 2.5 You cannot withdraw money from cash machines.
 - 2.6 Standing Order and Direct Debit payments are not permitted on your account.
 - 2.7 Arranged overdrafts are not available on your account. If your account becomes overdrawn, we may inform your parent or guardian.
 - 2.8 Cheque books are not available on your account.
 - 2.9 When you reach age 11 we may change your Cash Club Account to a Revolve Account. We will notify you personally at least 30 days before we do this at which time we will provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and our leaflets *Personal Banking – Charges and Rates of Interest* and *Savings Interest Rates*.

- 3 REVOLVE ACCOUNT**
- 3.1 You should review the Conditions that apply to your account with your parent or guardian.
 - 3.2 Revolve Accounts are available only to individuals aged 11 years to 18 years.
 - 3.3 When you reach age 18, we may change your Revolve Account to a Key Account or an Interest Paying Current Account or a Student Royalties Account. We will notify you personally at least 30 days before we do this at which time we will provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and *Personal Banking – Charges and Rates of Interest*.
 - 3.4 We may write and tell your parent/guardian that you have opened your Revolve Account.
 - 3.5 Standing Order and Direct Debit payments are not permitted on your account.
 - 3.6 Arranged overdrafts are not available on your account. If your account becomes overdrawn we may inform your parent or guardian.
 - 3.7 Cheque books are not available on your account.
 - 3.8 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 4 INTEREST PAYING CURRENT ACCOUNT**
- 4.1 Interest Paying Current Accounts are available only to individuals aged 16 years or over.
 - 4.2 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 5 KEY ACCOUNT**
- 5.1 Key Accounts are available only to individuals aged 16 years or over.
 - 5.2 We reserve the right to cancel any Standing Order or Direct Debit on your account that is unpaid on more than one occasion.
 - 5.3 Arranged overdrafts are not available on your account.
 - 5.4 Cheque books are not available on your account.
 - 5.5 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 6 CASH ACCOUNT**
- 6.1 Cash Accounts are available only to individuals aged 16 years or over.
 - 6.2 You can use our telephone and online banking services to make an immediate payment from your account, but you are not permitted to use those services to give instructions for a payment to be made from your account at a future date.
 - 6.3 Standing Order and Direct Debit payments are not permitted on your account.
 - 6.4 Arranged overdrafts are not available on your account.
 - 6.5 Cheque books are not available on your account.

- 7 STUDENT ROYALTIES ACCOUNT**
- 7.1 Student Royalties Accounts are available only to permanent UK resident students who are:
- completing a full time undergraduate higher education course of at least 3 years' duration; or
 - completing a full time postgraduate course; or
 - training as a nurse,
- at a university or college of higher education in the UK. A permanent UK resident is someone who has been ordinarily resident in the UK for 3 years or more.
- 7.2 You must use your account as your main current account and deposit regular amounts into it by way of local education / Student Awards Agency for Scotland funding, parental contribution, salary, student loan or other funding, such as sponsorship or bursary.
- 7.3 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service (UCAS), you agree that UCAS can tell us that you have made an application.
- 7.4 If you are offered a place (whether subject to achieving exam results or not), you agree that UCAS can tell us whether your offer of a place has been confirmed.
- 7.5 If UCAS tells us that you have made an application, we may change your existing account (if it is not already a Student Royalties Account) to a Student Royalties Account.
- 7.6 If UCAS tells us that your place has been confirmed following the publication of exam results in August, we will contact you to confirm your course and period of study and invite you to apply for any applicable overdraft facilities.
- 7.7 If UCAS tells us that you have not secured a place following the issue of results in August, but you secure a place through the clearing process, you will be required to provide written confirmation of any place secured through the clearing process.
- 7.8 If you decide not to take up any place offered, or you do not secure a place following the issue of results in August or through the clearing process:
- you should contact us so that we can arrange for your account to be changed to one more suitable for you; or
 - if we do not hear from you, we may change your account back to the account you held previously or to an Interest Paying Current Account or a Key Account (if you did not hold a current account with us before or you are no longer eligible for the account which you held previously) at the end of the year.
- 7.9 You may apply for the additional benefits specified in *Student Royalties – A guide to benefits*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 7.10 In the month of July in the year of your graduation, we will change your Student Royalties Account to a Graduate Royalties Account at which time we will provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and *Personal Banking – Charges and Rates of Interest*.
- 7.11 If your Student Royalties Account is closed, the Student Royalties benefits will no longer be available to you.

- 8 GRADUATE ROYALTIES ACCOUNT**
- 8.1 Graduate Royalties Accounts are available only to Graduates who have held a Student Royalties Account with us, or who have graduated from a full-time higher education course lasting 3 years or more or completed training as a nurse during the past 3 years.
- 8.2 You must use your account as your main current account and deposit regular amounts into it by way of wages, salary or other income.
- 8.3 You may apply for the additional benefits specified in *Graduate Royalties – Service Guide*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 8.4 In the month of July of the third year after your graduation, subject to our assessment of your financial position we may change your Graduate Royalties Account to an Interest Paying Current Account. We will notify you personally at least 30 days before we do this at which time we will provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and *Personal Banking – Charges and Rates of Interest*.
- 8.5 If your Graduate Royalties Account is closed, the Graduate Royalties benefits will no longer be available to you.
- 9 ROYALTIES ACCOUNT**
- 9.1 Royalties Accounts are available only to individuals aged 16 years or over.
- 9.2 Provided you meet any eligibility requirement, you may apply for the additional benefits specified in the *Royalties Service Guide*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 9.3 If your Royalties Account is closed, the Royalties benefits will no longer be available to you.
- 9.4 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 10 ROYALTIES GOLD ACCOUNT**
- 10.1 Royalties Gold Accounts are available only to individuals aged 16 years or over.
- 10.2 Provided you meet any eligibility requirement, you may apply for the additional benefits specified in the *Royalties Gold Service Guide*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 10.3 If your Royalties Gold Account is closed, the Royalties Gold benefits will no longer be available to you.
- 10.4 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 11 ROYALTIES PRIVATE ACCOUNT**
- 11.1 Royalties Private Accounts are available only to individuals aged 18 years or over. You must also meet one of the following requirements:
- you have a sole annual income of at least £75,000; or
 - you and your partner together have an annual joint income of at least £100,000; or
 - you, or you and your partner together, have savings of at least £50,000 with us; or
 - you are invited by us to join Royalties Private.

