

Current Accounts

From 1 May 2025

In this document you will find:

The Current Account
Terms and Conditions

Nationwide and You

Current Account Terms and Conditions

These are the terms and conditions for our current accounts.

You should read this document along with the other documents that make up your agreement with us for your account.

The other documents:



Product Terms for your current account.



Any overdraft agreement you have with us.



Any other terms and conditions that you have agreed with us.

You can ask us for copies of these and this document at any time.



Our **Current Account Terms and Conditions** have received the Fairer Finance Clear & Simple Mark.

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About these terms and conditions

This agreement is between you and us. No-one else has any rights under it.

Your account is for personal use only and can't be used for business purposes. This means you can't use the account for any business you or someone else runs.

Contacting each other

How you can contact us



Digital Banking

This means the Nationwide banking app, internet bank or both



Call us



The 'Chat with us' service



In any branch



By writing to

Nationwide Building Society, Pipers Way, Swindon, SN38 1NW

Useful phone numbers

We've included a list of useful phone numbers at the end of these terms and conditions. They aren't part of our agreement with you, and we can change them without telling you first. Our latest phone numbers can be found on [nationwide.co.uk](https://www.nationwide.co.uk) or you can ask in branch.

How we'll contact you

We can contact you by:



Post



Electronically (for example by text, email or through Digital Banking)



Phone

We'll use the latest details you've provided so please tell us straight away if these change. You might miss something important if you don't. We'll communicate with you in English.

On joint accounts, we'll send information to the person named first on the account. But there are times we'll need to contact both account holders.

We may contact you if we think someone is trying to scam you or we're worried about your account's safety. If this happens, we'll contact you in a way we think is safe. This may mean we need to ask you some questions to make sure we're talking to you.

If you have access needs

If you need help accessing Nationwide's services, visit nationwide.co.uk/accessibility for more information. You can also contact us using the ways we've listed above.

How to get regular updates about your account

You can check how much money is in your account and see payments in and out using Digital Banking or by contacting us.

You can choose to receive information about your account electronically or by post. Some information may still need to be sent by post.

We'll normally send a statement every month if payments were made from your account. You can choose to receive your statement either:

- Through Digital Banking. If you choose this we'll need your email address so we can let you know when your statement is ready.
- By post.

You can also ask us for a statement at any time or change how you want to get information from us.

How you can make a complaint

We hope we don't disappoint you, but we know that sometimes things go wrong. If you think we've made a mistake or haven't met your expectations, please tell us.



Digital Banking

Tell us using the 'Chat with us' service



Website

Click on the option 'Contact us' at nationwide.co.uk and 'Chat with us'



Call us

Please see Useful phone numbers at the end of this document



In any branch

Tell us in branch during our opening hours



Write to us

The Complaints Team, Nationwide Building Society, NW2020, Swindon SN38 1NW

If you're unhappy with our response

You can ask the Financial Ombudsman Service to look at it. You need to do this within six months of getting our final response. Their website address is financial-ombudsman.org.uk. You can also take your complaint to the Financial Ombudsman Service before we've tried to resolve it - but we'll need to give permission for this. For more information on how this works, please visit their website.

If you want to take us to court, you can use the courts in England and Wales. If you live in Scotland or Northern Ireland, you can use your local courts.

English law will decide any issues about this agreement and your account.

How your account works

Joint accounts

If you have a joint account, you will both jointly own all money in the account. This means either of you can:

- Take out money from the account.
- See information about the account.
- Give instructions to us about the account.

Not all of our current accounts can be a joint account.

How we'll send your statements

- Digital Banking - if one of you chooses to receive statements through Digital Banking, all account holders will receive them this way. We may be able to let you set individual preferences in the future.
- Post - if we send statements in the post, we'll send them addressed to both of you at the first named account holder's address. If you'd like us to send statements to both account holders, let us know.

Although both of you are Nationwide members, only the first named account holder may be able to vote at our Annual General Meeting.

Things to remember:

- You are both responsible for following the terms of this agreement.
- It's up to you how you deal with and split any money in the account. But we may have to do something different if asked by a court or other authority.
- If your relationship breaks down (for example you divorce), either of you can take money out of the account. But we can stop this happening if you ask us to.
- If one of you dies, the account stays open and the money in it belongs to the other joint account holder.
- You are both responsible for any money owed on the account, like an overdraft. If one of you can't or won't pay, both of you are still responsible. It doesn't matter who spent the money or how much each of you paid in.

How overdrafts work with joint accounts

Having an overdraft won't change the number of statements we send you. We'll send one statement addressed to both of you to the first named account holder. You can also ask us to send one to you both if you prefer.

You can ask for an overdraft or a change to an overdraft right away or over the phone. If you do, you both agree we can give all the information to the account holder who asks – we won't contact the other account holder.

Keeping your account safe

It's important you do everything you can to keep your account safe.

Remember to:

- Follow any instructions we give you.
- Tell us if there are mistakes in information or messages you get from us (like statements).
- Always keep your card safe and sign it as soon as you get it. Never let anyone else use it, including other account holders.
- Keep your security information for making payments or accessing your account secret. That includes PINs, passwords and security codes, like for Digital Banking. Don't share them with anyone, even us or the police.
- Never let anyone else use your account.
- If you store your card details in a device like your mobile phone, keep it and its security details safe. Don't let anyone else use your device or know your security details, like your passcode.

Helping us protect you

You must give us information we ask for as soon as possible. If you don't, we may have to:

- Delay a payment.
- Refuse to make a payment.
- Block access to your account.

