

FlexBasic

Product Terms

These are the terms that apply to your FlexBasic account.

These Product Terms form part of our agreement with you, along with the Current Account Terms and Conditions and any other documents we say apply.

If there are differences between the Current Account Terms and Conditions and these Product Terms, you need to follow these Product Terms.

About this account	
1. Monthly fee for having this account	✓ Free (no monthly fee).
2. Managing this account	<p>✓ You can use Digital Banking (through the Nationwide banking app and internet bank). If you need to speak to someone, you can get in touch in branch or over the phone.</p> <p>✗ We don't provide a chequebook.</p>
3. Interest we pay you on this account	✗ We don't pay interest on money in your account.
4. No arranged overdraft with this account	<p>✗ You can't have an arranged overdraft with this account.</p> <p>✗ We won't usually let you make a payment if there isn't enough money in your account. But sometimes we can't stop this. For example, if you make a payment on a plane.</p> <p>If that happens, we won't charge you anything. But you need to put money back into your account as soon as possible. You won't be able to make any payments from your account until you do so.</p>

5. Changing to a different account

You can ask us at any time to change to another one of our accounts. We'll only do this if you qualify for the other account.

When we might switch you to another account

There are specific reasons why we may move you to another account without you asking us to.

We might do this if you qualify for another Nationwide current account and we think you'd benefit from having access to a wider range of services and features.

For example, our FlexAccount which can have an arranged overdraft. We'll look at your financial situation and how you are managing your money.

What we'll do if we change your account without you asking us to

We'll tell you in writing at least two months' before. We'll give you all the information you need about the account we are moving you to.

What you can do when we write to you

If you're happy with the change, you don't have to do anything. We'll move you to the new account at the end of the two months.

If you want to move sooner, tell us and we'll move you straight away.

You can tell us if you don't want to be moved to the new account. If you do this, you can keep your FlexBasic account.

Changed your mind? You can ask us to move you back to a FlexBasic account. Tell us within 30 days of moving to your new account.

We might also write to you if we think you may qualify for and benefit from one of our other accounts. If we do, we'll invite you to apply to change your account to another one of our accounts.

6. Closing this account

The reasons why we can close your FlexBasic account are different to our other current accounts. The reasons listed in this document will apply instead of the ones in the **'When we can close your account'** section of the Current Account Terms and Conditions.

When we can close your account

We can close your account and end this agreement at any time. We can do this if:

- No money has been paid in to or out of your account for at least 24 months in a row.
- You are no longer legally resident in the UK.
- You have become a disqualified person under the Immigration Act 2014.

This is someone in the UK who doesn't have the right to enter or remain in the UK, and the government says shouldn't be allowed to open an account.

- You have access to another UK current account which was opened after you opened your account with us.

If we do this, we'll tell you at least two months' beforehand. There might be other longer notice periods that we must follow.

When we might close your account straight away

In some cases, we might close your account quicker. We might also close it straight away and tell you after. We can do this for one of the following reasons.

- You have knowingly used, or tried to use, your account for something illegal.
- You gave us incorrect information when you applied for the account, and if you gave us the correct information, we wouldn't have opened the account.
- You've been abusive or threatening to our staff or customers, including the staff of any organisations we work with.

When we close your account we'll explain why, unless we're not allowed to due to laws or regulations.

<p>7. When we might stop you using your account</p>	<p>These are the reasons why we might stop you from using your FlexBasic account. They are different to the reasons in the ‘Stopping other ways you use your account’ section of the Current Account Terms and Conditions.</p> <ul style="list-style-type: none"> • If we think there's fraud or other illegal things happening on your account. • There are legal or regulatory reasons. For example, we've asked you for information to help us meet legal and regulatory requirements and you haven't given it to us. Or there could be a court order, like a child maintenance order, debt relief or bankruptcy order. • There are security concerns. For example, we might do this if we think someone else is using your account without your permission or knows your security information. It might also be because letters we've sent to you have been returned. • We believe there's a risk that you wouldn't be able to repay any money you owe us.
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Making payments			
<p>8. Paying in a foreign currency with your card</p>		Foreign currency transaction fee	Foreign exchange rate information
	<p>Card payments in a foreign currency</p>	<p>2.99% of the payment amount.</p>	<p>Retailers or cash machine providers may have their own charges.</p>
	<p>Taking out cash in a foreign currency in the UK</p>	<p>2.99% of the payment amount. If you take out cash in a foreign currency from a LINK cash machine or over the counter this fee won't apply.</p>	<p>For more information about paying in a foreign currency with your card, see the Current Account Terms and Conditions. You can also visit our website at</p>
	<p>Taking out cash in a foreign currency outside the UK</p>	<p>2.99% of the payment amount.</p>	<p>nationwide.co.uk/currency-conversion</p>

9. Charges for making other payments

✓ We don't charge a transaction fee to send large value payments to someone within the UK. This is called a CHAPS payment.

£15 transaction fee to send money outside of the UK, or in the UK in a foreign currency. This is called a SWIFT payment.

This charge won't apply if you're sending money in Euros to the UK or an EEA country. Or if you're sending money in British Pounds to an EEA country. You can find out more about these types of payments at [nationwide.co.uk/payments](https://www.nationwide.co.uk/payments)



Our **FlexBasic Product Terms** have received the Fairer Finance Clear & Simple Mark.



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.

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 would 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 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

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