- 11.2 Your salary (or equivalent) must be paid into your Royalties Private Account.
- 11.3 If you have a Royalties Private Account, you may apply for the additional benefits specified in *Welcome to Royalties Private*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 11.4 If your Royalties Private Account is closed:
- the Royalties Private benefits will no longer be available to you; and
 - any Private Banking Deposit Accounts held by you will be closed and any balance will be transferred to Instant Access Savings Accounts (or equivalent).
- 11.5 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 12 PRIVATE BANK ACCOUNT**
- 12.1 Private Bank Accounts are available only to individuals aged 18 years or over. You must also meet one of the following requirements:
- you have a sole annual income of at least £75,000; or
 - you and your partner together have an annual joint income of at least £100,000; or
 - you, or you and your partner together, have savings of at least £50,000 with us; or
 - you are invited by us to open a Private Bank Account.
- 12.2 Your salary (or equivalent) must be paid into your Private Bank Account.
- 12.3 If your Private Bank Account is closed the Private Bank Account benefits will no longer be available to you.
- 12.4 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.
- 13 PRIVATE BANKING DEPOSIT ACCOUNT**
- 13.1 Private Banking Deposit Accounts are available only to individuals aged 18 years or over who:
- subscribe to Royalties Private; or
 - we invite to open a Private Banking Deposit Account.
- 13.2 When you open your account, you must deposit at least £1 into the account.
- 13.3 After you open your account, the balance must not exceed £15 million.
- 13.4 You may not have your wage or salary paid directly into your account.
- 13.5 Standing Order and Direct Debit payments are not permitted on your account.
- 13.6 Arranged overdrafts are not available on your account.
- 13.7 Cheque books are not available on your account.
- 13.8 If your Royalties Private Account is closed we may close your Private Banking Deposit Account and any balance will be transferred to an Instant Access Savings Account (or equivalent).
- 14 PRIVATE BANKING CURRENT ACCOUNT**
- 14.1 Private Banking Current Accounts are available to individuals who we invite to open an account.
- 14.2 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Private Banking – Charges and Rates of Interest*, but does appear in our leaflets *Current and Deposit Account Rates Private Banking – Current Account Overdraft Rates and Charges*. These leaflets also form part of the contract between you and us, The Royal Bank of Scotland plc.
- 15 INSTANT ACCESS SAVINGS ACCOUNT**
- 15.1 Instant Access Savings Accounts are available only to individuals aged 16 years or over.
- 15.2 When you open your account, you must either deposit at least £50 into the account or arrange for a monthly Standing Order of at least £20 to be paid into the account.
- 15.3 After you open your account, the balance may fall below £50 but it must not exceed £1 million.
- 15.4 You may not have your wage or salary paid directly into your account.
- 15.5 Standing Order and Direct Debit payments are not permitted on your account.
- 15.6 Arranged overdrafts are not available on your account.
- 16 INSTANT SAVINGS TRACKER ACCOUNT**
- 16.1 Instant Savings Tracker Accounts are available only to individuals aged 16 years or over, including trustees.
- 16.2 When you open your account, you must deposit at least £500 into the account.
- 16.3 After you open your account, the balance may fall below £500 but it must not exceed £1 million.
- 16.4 Interest on balances of £500 or more will track the Bank of England Base Rate by a percentage rate as set out in our leaflet *Savings Interest Rates*.
- 16.5 When the Bank of England Base Rate changes, we will change the interest rate on your account within 30 days of the change to the Bank of England Base Rate. We will give you notice of any change to the interest rate on your account at the earliest opportunity after the change has come into effect. We will do so by taking the steps set out in General Condition 10.3.6.
- 16.6 Interest will be paid into your Instant Savings Tracker Account or another account held by you at your branch.
- 16.7 Your account allows instant access withdrawals. You may make 3 withdrawals for free during each 3 month period that you have your account (the first of which will commence on the date on which your account was opened). We will charge you when you make further withdrawals as set out in our leaflet *Savings Interest Rates*.
- 16.8 You may not have your wage or salary paid directly into your account.
- 16.9 Standing Order and Direct Debit payments are not permitted on your account.
- 16.10 Arranged overdrafts are not available on your account.
- 16.11 Cheque books are not available on your account.

FIRST HOME SAVER ACCOUNT

- 17.1 First Home Saver Accounts are available only to individuals aged 16 years or over, and mortgages are available only to individuals aged 18 years or over.
- 17.2 Joint accounts are permitted provided that one of you takes out a mortgage with us.
- 17.3 When you open your account, you must deposit at least £500 into the account.
- 17.4 After you open your account, the balance may fall below £500 but it must not exceed £1 million.
- 17.5 Interest on balances of £500 or more will be paid at a rate which tracks the Bank of England Base Rate by a percentage rate as set out in our leaflet *Savings Interest Rates*.
- 17.6 When the Bank of England Base Rate changes, we will change the interest rate on your account within 30 days of the change to the Bank of England Base Rate. We will give you notice of any change to the interest rate on your account. We will do so by taking the steps set out in General Condition 10.3.6.
- 17.7 Interest will be paid into your First Home Saver Account or another account held by you at your branch.
- 17.8 Your account allows instant access withdrawals. You may make 3 withdrawals for free during each 3 month period that you have your account (the first of which will commence on the date on which your account was opened). We will charge you when you make further withdrawals as set out in our leaflet *Savings Interest Rates*.
- 17.9 You may not have your wage or salary paid directly into your account.
- 17.10 Standing Order and Direct Debit payments are not permitted on your account.
- 17.11 Arranged overdrafts are not available on your account.
- 17.12 Cheque books are not available on your account.
- 17.13 You will be entitled to cashback on your account, provided that:
- you have not previously held a mortgage, or if your account is in joint names, then at least one of you has not previously held a mortgage; and
 - your account has been open for at least 6 months prior to the mortgage being drawn down; and
 - at least one payment a month is made into your account by Standing Order; and
 - you (or, if you apply for the mortgage jointly, each of you making the mortgage application) meet our standard mortgage criteria for the mortgage you apply for; and
 - one of our mortgages is drawn down; and
 - your account remains open for 3 months following the draw down of the mortgage.
- 17.14 Only one cashback per mortgage application will be allowed. Only one cashback can be claimed per person. Where your account or mortgage is in joint names, only one cashback will be paid.
- 17.15 Cashback will not be paid automatically. You must claim it within three months of the mortgage being drawn down.
- 17.16 To claim cashback you must return your certificate to us. Your branch will then advise you if you qualify for cashback. If you qualify, we will pay the cashback into your account within 30 days of receipt of your certificate.