We may share information with others like the police when needed. You must help us in our discussions with them if we ask you to.

We may limit how many accounts you can have with us at one time.

Making changes to this agreement

This agreement could last a long time so there may be times when we'll need to make some changes to it.

When we might need to make changes to this agreement

Here are some reasons we may need to change this agreement:

- Because we change how your account works.
- Because of changes in technology or the systems we use.
- To follow changes in law, regulation, industry codes or guidance.
- To reflect changes to how we run our business, for example, when costs change.
- To make the terms of this agreement clearer.
- To introduce a new service.

As we can't predict everything, we may need to make a change to your agreement for a reason that's not listed above. But we'll always consider what is fair and we think is reasonable when we do.

When we might change interest rates and charges

We can also change our interest rates, overdraft rates and account charges (or introduce new rates or charges) for any of the following reasons.

- There's a change in the Bank of England base rate, or any other market rates, that we use to help us set our rates.
- Other relevant market rates change which impact how much it costs us to run these accounts.
- The cost of running the account or providing our services increases. For example, the cost of the technology we use or the cost of the services we get from others increases.
- For any other reason which we consider to be reasonable, but we can't predict right now.

We may also make changes that benefit you.

How we will tell you about a change

If we make a change, we'll tell you about it at least two months in advance unless one of the following applies:

Type of change	When we'll make the change
If we increase the interest rate we pay you. Or Any other change that we think is to your advantage, where we don't need to tell you beforehand.	We'll make the change straight away. We'll let you know as soon as we can after making the change.
If we make changes to our published exchange rates	We can make the change at any time. We won't tell you in advance.
Introduce a new service	We'll tell you as soon as possible.
Changes to your arranged overdraft rates	Please see your overdraft agreement

We'll normally tell you about any changes to your account by writing to you.

This could be by:

- post
- email
- text message
- using Digital Banking.

For changes that benefit you or changes to our exchange rates, we may put details on our website.

What you can do if we make a change

If we tell you about a future change and you're not happy with it, you're free to close your account and there is no closure charge. If you don't close your account before the change happens, we'll take this to mean you agree to the change.

Moving you to a different account

Sometimes we may stop offering certain accounts, or we may move your account to a different one. We can do this for any of the reasons we explained under 'When we might need to make changes to this agreement'.

We might also move your account to a different type of account or open a new account for you if:

- You no longer meet the requirements for an account.
- The account is not suitable for you.

If we do this, we'll usually tell you at least two months' beforehand.

If you don't want to move accounts, you'll be able to tell us to close your existing one before we open the new account.

Moving your account or our rights under this agreement to someone else

You can't give your rights or responsibilities under this agreement, or your account itself, to another person.

We can give our rights under this agreement to someone else. We'll only do this if we think they can perform them as well as us, and if they have the right permissions from our regulator.

This won't affect any rights you have with your account.

Closing your account

This agreement has no end date. This means it will continue until you or we decide to end it.

How you can close your account

- You can close your account at any time.
- You can do this using Digital Banking, by visiting us in branch or any other way we may tell you on our website.
- If you've just opened your account and changed your mind, you can close it within 28 days of opening and you won't have to pay any account fees. You'll still need to pay for any charged payment services that you might have used. For example, sending certain payments to someone outside the UK.

When we can close your account

We can close your account and end this agreement at any time. If we do this, we'll tell you at least two months' beforehand. There might be other longer notice periods that we must follow.

We may need to close your account quicker or straight away. We can do this for one of these reasons.

- You have seriously broken or keep breaking the terms of this agreement.
- You haven't paid us the money you owe us, even after we asked.
- We suspect or know you've committed fraud or other crimes on the account.
- You gave us wrong or misleading information when you applied for the account, and if you gave us the correct information, we wouldn't have opened it.
- You've been abusive or threatening to our staff or customers, including the staff of any organisations we work with. This includes using your account in a way which is abusive or threatening - this might include words or messages in payment instructions.
- We have to follow laws, regulation or other rules.
- We think keeping your account open means we could break the law, regulation or another duty we have. For example, you haven't given us information we've asked for and that we need to have. This could be information about your identity or your tax position.

If we do this, we'll tell you afterwards.

What we will do when closing your account

We'll:

- Cancel all future payments you've told us to make from your account, like regular payments. We'll do this unless it's too late to cancel the payment.
- Send you any money left in your account, including any interest we owe you. We'll take away amounts you owe us, like charges and interest.

If you haven't used your account for a long time

If there's a small amount of money in the account when we close it, we may donate it to charity. We'll only do this if you haven't used the account for a long time. We won't do this if you have another current account or savings account with us that we can pay the money to. You can still ask us to return the money to you if we do this.

If you haven't used your account for 15 years we may transfer any money in it to the Unclaimed Assets Scheme. You'll still be able to get your money back if you ask us.

The Unclaimed Assets Scheme uses this money to help benefit good causes. See www.reclaimfund.co.uk for further information.

What you must do when your account is closed

- You'll need to pay us any money you owe. This might include money you've borrowed using an overdraft, and any interest.
- Please destroy your card and any unused cheques.

Payments

When we say “**working day**” we mean Monday to Friday but not a bank holiday in England. Local holidays may affect timings in this section too.

Paying money into your account

Limits on amounts you can pay in

We might set limits on how much money you can pay into your account. For example, the amount of cash you can pay in per day or per year. You can usually find details of any limits on nationwide.co.uk. To help stop crime, we may set limits without letting you know.

Cash

- You can pay cash into your account using 'counter services'. This includes in branch, or at one of our cash machines, though not all our cash machines allow you to do this. We may tell you other ways you can pay cash into your account.
- You can only pay in cash in British Pounds.
- When you pay in at branch or using our cash machine, the money will show in your account and be ready for you to take out straight away. If you pay into our cash machine that doesn't count it for you, we'll receive it when we empty the cash machine (no later than the next working day). The cash will show in your account and be ready for you to take out as soon as we've counted it.
- If your account pays interest, you'll start to earn it one working day after the cash is paid in.

Cheques

You can only pay in cheques made out to you. They must be in British Pounds from another UK bank or building society. You can pay in a cheque:

- At any branch.
- At some of our cash machines.
- By posting the cheque to us at PO Box 8888, Swindon, SN38 1NW.
(You'll need to send it with the paying in form that you can find at [nationwide.co.uk](https://www.nationwide.co.uk)).

We may also tell you other ways you can pay in cheques.

You must pay a cheque into your account within six months of the date on it. The date on the cheque you want to pay in must not be a date in the future.

If your account pays interest, you'll start to earn it from the day the cheque is paid in.

If the cheque is paid in on a non-working day or at a Nationwide cash machine, it's from the next working day.

You can take the money out from 11:59pm the next working day after the cheque is paid in. We can't take the money back after this time, unless you've committed fraud.

How to receive money

You or someone else can send money to your account. You'll need to give the other person the following information.

Money from the UK	Money from an EEA country in Euros	Money from any other country or not in Euros
<ul style="list-style-type: none">• Your account number• Your sort code• Your full name	<ul style="list-style-type: none">• Your account number• Your sort code• Your full name• Your IBAN	<ul style="list-style-type: none">• Your account number• Your sort code• Your full name• Your IBAN, BIC and the Intermediary BIC
<ul style="list-style-type: none">• Payments in British Pounds will be paid into your account as soon as we receive the money.• Payments in any other currency will be changed into British pounds first using what's called our standard inbound exchange rate. We'll usually pay the money into your account the same day.• The standard inbound exchange rate is made up of the foreign exchange rate plus the currency conversion charge or 'mark-up'. It changes all the time. See our website for more information about this.		

IBAN is your International Bank Account Number. **BIC** means Bank Identifier Code. You can find more information about these on our website.

EEA means countries in the European Economic Area. You can find the list of countries on our website.

Paying money out of your account

We make payments from your account on the working day we receive your instructions. We might need your instructions by a 'cut off time' to make the payment when you want us to. If we do, these are set out below.

Limits on amounts you can take out

We may limit how much money you can take out from your account. For example, we might limit how much cash you can take out per day, or the maximum amount of a bank transfer or contactless payment. To help stop crime, we may set limits without letting you know.

You can usually find details of any limits on our website at [nationwide.co.uk](https://www.nationwide.co.uk), or within Digital Banking before making a payment.

How you can take out cash

You can take out cash using 'counter services', this includes:

- From any of our branches.
- Over the counter at the Post Office in the UK. You may be able to take out cash at Banking Hubs.
- Using a cash machine in the the UK or abroad, if the cash machine allows this. Some cash machine providers may apply a charge for this.
- Using any other ways we tell you about from time to time.

You'll need:

- Your card (or account details if in branch) and security details to hand. Some cash machines may allow you to take out cash by using an e-wallet that you've stored your card details in (for example, on your mobile phone).
- To confirm those details as well as how much you want to take out before you can take your cash.


If you take out cash abroad, exchange rates and fees may apply. See the "Card payments and taking cash out in a foreign currency" section below and your Product Terms.

How you can pay using a cheque

With some of our accounts you can ask for a cheque book. You can also ask us for a new cheque book if yours is lost, stolen or destroyed.

- You need to fill out the cheque. When the money comes out of your account will depend on when it's paid in.
- There might be a charge if you ask for a corporate cheque. If so, you can find this on our website. We'll also confirm it at the time.

A corporate cheque is like a cheque, but it guarantees that money is available to the person you're paying - it's also known as a banker's draft.

 **Changed your mind?** You can cancel a cheque you've written by calling us and giving us full details of the cheque. You can't cancel a cheque after we've been asked to pay it.

How you can pay using your card


We'll send you a debit card when you open your account. We'll send a replacement if your card is lost, stolen, expired or needs to be reissued for any other reason. We won't reissue the card if you haven't used your account or card for some time.

If you have a card with this symbol  you can make contactless payments.

You can ask us to stop your card from making most contactless payments. Some contactless payments, like those made on a plane, can still go through.

- Tap your card on the payment machine. You might need to enter your PIN or sign.
- Put your card into the machine and enter your PIN or sign.
- Share your card details with the person you are paying. We may ask you for security information. **Remember: never share your PIN or secure passcode with anyone.**
- Use an e-wallet security feature (like fingerprint or face ID) to share your card details.
- Hold your device, on which you've stored your card details (like a mobile phone), close to the payment machine and complete any security details requested.

You can also set up regular payments using your card (like a TV subscription). We call this a recurring card payment – it's different to a standing order or Direct Debit which are explained below. If your card number or expiry date changes, we'll update your details for recurring card payments you've already set up.

 **Changed your mind?** We can't stop card payments once you've made them. To cancel recurring card payments, you'll need to tell us before 4pm the working day before the payment is due to go out. For example, if your payment is due to go out on a Wednesday, you'll need to tell us you want to cancel it before 4pm on Tuesday. You should also tell the retailer.