- 17.17 If cashback is payable:
- it will only be paid into your First Home Saver Account; and
 - it will be calculated using the highest daily balance in your account in the 60 days prior to the mortgage being drawn down, subject to a maximum balance as detailed in our leaflet *Savings Interest Rates*.
- 17.18 We may withdraw the cashback offer, provided that we notify you personally six months beforehand.

18**BONUS 90 ACCOUNT**

- 18.1 Bonus 90 Accounts are available only to individuals aged 16 years or over, including trustees.
- 18.2 When you open your account, you must deposit at least £50 into the account or arrange for a monthly standing order of at least £20 to be paid into the account.
- 18.3 After you open your account, the balance may fall below £50 but it must not exceed £1 million.
- 18.4 You may make withdrawals or close your account without loss of interest if:
- you give us 90 days' prior written notice of any withdrawal or of the closure of your account; and
 - you make the withdrawal or close your account at the branch where your account is held; and
 - you make the withdrawal or close your account within 14 days of the end of that 90 day period.
- 18.5 If you are not able to give us the notice set out in Account Specific Condition 18.4(a), or you do not make the withdrawal or close your account within the period mentioned in Account Specific Condition 18.4(c), you may still make the withdrawal or close your account at the branch where your account is held, but you will lose 90 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal (excluding any bonus). If the amount of the lost interest is more than the value of the accrued interest on your account as at the date of withdrawal, we will deduct the rest from your account balance.
- 18.6 For withdrawals at branches other than the branch where your account is held, you will lose 90 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal (excluding any bonus). If the amount of the lost interest is more than the interest which has accrued on your account as at the date of withdrawal, we will deduct the rest from your account balance.
- 18.7 We may require you to produce your account card before we allow you to withdraw money from your account.
- 18.8 We will pay bonus interest to your account or another account at the same branch at the end of March. Awards of bonus interest will be calculated and paid in the manner and at the rates set out in our leaflet *Savings Interest Rates*.
- 18.9 If you open your account during an annual bonus period, any bonus interest earned during the remainder of that annual bonus period will be paid on a pro rata basis.
- 18.10 If you close your account during an annual bonus period, you will not receive any bonus interest for that annual bonus period.
- 18.11 You may not have your wage or salary paid directly into your account.

- 18.12 Standing Order and Direct Debit payments are not permitted on your account.
- 18.13 Arranged overdrafts are not available on your account.
- 18.14 Cheque books are not available on your account.

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FIXED RATE BOND

- 19.1 Fixed Rate Bonds are available only to individuals aged 18 years or over. Each individual is only allowed one Fixed Rate Bond for each issue of Fixed Rate Bonds.
- 19.2 When you open your bond, you must deposit at least £2,500 into the bond. You may not deposit more than £500,000.
- 19.3 You may not add to your initial deposit during the term of your Fixed Rate Bond.
- 19.4 All applications received after 3.30pm will be dealt with on the following business day and we may refuse to accept your deposit.
- 19.5 Partial withdrawals from your bond are not permitted.
- 19.6 Interest is calculated and paid in the manner and at the rates set out in the information sheet for each bond issue. We will pay you interest annually (on the last business day in April) or monthly (on the last business day of the month) and at maturity to a current account or savings account with instant access (other than an ISA) chosen by you and held with us.
- 19.7 Interest earned on balances of less than £50,000 will be paid subject to your tax status. Interest earned on balances of £50,000 or more will be paid without deduction of tax, without having to complete an HM Revenue & Customs registration or declaration form. You will be responsible for declaring the income to HM Revenue & Customs and for any tax due.
- 19.8 If you have a bond with a duration of one year or less:
 - (a) withdrawals are not permitted from your bond; and
 - (b) you may not close your bond before the date specified in the information sheet for that bond issue.
- 19.9 You may only close your bond on or after a specified date. If you close your bond before the date specified in the information sheet for that bond issue, we will charge you an early redemption fee as detailed in that information sheet.
- 19.10 If your bond is a joint bond and one of you dies, then it can be closed without loss of interest for early closure or continued until maturity in the survivor's name. If it is a sole bond and you die, or a joint bond and the sole surviving bondholder dies, then the bond will be closed without loss of interest for early closure.
- 19.11 The duration of your bond will vary according to the specific bond issue. It will be set out in the information sheet for each issue.
- 19.12 Each bond issue has a specified maturity date which is set out in the information sheet for each issue. At least 28 days before the maturity date, we will contact you personally to confirm where your bond balance will be paid on maturity and to provide details of alternative savings options. The account into which your bond balance will be paid upon maturity will be the same as the account you have chosen for interest payments.
- 19.13 Your bond will be held centrally at our customer service centre.
- 19.14 We reserve the right to withdraw any issue without notice and decline to accept any further Fixed Rate Bond applications.

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INSTANT ACCESS ISA

These Conditions are governed by the Individual Savings Account Regulations 1998, as amended from time to time, and any other applicable regulations and statutes (together called the "ISA Regulations"); and words and phrases have the same meanings in these Conditions as they have in the ISA Regulations.

- 20.1 Instant Access ISAs are available only to individuals who are aged 16 years or over, are resident and ordinarily resident in the UK for tax purposes or otherwise qualify for the account under the ISA Regulations.
- 20.2 Joint accounts are not permitted.
- 20.3 The account is available to you only if you have not subscribed to a Maxi ISA, or to another Mini Cash ISA, in the tax year in which the subscription is made to your account.
- 20.4 The balance of your account must remain in your beneficial ownership at all times. You must retain all the rights to your account at all times and may not transfer any rights.
- 20.5 If you cease to be resident in the UK, or otherwise cease to qualify for your account under the ISA Regulations, you will retain the benefits of your account up to that date but no further deposits to your account may be made until you become qualified for your account again.
- 20.6 When you open your account, you must deposit at least £1 into the account.
- 20.7 The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit, any excess money will be deposited in the alternative bank account nominated on your application form. The nominated account must be an account that allows instant access to the money.
- 20.8 The current subscription limits are detailed in your account opening form.
- 20.9 If no money is paid into your account for a whole tax year, you must complete a reactivation form before money can be paid in again.
- 20.10 You may not have your wage or salary paid directly into your account.
- 20.11 Standing Order and Direct Debit payments are not permitted on your account.
- 20.12 Arranged overdrafts are not available on your account.
- 20.13 Cheque books are not available on your account.
- 20.14 Statements will be provided annually during April.
- 20.15 If you die, the interest earned on your account up to the date of your death will be exempt from tax. Any interest earned on your account afterwards will not be exempt from tax.
- 20.16 You may give us instructions to transfer your account to another account manager. If you instruct us to make the transfer within a set period of time, we will transfer your account within that period or within such longer period (not exceeding 30 days) as we reasonably need to carry out the transfer. In any other case, we will transfer your investment within such period (not exceeding 30 days) as we reasonably need to carry out the transfer.
- 20.17 We will tell you if we become aware your account is or will become no longer exempt from tax under the ISA Regulations.
- 20.18 We will satisfy ourselves that any person to whom we delegate any of our functions or responsibilities under these Conditions is competent to carry out those functions or responsibilities.