How long it takes

When you pay with your card, the payment will show as 'pending' on your account. This means the money won't have been taken from your account yet. It will be taken once we've received details from the card scheme (for example, Visa).

Sending money to someone in the UK in British Pounds

- You can send money by bank transfer to another account in the UK.
- You can set up regular payments like standing orders or Direct Debits.

Standing orders are automatic regular payments to another bank account. The amount is fixed and you set them up using your current account details.

Direct Debits are when a company collects regular money from your current account. To do this, you have to give them your account number and sort code. Direct Debits don't have to be for a fixed amount, but the company has to tell you before they change it. Direct Debits are covered by the Direct Debit guarantee.

How to make a bank transfer or regular payment

You'll need to log in to Digital Banking or you can also do this in branch.

You'll need to give us:

- The details of the payment.
- Any security information we ask for.
- Confirmation that you want to make the payment.
- The account number and sort code of the person you're paying. We'll use this information to make the payment, so it's important these are correct.

We may need more information, like the name of the person you're paying, their bank's address, or a reference. You must give us this information if we ask.

We might need to do extra checks to help stop crime and make sure it's really you making a payment, which can slow things down. We might have to stop the payment until we get all the information we need. We might not be able to make the payment at all.

If the person you're making payments to has changed their bank account, we'll send your payment to their new one if we can.

You'll need to check the account you're making a payment to can receive the type of payment you're making.



Changed your mind? You can't cancel a payment you've asked us to make straight away.

Over the phone

You can use Telephone Banking to send money to another Nationwide account in your name. In rare cases, you can call us to ask us to send money to someone else in the UK. We'll need to discuss this with you first. If you want us to make the payment on the same day you need to ask us by 3pm on a working day. If not, we will make it the next working day.



Changed your mind? You can't cancel a payment you've asked us to make straight away.

Direct Debits

You'll need to set these up with the UK company you are paying.

We must receive the payment request from the person you are paying by 10:30pm two working days before the payment date. We'll make payments on working days only. Any payments due to be made on a weekend or bank holiday will be sent on the next working day.



Changed your mind? You'll need to ask us to cancel the payment before 6pm the working day or Saturday before its due to go out. You should also tell the company you're paying.

Bank transfers that are high value


We may need to send the payment using a different payment system called CHAPS. This might happen if you are making a very large payment, such as buying a house. We may charge a fee for this. If we do, we'll tell you in your Product Terms. If you want us to make the payment on the same day we need to receive your instructions by 3pm on a working day. These payments can only be made on working days. Any payments due to be made on a weekend or bank holiday will be sent on the next working day.



Changed your mind? You can't normally cancel a CHAPS payment.

Future dated bank transfers and standing orders

We need to receive your instruction by 10pm the working day before you want the payment to be sent. If the date you want us to make the payment isn't a working day, we'll send it on the next working day. For example, if you ask us to make a payment before 10pm on Tuesday, the earliest date we can make the payment would be Wednesday. If the date you ask us to make the payment fell on a Sunday, we'll make it on Monday.

 **Changed your mind?** You can ask us to cancel it before 10pm the working day before its due to go out. This includes if you want to pause or skip a standing order payment.

Cancelling a standing order means all future standing order payments will also be cancelled. You'll have to set it up again if you want to restart the standing order payments.

You can't ask us to make a payment by post.

How long it takes

Bank transfers will be sent the same day, and in most cases the money will be received within two hours. Bank transfers of high value sent using the CHAPS system will be received the same day.

Future dated payments and standing orders will be sent on the agreed date. If the agreed date isn't a working day, the payment will be sent on the next working day.

Direct Debits will be sent on the date you've agreed with the company you're paying. If the agreed date isn't a working day, the payment will be sent on the next working day.

Using other payment service providers

You might want to give another organisation permission to view your Nationwide accounts or make payments on your behalf. These organisations are sometimes called Third Party Providers. If you do, we'll treat any instructions from them as if they came from you.

We'll assume you've agreed they can request information about your account, or make a payment, as often as they ask us to. If you ask them to make a payment from your account and they don't, we're not responsible.

Sending money to someone outside the UK or in a foreign currency

Our accounts let you send money in a foreign currency, for example in Euros. You might want to do this if you're sending money to a bank account outside the UK or to one in the UK that accepts foreign currency.

You can do this using Digital Banking or in branch.

Our website has more information about international payments and what currencies we offer. You can also get in touch with us to ask.

When you send money in another currency, we'll change the payment into the currency you want to send. We'll use our standard outbound exchange rate for that currency to change it. This changes all the time.

Our standard outbound exchange rate is made up of the foreign exchange rate plus our currency conversion charge or 'mark-up'. You can check the exchange rate and find information about the currency conversion charge on our website at nationwide.co.uk/exchange-rates.

When you ask us to make a payment, we'll tell you the estimated or the actual standard outbound exchange rate that will apply to the payment.

If you send money outside the UK, it may pass through one or more banks to get to the account you're sending money to.

Here's how it works

You ask us to send money in a foreign currency (to either a bank account outside the UK, or a bank account in the UK that accepts foreign currency)



A payment you make in a foreign currency could be sent back by the bank of the person you're sending money to. If they do, we'll need to change the money back into British Pounds before adding it back into your account. We'll do this using our standard inbound exchange rate. This may mean you get back less money than you sent.

Information we need

You'll need to:

- Log in to Digital Banking or you can also do this in branch.
- Give us details of the payment including the full name of the person you're paying and the following information:

Money going in Euros to the EEA or the UK.	Money going to any other country or not in Euros.
Their IBAN	Their IBAN and BIC

We'll use this information to make the payment, so it's important that these are correct.

You can find more information about **BIC** and **IBAN** in the 'How to receive money' section above or on our website.

You'll need to give us any security information we ask for and confirm that you want to make the payment.

We may need more information, like the address of the person you're paying or the name and address of their bank. You must give us this if we ask.

We might need to do extra checks which can slow things down or stop the payment until we get the information we need. In some cases, we might not be able to make the payment at all.

How long it takes

What currency and country	When the money will be received by the bank of the person you are sending it to
Sending money in Euros to another account in the UK or EEA.	By the next working day after you asked us to make the payment.
Sending money in any other currency (not Euros) to another account in the UK or EEA.	No later than four working days after you asked us to make the payment.
Sending money anywhere else in the world.	Payments to another account outside the UK and EEA will take longer. Contact us and we'll tell you if we can.



Changed your mind? For payments in Euros to another account in the UK or EEA, you can ask us to cancel a payment.

You can also ask us to ask the bank of the person you sent money to, to return the money if any of the following happen.

- You've made the same payment more than once by mistake.
- There has been a technical fault.
- Someone else has fraudulently made the payment from your account.

You must ask us to stop the payment within 10 working days from when it was made. If you think the payment is fraudulent, it's 13 months. We can't promise the other person or their bank will return the money you sent.

For other payments, you can't normally cancel them after you've asked us to make the payment.

Card payments and taking cash out in a foreign currency

The amount will need to be changed into British Pounds before being taken out of your account.

The cash machine provider might offer to do this for you. If you agree to use their exchange rate, they'll let you know what it will be.

If not, we'll change the amount using the card scheme's exchange rate (for example, Visa). We'll do this on the day you tell us to make the payment.

You can find the exchange rate on the card scheme's website. See your card for details of which scheme we use.

We may apply a foreign currency transaction fee for this. If we do, we'll tell you in your Product Terms.

More information about paying in a foreign currency with your card and foreign exchange rates can be found on nationwide.co.uk/currency-conversion. Retailers or cash machine providers may also have their own charges.

In unusual cases, the card scheme will use their exchange rate on the day they receive details from the retailer or cash machine provider. For example, amounts above 100,000 US dollars.

We'll show any exchange rate used in your next statement.

If something goes wrong

Get in touch right away if you're worried about any of the following.

- Someone has used or has taken money from your account without your permission.
- You have lost or someone has stolen your card or cheque book or a device you use to access your account.
- You think someone else knows the security information you use to access your account.
- You've been a victim of a scam, for example, someone has tricked you into sending them money.
- You don't recognise a payment.



Digital Banking

Report your card as lost or stolen using the 'Manage Card' tool in the banking app.



In any branch

Report it to a branch during opening hours.



Call us

We have a specific phone number you can use to call us 24 hours a day, seven days a week. This is one of the numbers listed in the 'Useful phone numbers' section at the end of these terms and conditions.

Protecting your money (Financial Services Compensation Scheme)

We're covered by the Financial Services Compensation Scheme (FSCS). This means that in the unlikely event we go out of business, the FSCS can pay you back up to a certain amount. You can find out more about the FSCS on their website **FSCS.org.uk**.

Money coming in

If money is paid into your account by mistake

We can take money from your account if we've paid it to you by mistake. We can also do this if someone else, including another bank, tells us that money has been paid into your account by mistake. We'll only do this if we believe there was a mistake. We usually try to check with you first.

We can stop you from taking money out while we try to contact you.

If you tell us it wasn't a mistake, we usually won't return the money. But we may not let you take any more money out until the issue is resolved.

We may need to share information with the payer's bank, which may include information about you, your account and the payment. This is so the person that paid the money can try to recover it themselves.

If the wrong amount is paid to your account

If you think we've added the wrong amount to your account, you should tell us as quickly as possible and within 13 months of the payment. If you don't, we might not be able to help you. If we agree that we made a mistake and paid too little into your account, we'll add the missing money to it. We'll also refund any charges or interest you've paid as a result or pay you any interest we should have paid you.

If we paid in too much, we'll take off the amount of the over payment, even if this means you going overdrawn.

If your payment is late

If a payment is added to your account later than you were expecting, you can ask us to look into this for you. You must ask us to do this within 13 months of the payment or we may not be able to help. We can't control how long it takes the money to reach us from another bank. But we can check to see if we've received the money and should have paid this to you.

If the delay is due to our mistake, we'll make sure the money is paid into your account as soon as we discover it. We'll pay back any charges we've taken from you and any interest you lost out on because of our delay.

Money going out

You've been tricked into sending a payment to a fraudster

You may have been tricked into sending money to someone else you didn't mean to pay or for a purpose which turns out to be different than you thought. These are known as 'scams'.

If this happens, we may refund you if the payment was made on or after 7 October 2024.

If we agree to refund you for a scam, we'll do this within five working days unless we need extra information to investigate the claim. We'll only refund you if the payment was made by bank transfer in British Pounds to another UK account. We'll also only refund you up to the maximum amount set by our regulators.

You may not get a refund if you were very careless when making the payment. Examples of this include:

- Ignoring a warning from us, the police or another authority that you might be a fraud victim.
- You know or suspect that you've been the victim of a scam and didn't tell us quickly.
- Not giving us information we've reasonably asked for to help us investigate a possible scam.

You may not get a refund if you don't tell us within 13 months of the final scam payment from your account. We also won't refund payments for anything illegal.