21 DIRECT SAVER

- 21.1 Direct Saver Accounts are available only to individuals aged 18 years or over who are resident in the UK.
- 21.2 The account is only available from our website, www.rbs.co.uk, and can only be operated through our online banking service. It is not available through our branch network.
- 21.3 You may obtain any leaflets or other documents referred to in these Conditions or make general enquiries by writing to *The Royal Bank of Scotland E-MTA & Savings, 5th Floor, George House, 36 North Hanover Street, Glasgow G2 4WY*. However, your account cannot be operated by writing to that address. You may not obtain leaflets or any other documents from our branches.
- 21.4 No transactions will be accepted in any of our branches.
- 21.5 When you open your account, you must deposit at least £1 into the account by cheque or electronic transfer.
- 21.6 If you pay some or all of your initial deposit by cheque, it must:
- (a) be made out in sterling, drawn on an account held with a UK bank branch payable to us or to you; and
 - (b) be drawn on an account in your name (or if you are opening your account jointly, on an existing joint account in the same names or on the personal accounts of each party to the account).
- 21.7 If you are an online banking customer, you may pay some or all of your initial deposit by automatic transfer. The initial deposit must be made in sterling from an account held with us in your name (or if you are opening your account jointly, from an existing joint account held with us in the same names or the personal accounts held with us of each party to the account).
- 21.8 If your name(s), address(es), telephone number(s) or email address(es) change, you must tell us by writing to the address set out in Account Specific Condition 21.3.
- 21.9 After you open your account, the balance must not exceed £1 million.
- 21.10 After you open your account, you may make further deposits by:
- (a) Standing Order; or
 - (b) automatic transfer from an account held with us in your name.
- 21.11 You can only withdraw money from your account by:
- (a) a direct payment to any other UK bank account; or
 - (b) an automatic funds transfer to any account held with us in your name.
- 21.12 You may not have your wage or salary paid directly into your account.
- 21.13 Standing Orders and Direct Debit payments are not permitted on your account.
- 21.14 Arranged overdrafts are not available on your account.
- 21.15 Cheque books are not available on your account.
- 21.16 You may close your account (or cancel it within the period mentioned in General Condition 2.2.1) by writing to us at the address set out in Account Specific Condition 21.3.
- 21.17 When your account is closed, any remaining balance will be automatically transferred to another account held with us in your name. If no other such account is available, then it will be paid to you by cheque.

22 TELEPHONE SAVER ACCOUNT

- 22.1 Telephone Saver Accounts are available only to individuals aged 16 years or over who are resident in the UK.
- 22.2 The account is only available from our website www.rbs.co.uk or via our telephone banking service (0808 100 9510). It is not available through our branch network. Operations on your account can only be carried out through our telephone and online banking services.
- 22.3 No transactions will be accepted in any of our branches.
- 22.4 When you open your account, you must deposit at least £1 into the account by cheque or electronic transfer.
- 22.5 If you pay some or all of your initial deposit by cheque, it must:
- (a) be made out in sterling, drawn on an account held with a UK bank branch payable to us or to you; and
 - (b) be drawn on an account in your name (or if you are opening your account jointly, on an existing joint account in the same names or on the personal accounts of each party to the account).
- 22.6 If you are an online or telephone banking customer, you may pay some or all of your initial deposit by automatic transfer. The initial deposit must be made in sterling from an account held with us in your name (or if you are opening your account jointly, from an existing joint account held with us in the same names or the personal accounts held with us of each party to the account).
- 22.7 If your name(s), address(es), telephone number(s) or email address(es) change, you must tell us by writing to *The Royal Bank of Scotland, Tay House, 5th Floor, Bath Street, Glasgow G2 4RS*.
- 22.8 After you open your account, the balance must not exceed £1 million.
- 22.9 After you open your account, you may make further deposits by:
- (a) Standing Order; or
 - (b) automatic transfer from an account held with us in your name or a joint account in the same names.
- 22.10 You can only withdraw money from your account by:
- (a) a direct payment to any other UK bank account; or
 - (b) an automatic funds transfer to any Royal Bank of Scotland account in your name.
- 22.11 You may not have your wage or salary paid directly into your account.
- 22.12 Standing Order and Direct Debit payments are not permitted on your account.
- 22.13 Arranged overdrafts are not available on your account.
- 22.14 Cheque books are not available on your account.
- 22.15 You may close your account (or cancel it within the period mentioned in General Condition 2.2.1) by writing to us at the address set out in Account Specific Condition 22.7.
- 22.16 When your account is closed, any remaining balance will be automatically transferred to another account held with us in your name. If no other such account is available, then it will be paid to you by cheque.

- 23 ROUTE 15 ACCOUNT**
- 23.1 You should review the Conditions that apply to your account with a parent or guardian.
- 23.2 Route 15 Accounts are not available to new customers. Existing account holders must be individuals aged 11 years to 15 years.
- 23.3 When you open your account, you must deposit at least £1 into the account.
- 23.4 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Savings Interest Rates* or *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches or by looking on our website www.rbs.co.uk.
- 23.5 You can take out up to £50 per day from cash machines. If you want to take out any more, you can do this at any of our branches.
- 23.6 Standing Order and Direct Debit payments are not permitted on your account.
- 23.7 Arranged overdrafts are not available on your account. If your account becomes overdrawn we may inform your parent or guardian.
- 23.8 Cheque books are not available on your account.
- 23.9 When you reach age 16 we will ask you what you want to happen to your account. If you do not reply within the period of time (of not less than 30 days) stated when we contact you, we will transfer the money in your account to an Instant Access Savings Account and close your Route 15 Account. When we contact you personally we will also provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and *Personal Banking – Charges and Rates of Interest*.
- 23.10 If you apply for a full time Higher Education course through the Universities and Colleges Admissions Service, Account Specific Conditions 7.3 to 7.8 will apply.

- 24 R21 ACCOUNT**
- 24.1 R21 Accounts are not available to new customers. Existing account holders must be individuals aged 16 years to 21 years.
- 24.2 You may apply for the additional benefits specified in *Benefits Guide – Making the most of R21*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 24.3 When you reach age 22, we may change your R21 Account to an Interest Paying Current Account. We will notify you personally at least 30 days before we do this at which time we will provide you with up to date copies of *Personal and Private Banking – Terms and Conditions* and *Personal Banking – Charges and Rates of Interest*.
- 24.4 If your R21 Account is closed, the R21 benefits will no longer be available to you.
- 24.5 If you apply for a full time Higher Education course through the Universities and Colleges Admission Service, Account Specific Conditions 7.3 to 7.8 will apply.

- 25 PERSONAL CURRENT ACCOUNT**
- 25.1 Personal Current Accounts are not available to new customers. Existing account holders must be individuals aged 16 years or over.
- 25.2 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0800 121 129 or by looking on our website www.rbs.co.uk.
- 25.3 If you apply for a full time Higher Education course through the Universities and Colleges Admission Service, Account Specific Conditions 7.3 to 7.8 will apply.

- 26 GOLD CHEQUE ACCOUNT**
- 26.1 Gold Cheque Accounts are not available to new customers. Existing account holders must be individuals aged 16 years or over.
- 26.2 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0800 121 129 or by looking on our website www.rbs.co.uk.
- 26.3 If you apply for a full time Higher Education course through the Universities and Colleges Admission Service, Account Specific Conditions 7.3 to 7.8 will apply.

- 27 ROYALTIES PREMIER ACCOUNT**
- 27.1 Royalties Premier Accounts are not available to new customers. Existing account holders must be individuals aged 16 years or over.
- 27.2 Provided you meet any eligibility requirement, you may apply for the additional benefits specified in the *Royalties Premier Service Guide*. We may alter any of these benefits provided that we give you at least 30 days' prior notice.
- 27.3 If your Royalties Premier Account is closed, the Royalties Premier benefits will no longer be available to you.
- 27.4 If you apply for a full time Higher Education course through the Universities and Colleges Admission Service, Account Specific Conditions 7.3 to 7.8 will apply.

- 28 60 DAY ISA**
- These Conditions are governed by the Individual Savings Account Regulations 1998, as amended from time to time, and any other applicable regulations and statutes (together called the "ISA Regulations"); and words and phrases have the same meanings in these Conditions as they have in the ISA Regulations.
- 28.1 60 Day ISAs are not available to new customers. Existing account holders must be individuals who are aged 16 years or over, are resident and ordinarily resident in the UK for tax purposes or otherwise qualify for the account under the ISA Regulations.
- 28.2 Joint accounts are not permitted.
- 28.3 The account is only available to you if you have not subscribed to a Maxi ISA, or to another Mini Cash ISA, in the tax year in which the subscription is made to the account.
- 28.4 The balance of your account must remain in your beneficial ownership at all times. You must retain all the rights to your account at all times and may not transfer any rights.

- 28.5 If you cease to be resident in the UK, or otherwise cease to qualify for your account under the ISA Regulations, you will retain the benefits of your account up to that date but no further deposits to your account may be made until you become qualified for the account again.
- 28.6 The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit, any excess money will be deposited in the alternative bank account nominated on your application form. The nominated account must be an account that allows instant access to the money.
- 28.7 If no money is paid into your account for a whole tax year, you must complete a reactivation form before money can be paid in again.
- 28.8 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Savings Interest Rates or Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0808 100 9510 or by looking on our website www.rbs.co.uk.
- 28.9 You may make withdrawals or close your account without loss of interest if:
- you give us 60 days' prior written notice of any withdrawal or of the closure of your account; and
 - you make the withdrawal or close your account within 14 days after the end of that 60 day period.
- 28.10 If you are not able to give us the notice set out in Account Specific Condition 28.9(a), or you do not make the withdrawal or close your account within the period mentioned in Account Specific Condition 28.9(b), you may still make the withdrawal or close your account, but you will lose 60 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal. If the amount of the lost interest is more than the interest which has accrued on your account at the date of withdrawal, we will deduct the rest from your account balance.
- 28.11 You may not have your wage or salary paid directly into your account.
- 28.12 Standing Order and Direct Debit payments are not permitted on your account.
- 28.13 Arranged overdrafts are not available on your account.
- 28.14 Cheque books are not available on your account.
- 28.15 Statements will be provided annually during April.
- 28.16 If you die, any interest earned up to the date of your death will be exempt from tax. Any interest earned on your account afterwards will not be exempt from tax.
- 28.17 You may give us instructions to transfer your account to another account manager. If you instruct us to make the transfer within a set period of time, we will transfer your account within that period or within such longer period (not exceeding 30 days) as we reasonably need to carry out the transfer. In any other case, we will transfer your investment within such period (not exceeding 30 days) as we reasonably need to carry out the transfer.
- 28.18 We will tell you if we become aware your account is or will become no longer exempt from tax under the ISA Regulations.
- 28.19 We will satisfy ourselves that any person to whom we delegate any of our functions or responsibilities under these Conditions is competent to carry out those functions or responsibilities.

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TESSA ONLY ISA

These Conditions are governed by the Individual Savings Account Regulations 1998, as amended from time to time, and any other applicable regulations and statutes (together called the "ISA Regulations"); and words and phrases have the same meanings in these Conditions as they have in the ISA Regulations.

- 29.1 TESSA Only ISAs are not available to new customers. Existing account holders must be individuals who are aged 16 years or over and are resident and ordinarily resident in the UK for tax purposes or otherwise qualify for the account under the ISA Regulations.
- 29.2 Joint accounts are not permitted.
- 29.3 The maximum amount that could be paid into your account was set by the Government.
- 29.4 The balance of your account must remain in your beneficial ownership at all times. You must retain all the rights to your account at all times and may not transfer any rights.
- 29.5 If you cease to be resident in the UK, or otherwise cease to qualify for your account under the ISA Regulations, you will retain the benefits of your account up to that date.
- 29.6 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Savings Interest Rates or Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0808 100 9510 or by looking on our website www.rbs.co.uk.
- 29.7 Standing Order and Direct Debit payments are not permitted on your account.
- 29.8 Arranged overdrafts are not available on your account.
- 29.9 Cheque books are not available on your account.
- 29.10 Statements will be provided annually during April.
- 29.11 If you die, the interest earned on your account up to the date of death will be exempt from tax. Any interest earned on your account thereafter will not be exempt from tax.
- 29.12 You may give us instructions to transfer your account to another account manager. If you instruct us to make the transfer within a set period of time, we will transfer your account within that period or within such longer period (not exceeding 30 days) as we reasonably need to carry out the transfer. In any other case, we will transfer your investment within such period (not exceeding 30 days) as we reasonably need to carry out the transfer.
- 29.13 We will tell you if we become aware your account is or will become no longer exempt from tax under the ISA Regulations.
- 29.14 We will satisfy ourselves that any person to whom we delegate any of our functions or responsibilities under these Conditions is competent to carry out those functions or responsibilities.