If you think you've been a victim of a scam you should report it to the police or let us report it. This will help identify and stop the fraudsters.

We can take back any refunded amount after giving you reasonable notice. We may do this if we later discover, or have good reason to believe, you acted fraudulently when making the claim.

We can also do this if we spot that you've been refunded for the same loss by another organisation.

If money is taken out of your account without your permission

If you believe a payment has been made from your account without your permission, you can ask us for a refund. You'll need to contact us within 13 months of the payment being made. We'll normally refund your account by the end of the next working day. The refund will include the payment amount and any interest or charges you've paid because of that payment.

If we later find out that we're not responsible for the refunded payment, we'll take the money back out of your account.

We won't give you your money back if:

- We can show that you did give permission for the payment.
- We think you might be acting fraudulently, and we've told the police or other relevant authorities.
- You've deliberately broken the terms of this agreement or you were very careless with your card or security details. For example, you didn't take steps to stop someone else from finding out your password. This won't apply if your account was overdrawn at the time.

We'll always refund you in any of the following situations.

- Someone else uses your card or security details without your permission.
- Your card has been used by someone else without your permission to buy things by telephone, internet or mail order.
- You've already told us your card or device is missing or that you are worried your security details may be used by someone else.
- Our phone lines weren't working when you tried to tell us your card or security details had been lost or stolen.
- We didn't check it was you before making the payment.

Payments where you don't know the amount in advance

Some of our accounts let you set up payments where you don't know what the exact amount will be when you give permission for it. This might be if you're hiring a car or agreeing to a subscription service.

If someone charges you more than you expected, you can ask for a refund as long as you tell us within eight weeks of the payment being made.

The payment must have been to a business in the UK or in the EEA (in Euros).

We'll only refund you if the amount taken was more than you reasonably expected. We'll look at past spending habits and the details of the payment to work this out.

We won't refund you if any of the following happened:

- You agreed to us making the payment for that amount.
- You knew or were told about the amount that would be taken at least four weeks before.
- The difference in the amount is because of changes in the exchange rate.

If we owe you a refund, you'll usually get this within 10 working days of asking us. If we need to investigate and ask for more information, you must give it to us. You'll get your refund within 10 working days of giving us the information we asked for.

If you agree an exact amount can be reserved

You may be asked by a business to let them reserve money in your account, perhaps to cover a final payment for something. If this happens you won't be able to spend money that's been reserved. The business should only ask us to reserve money if you've agreed to an exact amount.

Problems with a payment you've sent

You sent a payment to the wrong person

If you gave us the wrong account details, it won't be our fault. This is unless we wrongly told you the name on the account matched the name you gave us.

Even if it's not our fault, we could still try to get your money back. But there may be a fee for this service, which we'll tell you when you ask us.

If we can't get your money back, we'll let you know. You can ask us in writing to share relevant information from our investigation, so that you can try to recover the money yourself.

If the wrong amount was sent

If it was our mistake and we sent too much, we'll give you a full refund as soon as we reasonably can. We'll also refund you any interest you've had to pay or missed out on, and any charges you had to pay because of our mistake.

If we made a mistake and sent too little, we'll correct the payment and refund you any lost interest or charges you had to pay because of our mistake.

If we can show we sent the correct amount to the other person's bank, they will need to put it right for their customer.

If your payment is late

If it was our mistake, we'll refund you any interest you've had to pay or missed out on. We'll also refund any charges you had to pay. If we haven't made the payment yet but the money has been taken from your account, we'll put it back into your account before we make the payment. You can also ask us to make sure the other person's bank adds the payment to their account as if it was made on time.

The payment may have been late because of a mistake made by the other person's bank or because they needed to carry out checks. If so, the other bank will need to put it right.

When we're not responsible

If we break this agreement, we won't be responsible for anything you lose as a result in one of the following situations.

- There are unusual or unpredictable things or things outside our control. This could be a strike or a technical issue.
- We're following law or regulation.
- You can't use a card in an e-wallet or on your device. This is unless it's because of something we've done.

Stopping payments and other ways you use your account

Stopping money being taken out of your account

These are the reasons we may stop you from making a payment from your account:

- You've given us payment information which isn't complete or isn't quite right. This might also include where your payment instructions are abusive or inappropriate.
- You don't have enough money in your account to make the payment, or the payment would go over any limits that we or you have set.
- The account you're making the payment to is closed or can't receive the type of payment you're making.
- There are legal or regulatory reasons why we can't make it. For example, there might be a court order telling us not to. It could also be because you haven't given us information we've asked for about you or the person you're paying.
- There are security or fraud concerns. This could be because we think your device (for example your phone or computer) isn't secure or someone is trying to access your account. We may also have other fraud concerns about the payment, or we're protecting you from a scam.

- We're concerned the payment might involve illegal activity. This includes if we believe you're paying someone who might break the law, such as someone on the FCA's Unregistered Cryptoasset Business List.
- We think the account has been or is likely to be misused. For example, you're using the account for a business.

If this happens, we'll let you know details about the payment and why we stopped it, unless the law says we aren't allowed to. We'll also let you know how to fix any errors that stopped us from making the payment.

If you are using a card or device to make a payment, the retailer will normally tell you the payment has been refused. If you're taking out cash, it will be the cash machine provider who will normally tell you.