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GOLD DEPOSIT ACCOUNT

- 30.1 Gold Deposit Accounts are not available to new customers. Existing account holders must be individuals aged 16 years or over, and may be trustees.
- 30.2 After you open your account, the balance may fall below £50 but it must not exceed £1 million.

- 30.3 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Savings Interest Rates* or *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0808 100 9510 or by looking on our website www.rbs.co.uk.
- 30.4 You may not have your wage or salary paid directly into your account.
- 30.5 Arranged overdrafts are not available on your account.
- 30.6 Cheque books are not available on your account.
- 31 30 DAY SAVINGS ACCOUNT AND 60 DAY SAVINGS ACCOUNT**
- 31.1 30 Day Savings Accounts and 60 Day Savings Accounts are not available to new customers. Existing account holders must be individuals aged 16 years or over and may be trustees.
- 31.2 After you open your account, the balance may fall below £50 but it must not exceed £1 million.
- 31.3 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Personal Banking – Charges and Rates of Interest* or *Savings Interest Rates*, but you can obtain this information from our branches, by calling 0808 100 9510 or by looking on our website www.rbs.co.uk.
- 31.4 If you have a 30 Day Savings Account, you may without giving us prior notice and without loss of interest:
- (a) make one withdrawal at the branch where your account is held in the first six months of each year (January to June); and
- (b) make one withdrawal at the branch where your account is held in the second six months of each year (July to December).
- 31.5 You may make withdrawals (in addition to those permitted under Account Specific Condition 31.4 for 30 Day Savings Accounts) or close your account without loss of interest if:
- (a) you give us:
- (i) 30 days' (if you have a 30 Day Savings Account); or
- (ii) 60 days' (if you have a 60 Day Savings Account),
- prior written notice of any withdrawal or of the closure of your account; and
- (b) you make the withdrawals or close your account at the branch where your account is held; and
- (c) you make the withdrawal or close your account within 14 days of the end of that 30 day period (if you have a 30 Day Savings Account) or 60 day period (if you have a 60 Day Savings Account).
- 31.6 If you are not able to give us the notice in Account Specific Condition 31.5(a), or you do not make the withdrawal or close your account within the period mentioned in Account Specific Condition 31.5(c), you may still make the withdrawal or close your account at the branch where your account is held, but if you have a 30 Day Savings Account you will lose 30 days' interest on the sum withdrawn and if you have a 60 Day Savings Account you will lose 60 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal. If the amount of the lost interest is more than the interest which has accrued on your account as at the date of withdrawal, we will deduct the rest from your account balance.
- 31.7 For all withdrawals at branches other than the branch where your account is held, if you have a 30 Day Savings Account you will lose 30 days' interest on the sum withdrawn and if you have a 60 Day Savings Account you will lose 60 days' interest on the sum withdrawn, such interest to be calculated at the interest rate applicable to your account immediately before the withdrawal. If the amount of the lost interest is more than the interest which has accrued on your account as at the date of withdrawal, we will deduct the rest from your account balance. If you have a 30 Day Savings Account, you may only withdraw up to £300 per day at a branch other than the branch where your account is held.
- 31.8 We may require you to produce your 30 Day Savings Account card before we allow you to withdraw money from your 30 Day Savings Account or your 60 Day Savings Account card before we allow you to withdraw money from your 60 Day Savings Account.
- 31.9 You may not have your wage or salary paid directly into your account.
- 31.10 Standing Order and Direct Debit payments are not permitted on your account.
- 31.11 Arranged overdrafts are not available on your account.
- 31.12 Cheque books are not available on your account.
- 32 BONUS 90 MONTHLY ACCOUNT**
- 32.1 Bonus 90 Monthly Accounts are not available to new customers. Existing customers must be individuals aged 16 years or over, and may be trustees.
- 32.2 After you open your account, the balance may fall below £50 but it must not exceed £1 million.
- 32.3 Information relating to the rates, calculation and payment of interest, and fees and charges, for your account does not appear in *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0808 100 9510 or by looking on our website www.rbs.co.uk.
- 32.4 You may make withdrawals or close your account without loss of interest if:
- (a) you give us 90 days' prior written notice of any withdrawal or of the closure of your account; and
- (b) you make the withdrawals or close your account at the branch where your account is held; and
- (c) you make the withdrawal or close your account within 14 days of the end of that 90 day period.
- 32.5 If you are not able to give us the notice set out in Account Specific Condition 32.4(a), or you do not make the withdrawal or close your account within the period mentioned in Account Specific Condition 32.4(c), you may still make the withdrawal or close your account at the branch where your account is held, but you will lose 90 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal (excluding any bonus). If the amount of the lost interest is more than the interest which has accrued on your account as at the date of withdrawal, we will deduct the rest from your account balance.

- 32.6 For withdrawals at branches other than the branch where your account is held, you will lose 90 days' interest on the sum withdrawn, calculated at the interest rate applicable to your account immediately before the withdrawal (excluding any bonus). If the amount of the lost interest is more than the interest which has accrued on your account as at the date of withdrawal, we will deduct the rest from your account balance.
- 32.7 We may require you to produce your account card before we allow you to withdraw money from your account.
- 32.8 We will pay bonus interest to your account or another account at the same branch. Information relating to the rates, calculation and payment of annual bonus interest does not appear in *Personal Banking – Charges and Rates of Interest*, but you can obtain this information from our branches, by calling 0800 121 129 or by looking on our website www.rbs.co.uk.
- 32.9 If you open your account during an annual bonus period, any bonus interest earned during the remainder of that annual bonus period will be paid on a pro rata basis.
- 32.10 If you close your account during an annual bonus period, you will not receive any bonus interest for that annual bonus period.
- 32.11 You may not have your wage or salary paid directly into your account.
- 32.12 Standing Order and Direct Debit payments are not permitted on your account.
- 32.13 Arranged overdrafts are not available on your account.
- 32.14 Cheque books are not available on your account.

Important Information for Savers

To help you compare interest rates on our savings accounts, this section details the current rates and the rates we have paid on your savings accounts(s) during the previous year (from 1 October 2006 to 1 October 2007). This means you can always be sure of choosing the account that best suits your needs.

When we change our interest rates we take out adverts in the national newspapers; usually *The Scotsman*, *The Independent* and *The Guardian*. Our rates will also be available on our website – www.rbs.co.uk/savings from the close of business on the day they change.

Interest Rates

Key **Historic Rate** **Current Rates**

Bank of England historical Base Rate changes

Effective Date	3/8/2006	9/11/2006	11/1/2007	10/5/2007	5/7/2007
Base Rate %	4.75	5.00	5.25	5.50	5.75

Rates for Instant Access Accounts

Instant Access Savings Account – Annual Interest

Effective Date	1/9/2006 Gross p.a. %	1/12/2006 Gross p.a. %	1/2/2007 Gross p.a. %	1/6/2007 Gross p.a. %	1/8/2007 Gross p.a./AER%
£1 – £4,999	1.25	1.50	1.70	1.95	2.15
£5,000 – £9,999	1.35	1.60	1.80	2.05	2.25
£10,000 – £24,999	1.40	1.65	1.85	2.10	2.30
£25,000+	1.50	1.75	1.95	2.20	2.40

Offset Instant Access Savings Account – Monthly Interest

Effective Date	1/9/2006 Gross p.a. %	1/12/2006 Gross p.a. %	1/2/2007 Gross p.a. %	1/6/2007 Gross p.a. %	1/8/2007 Gross p.a./AER%
£1 – £4,999	1.25	1.50	1.70	1.95	2.15 2.17
£5,000 – £9,999	1.35	1.60	1.80	2.05	2.25 2.27
£10,000 – £24,999	1.40	1.65	1.85	2.10	2.30 2.32
£25,000+	1.50	1.75	1.95	2.20	2.40 2.43

Instant Savings Tracker – Annual Interest

Effective Date	1/9/2006 Gross p.a. %	1/12/2006 Gross p.a. %	1/2/2007 Gross p.a. %	1/6/2007 Gross p.a. %	1/8/2007 Gross p.a./AER%
£1 – £499	1.75	2.00	2.25	2.50	2.75
£500 – £4,999	2.25	2.50	2.75	3.00	3.25
£5,000 – £9,999	2.50	2.75	3.00	3.25	3.50
£10,000 – £24,999	3.25	3.50	3.60	3.85	4.10
£25,000 – £49,999	3.50	3.75	3.85	4.10	4.35
£50,000+	3.75	4.00	4.10	4.35	4.60

First Home Saver – Annual Interest

Effective Date	1/9/2006 Gross p.a. %	1/12/2006 Gross p.a. %	1/2/2007 Gross p.a. %	1/6/2007 Gross p.a. %	1/8/2007 Gross p.a./AER%
£1 – £499	1.75	2.00	2.25	2.50	2.75
£500 – £4,999	2.25	2.50	2.75	3.00	3.25
£5,000 – £9,999	2.50	2.75	3.00	3.25	3.50
£10,000 – £24,999	3.25	3.50	3.60	3.85	4.10
£25,000 – £49,999	3.50	3.75	3.85	4.10	4.35
£50,000+	3.75	4.00	4.10	4.35	4.60

Rates for Notice Accounts

Bonus 90 – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	2.95	3.20	3.45	3.70	3.95 2.95
£5,000 – £9,999	3.20	3.45	3.70	3.95	4.20 3.20
£10,000 – £24,999	3.80	4.05	4.30	4.55	4.80 3.80
£25,000 – £49,999	4.10	4.35	4.60	4.85	5.10 4.10
£50,000 – £99,999	4.35	4.60	4.85	5.15	5.40 4.40
£100,000+	4.40	4.65	4.90	5.20	5.45 4.45

The gross rate on Bonus 90 includes a 1% gross p.a. bonus. The bonus is calculated on the daily cleared credit balance from the date of payment of the previous bonus or the last withdrawal, whichever is more recent.

Rates for ISAs

Instant Access ISA – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007	3/9/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %/ AER%
£1 – £499	3.80	4.05	4.30	4.85	5.10	5.00
£500 – £2,999	4.20	4.45	4.70	4.85	5.10	5.00
£3,000 – £8,999	4.45	4.70	4.95	5.10	5.35	5.20
£9,000 – £14,999	4.65	4.90	5.15	5.30	5.55	5.40
£15,000 – £20,999	4.85	5.10	5.35	5.60	5.85	5.70
£21,000 – £23,999	5.00	5.25	5.50	5.60	5.85	5.70
£24,000+	5.00	5.25	5.50	5.75	6.00	6.00

Rates for Other Accounts

Direct Saver – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	3.70	3.95	4.20	4.45	4.70
£5,000 – £9,999	3.90	4.15	4.40	4.65	4.90
£10,000 – £24,999	4.15	4.40	4.65	4.90	5.15
£25,000 – £49,999	4.40	4.65	4.90	5.15	5.40
£50,000+	4.45	4.70	4.95	5.25	5.50

Telephone Saver – Annual Interest

Effective Date	1/10/2007
	Gross p.a./AER%
£1 – £9,999	4.50
£10,000 – £49,999	4.75
£50,000+	5.25

Private Banking Deposit Account – Monthly Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	2.72	2.96	3.20	3.44	3.69 3.75
£5,000 – £9,999	2.96	3.20	3.45	3.70	3.93 4.00
£10,000 – £24,999	3.20	3.45	3.69	3.93	4.17 4.25
£25,000 – £49,999	3.45	3.69	3.93	4.17	4.41 4.50
£50,000 – £99,999	3.69	3.93	4.17	4.41	4.65 4.75
£100,000 – £999,999	3.93	4.17	4.41	4.65	4.89 5.00
£1,000,000+	4.17	4.41	4.65	4.89	5.13 5.25

Rates for Children's Accounts

Cash Club – Quarterly Interest

Effective Date	1/9/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	4.35	4.60	4.85	5.10 5.20

Rainbow Savings – Annual Interest

Effective Date	1/9/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	4.35	4.60	4.85	5.10

Rates for Superseded Accounts

Accounts no longer available to new investors or no longer promoted

Gold Deposit Account – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	0.55	0.80	1.05	1.30

Gold Deposit Account – Quarterly Interest

Effective Date	1/9/2006	1/12/2006	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	0.50	0.75	1.00	1.25 1.26

Savings Account – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	0.55	0.80	1.05	1.30