Stopping other ways you use your account

We can stop you from using your card (including a card in an e-wallet), PIN, password or other security information to make payments. We might also stop payments from coming into your account or stop you from accessing Digital Banking or Telephone Banking. We might do these things for the following reasons:

- If we think there's fraud or other unlawful things happening on your account.
- There are legal or regulatory reasons. For example, we have asked you for information to help us meet our legal and regulatory requirements and you haven't given it to us. There could also be a court order, like a child maintenance order, debt relief or bankruptcy order.
- There are security concerns. This might include security concerns about your device (like your mobile phone). For example, where we think someone else is using your account without your permission or knows your security information. It might also be because you haven't used your account for a year or letters we've sent to you have been returned. Or we think you might be living outside the UK and it could increase the risk of fraud or other illegal activities on your account.
- We believe there's a risk that you wouldn't be able to repay any money you owe us on your account.

If we can, we'll contact you and tell you what we've done and why.

We'll also tell you if you can do something to fix it. If you can fix the problem, you'll be able to continue using your account as normal.

If we block your account, we may also stop sending you statements or other messages.

Delaying payments from and to your account

We may need to carry out checks before a payment can be made to or from your account. This includes anyone we use to help us make the payment. This might mean there's a delay in a payment leaving or being added to your account. Examples of when this might happen include fraud and security checks.

In some situations, we may not be able to allow the payment at all. This includes both payments going in and payments going out of your account. If this happens, we'll let you know, unless the law says we aren't allowed to. We won't be responsible to you for any losses.

Borrowing money (overdrafts and set-off)

You may be able to borrow with your account using an arranged overdraft.

We can ask you to repay this at any time. We'll try to tell you before we remove your arranged overdraft or reduce your limit.

Not all of our current accounts let you have an arranged overdraft.

Arranged overdrafts

If you want to borrow from us using your current account, you'll need to apply for an arranged overdraft. This allows you to borrow money up to an agreed limit.

We'll look at your financial situation to help us decide whether to lend you money. If we agree to lend you money, we'll send you an overdraft agreement which will give you more information. It will also tell you the interest rate you'll be paying and your overdraft limit.

Your account may have an interest-free period or amount. If not, you have to pay interest on the amount you borrow at the rate in the overdraft agreement.

Your statement will tell you how much interest you'll need to pay and the date we'll take it from your account each month. When we take fees and charges from your account, we'll either reduce the amount of money in your account or add it to the amount you owe us.

Unarranged overdrafts

We don't normally let you spend more money than you have in your account or more than any overdraft you've agreed with us in advance.

We'll try to stop a payment if you don't have enough money in your account or arranged overdraft limit to cover it. This might not always be possible. For example, if you make a card payment on a plane or if a cheque you've paid in bounces. If this happens, we won't charge interest, but you must repay the money as soon as possible. We may also stop further payments from your account, and this might mean important bills don't get paid.

If you owe us money on another account with us (set-off)

If you owe us money (for example on a loan, credit card, mortgage, overdraft), we can take money from any of your accounts to pay back what you owe. This is called set-off.

We can use money in your account to pay off amounts you owe us or amounts that both you and someone else owe us together.

We can use money in joint accounts to pay amounts that both of you owe together or that only one of you owes.

We can also do this when you owe money to other companies in our group including The Mortgage Works (UK) plc and UCB Home Loans Ltd.

We'll tell you at least 14 days before we do this.

We'll never do this if we think you need the money for essential living costs.

Useful phone numbers

Current account general enquiries

03457 30 20 11

For **lost or stolen cards, security concerns about your account**, or for any reason listed under the 'If something goes wrong' section in the terms and conditions above

0800 055 6622

Complaints

0800 30 20 15

If you're calling from outside the UK

+44 1793 65 67 89

This number can be used for any of the reasons shown above.

Nationwide and You

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About us

Nationwide Building Society is a type of business called a mutual. This means we're a business that's owned by our members and run for their benefit with no shareholders to satisfy, in the way that banks do. By opening an account with us, you'll become a member of Nationwide Building Society, which gives you certain membership rights.

You can find out more information about being a member by looking at our membership rules, which are contained in a document called "Memorandum and Rules". You can get a copy by asking in branch or looking on our website. You should know that your membership may be withdrawn if you go into an unarranged overdraft, including exceeding an arranged overdraft you have with us.

Charitable Assignment

In this charitable assignment section “Society” means Nationwide Building Society and, if it merges with any other building society, includes such other society and “conversion benefits” means any benefits under the terms of any future transfer of the Society’s business to a company (i.e. on conversion or takeover) except the statutory right to have shares in the Society (including any balances on share accounts) converted into deposits with the company.

THE FOLLOWING WORDING APPLIES TO YOU UNLESS:

- (1) YOU WERE A MEMBER OF THE SOCIETY ON 2 NOVEMBER 1997 AND HAVE CONTINUED TO BE A MEMBER EVER SINCE THAT DATE; OR**
- (2) YOU FALL WITHIN A SPECIAL CATEGORY OF PERSONS TO WHOM OUR CHARITABLE ASSIGNMENT SCHEME DOES NOT APPLY.**

By applying to open an account after 2nd November 1997, you also apply to be a charity member of The Nationwide Foundation (“the Foundation”) unless you are already a charity member.

You agree that, if:

- the account is opened by the Society and you are or become a charity member of the Foundation; and
- the Society subsequently enters into an agreement to transfer the whole of its business to a company, you will assign to the Foundation (or any charity(ies) nominated by it, but to no other person) all rights to or in connection with any conversion benefits to which you would otherwise become entitled as a member or depositor at any time before, or within two years, after your membership of the Society comes to an end.