30 Day Savings Account – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	1.05	1.30	1.35	1.60	1.70
£5,000 – £9,999	1.35	1.60	1.65	1.90	2.00
£10,000 – £24,999	2.00	2.15	2.20	2.45	2.55
£25,000 – £49,999	2.15	2.30	2.35	2.60	2.70
£50,000+	2.40	2.55	2.60	2.85	2.95

30 Day Savings Account – Monthly Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	0.85	1.10	1.15	1.40	1.50 1.51
£5,000 – £9,999	1.15	1.40	1.45	1.70	1.80 1.81
£10,000 – £24,999	1.80	1.95	2.00	2.25	2.35 2.38
£25,000 – £49,999	1.95	2.10	2.15	2.40	2.50 2.53
£50,000+	2.20	2.35	2.40	2.65	2.75 2.78

60 Day Savings Account – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	1.45	1.70	1.90	2.00
£5,000 – £9,999	1.75	2.00	2.20	2.30
£10,000 – £24,999	2.45	2.70	2.90	3.00
£25,000 – £49,999	2.75	3.00	3.20	3.30
£50,000+	3.00	3.25	3.45	3.55

60 Day Savings Account – Monthly Interest

Effective Date	1/9/2006	1/12/2006	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	1.25	1.50	1.70	1.80 1.81
£5,000 – £9,999	1.55	1.80	2.00	2.10 2.12
£10,000 – £24,999	2.25	2.50	2.70	2.80 2.84
£25,000 – £49,999	2.55	2.80	3.00	3.10 3.14
£50,000+	2.80	3.05	3.25	3.35 3.40

Bonus 90 – Monthly Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	2.70	2.95	3.20	3.45 2.48
£5,000 – £9,999	3.00	3.25	3.50	3.75 2.78
£10,000 – £24,999	3.60	3.85	4.10	4.35 3.40
£25,000 – £49,999	3.90	4.15	4.40	4.65 3.71
£50,000 – £99,999	4.15	4.40	4.65	4.90 3.97
£100,000+	4.20	4.45	4.70	4.95 4.02

The gross rate on Bonus 90 includes a 1% gross p.a. bonus. The bonus is calculated on the daily cleared credit balance from the date of payment of the previous bonus or the last withdrawal, whichever is more recent.

60 Day ISA – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £499	3.65	3.90	4.15	4.30	4.45
£500 – £2,999	4.10	4.35	4.60	4.75	4.90
£3,000 – £8,999	4.35	4.60	4.85	5.00	5.15
£9,000 – £14,999	4.55	4.80	5.05	5.20	5.35
£15,000 – £20,999	4.80	4.90	5.15	5.30	5.45
£21,000+	4.90	5.00	5.25	5.40	5.55

TESSA Only ISA – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £500	3.65	3.90	4.15	4.30
£500 – £2,999	4.10	4.35	4.60	4.75
£3,000 – £8,999	4.35	4.60	4.85	5.00
£9,000+	4.65	4.90	5.15	5.30

Postal Plus Account/Phone Plus Account/Special Edition Savings Account – Annual Interest

Effective Date	1/9/2006	1/12/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1 – £4,999	3.35	3.60	3.85	3.85	4.10
£5,000 – £9,999	3.60	3.85	4.10	4.10	4.35
£10,000 – £24,999	3.75	4.00	4.25	4.25	4.50
£25,000 – £49,999	4.00	4.25	4.50	4.50	4.75
£50,000+	4.15	4.40	4.65	4.65	4.90

Route 15 – Quarterly Interest

Effective Date	1/9/2006	1/2/2007	1/6/2007	1/8/2007
	Gross p.a. %	Gross p.a. %	Gross p.a. %	Gross p.a./AER%
£1+	4.35	4.60	4.85	5.10 5.20

Our Range of Accounts

Instant Access Accounts

Instant Access Savings Account and Instant Savings Tracker

Tiered interest rates, flexibility and a Cashline card for withdrawals and/or balance checks. Plus, you can include our Instant Access Savings Account in our Offset Service.

First Home Saver

Instant access to your funds and the potential of a tax-free cash back if you take out a mortgage with us.

Notice Accounts

Bonus 90

A 1% gross annual bonus is available if no withdrawals are made for a full year. Free withdrawals if 90 days' notice is given.

ISAs

Instant Access ISA

Lets you invest up to £3,000 per tax year, tax-free, and offers instant access to your money whenever you need it.

Children's Accounts

Cash Club

Designed for children aged 7 to 10.

Rainbow Savings

Designed to be held in trust for children from when they are born.

Other Accounts

Direct Saver

Our online savings account gives you access to your savings day and night using Digital Banking.

Telephone Saver

A new telephone based savings account lets you manage your account by phone or internet.

Fixed Rate Bond

A medium to long term savings account which offers a guaranteed rate of interest.

Private Banking Deposit Account

Exclusively available to Royalalties Private customers. Offers tiered, high rates of interest and unlimited withdrawals.

Definitions

Gross

The interest paid before deduction of tax.

Net

The interest paid after the deduction of tax.

Annual Equivalent Rate (AER)

Illustrates what the interest rate would be if paid and compounded each year. Interest rates and tiers are subject to variation and are correct at 31 October 2007.

For more information on our savings accounts:



Visit your local branch



0800 100 9510

Textphone 0800 404 6160



rbs.co.uk/savings

Lines are open 8am – 8pm Monday to Friday 9am – 5pm Saturday

Our main business is banking and financial services. We will provide you with banking services in accordance with the terms which apply to your account (which include these Conditions).

We are authorised and regulated by the Financial Services Authority. We are entered on the Financial Service Authority's Register and our registration number is 121882.

We are a member of the Financial Ombudsman Service. If you make a complaint, and are not satisfied with the final response we give under our internal complaints procedure, you can ask for the complaint to be referred to the Ombudsman. You can find out more about the Financial Ombudsman Service in a leaflet available from any branch or by telephoning us on 0800 015 5035. Alternatively, you can contact the Financial Ombudsman Service by writing to South Quay Plaza, 183 Marsh Wall, London E14 9SR or by telephoning on 0845 080 1800. Details are also available from the website of the Financial Ombudsman Service, www.financial-ombudsman.org.uk.

The Financial Services Compensation Scheme set up under the Financial Services and Markets Act 2000 covers your account. For deposits with a UK office, payments under the Scheme are limited to 100% of the claim subject to a maximum payment of £35,000. Most people who make deposits, including individuals and small firms, are covered. Deposits in all currencies are treated the same. If you would like more details on the Scheme, please contact the Financial Services Compensation Scheme at www.fscs.org.uk/consumer/publications.

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