You make this agreement:

- a. with the Society (acting for itself and for the benefit of the Foundation), in return for the Society opening the account you are applying for, and you acknowledge that the Foundation may enforce the benefit of your agreement with the Society under the Contracts (Rights of Third Parties) Act 1999; and
- b. with the Foundation directly, in return for the Foundation granting you charity membership (if you are not already a member).

This agreement means that, without any further notice to you:

- the Society may make over to the Foundation (or to any charity(ies) nominated by it) any such conversion benefits; and
- the Foundation may exercise all your rights in relation to any such benefits.

You understand that this agreement is irrevocable and cannot be amended or varied without the consent of both the Society and the Foundation and that neither the Society nor the

Foundation will release you from this agreement. You understand that (except in the case of any class of person where the Society considers this to be inappropriate) the Society will require on behalf of itself and the Foundation that all applicants for share and mortgage accounts agree to the above condition (or a condition having substantially the same effect), unless the Society decides and announces by press release that it is no longer in the best interests of the Society to do so generally on a continuing basis. Any such decision by the Society would not have retrospective effect and you would continue to be bound by the above condition.

How we use your information

If you have a FlexOne account, please see the FlexOne section on the next page.

This is a quick guide on how Nationwide uses your personal information. If you would like more information, please refer to Nationwide's full privacy statement "How Nationwide uses your information", available in branch or online at nationwide.co.uk/privacy

- We collect and use your information to provide you with your accounts and related services, confirm who you are, prevent fraud, collect and recover any monies you owe us and run our business.
- We share your information as necessary within Nationwide, with our suppliers and with any third parties you've asked to act on your behalf. We also share your information with our insurance partners if you're getting or have a Nationwide insurance product or if it is offered to you as part of your account with us (e.g. FlexPlus).
- We may share your information with other organisations if the law requires or allows us to do so. This includes credit reference agencies, fraud prevention agencies and other government bodies, regulators and law enforcement agencies.
- When we share your information with credit reference agencies they'll use this to check your credit rating, along with the other details you've given us. These checks are part of most account application processes and will leave a record on your credit file that other lenders can see. This might affect your ability to get credit elsewhere for a short while.
- When we share your information with fraud prevention agencies, they will use the data to prevent fraud and money laundering and verify your identity. If there is a risk of fraud or money laundering, we may refuse to offer you an account or stop providing the services you already have. The fraud prevention agencies will keep a record of any fraud or money laundering risks and this could mean that other organisations may refuse to provide you with their services, financing or employment.
- When we provide your information to third parties and organisations, whether in the UK or abroad, we'll make sure we only give them information that's necessary and that your data will stay secure.

- We only use your information if we can legally do so, for example, if you have given us consent or if we need to use the information to meet our obligations to you in our terms and conditions. We may also use your information if necessary to meet legal requirements or for our legitimate business interests.
- You have certain rights over your personal information including the right to access your data. You can find out more about these rights at any branch or online at **nationwide.co.uk/privacy**

We may register information about you and the conduct of your account with one or more licensed credit reference agencies. This information is used to make lending decisions, to prevent fraud and to trace debtors.

How we use your information - FlexOne

We will share information about you and your account within Nationwide so that we can better look after you and your account. We may also share information with other organisations in certain circumstances.

We collect and use your information so we can:

- Make sure we know who you are.
- Make sure you can manage your money with us, like pay money in, save money, spend it, have a bank card, and get hold of your money online.
- Keep your money safe and protect you from fraud.
- Follow the rules around how you're able to manage your money.
- Give you the best service we can.

When will you share my information?

We share your information to help make sure we give you the best service we can. Sometimes rules mean we have to share your information to help keep you and your money safe. This could be with companies that help protect us all from fraud, and allow us to help you look after your money. We could also sometimes share your information with your parent or guardian.

To find out more please read our guide about how Nationwide uses your information by visiting **nationwide.co.uk/privacy** or you can ask for a copy in branch. We have special guidance for our members aged under 18.

When you turn 18 we will begin sharing information about you and how you run your account with credit reference agencies.

It is important you understand how the personal information you give us will be used. We strongly advise that you read our guide about how Nationwide uses your information by visiting **nationwide.co.uk/privacy** or you can ask for a copy in **branch**.

From time to time we'll look at the way you use your account so that we can see how you look after your money. We do this so that we can decide whether it would be right for us to let you have an overdraft on your account after you have reached the age of 18. There may also be other services and products we can offer you in the future depending on how you have looked after your money.

Summary Financial Statement

When you open an account with us, we need to let you know about our most recent summary financial statement and auditors' report. Our summary financial statement is published in our Review of the Year document. You can find this and our latest annual report and accounts, including our auditors' report, on our Results and Accounts page at nationwide.co.uk/results-and-accounts

Ask in branch

Call **03457 30 20 11**

Visit **nationwide.co.uk**

Nationwide Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration no 106078.

You can confirm our registration on the FCA's website, **fca.org.uk**

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

You can receive this document and others like it, in Braille, large print or on audio CD. Just call **03457 30 20 11** or visit your local branch if you'd like us to arrange this for you.

If you have hearing or speech difficulties:

- You can use Text Relay if you have a textphone. Dial **18001**, followed by the phone number you want to ring
- SignVideo is also available if you're deaf and use British Sign Language. Just visit **Signvideo.co.uk**

To find out about other ways we may be able to help, search 'accessibility tools' on **nationwide.co.uk**

Nationwide cares about the environment - this literature is printed in the UK with biodegradable vegetable inks on paper from FSC[®] certified and other controlled material.

