

Savings Account Charges Leaflet

This guide details the services and charges that are effective from February 2020. We can vary or amend these charges at any time, but will notify customers when we do so in accordance with account terms and conditions. Confirmation of current charges and interest rates can be obtained online at **smile.co.uk**

Charges

Depending on the services available on your savings account, the following charges may be applied. The terms and conditions of your account will contain which charges are applicable.

Foreign transaction services		
Fee	When will the fee be applied?	Fee amount
International payments	Single Euro Payment Area (SEPA) payments A fee will not be applied if you transfer or make a payment in euro to an EU member state, as well as Iceland, Liechtenstein, Norway, Monaco and Switzerland. Funds should be received by close of business on the next Business Day* and both the remitter and beneficiary have to have an account within the SEPA region.	Free
	Structured USD payments A fee will be applied if you send a payment in US dollars to the United States. This type of payment can take up to five Business Days*.	£8
	Real Time Euro Payments (TARGET) A fee will be applied if you use this alternative method of making international payments in euro. This payment is received on the same day if it is sent before 2pm, but can take one to three Business Days* if there are problems from the recipient's side.	£25 (plus postage, transmission and agent's charges, where applicable)
	Other international payments – SWIFT This fee will be applied if you make any other international payment using the SWIFT service, which can reach almost anywhere in the world within one to four Business Days*.	0.25% of the value of the transaction (min. £13, max. £35 plus postage, transmission and agent's charges, where applicable)
	Enquiries, amendments and cancellations A fee will be applied if you make an enquiry regarding an international payment, or a request to amend or cancel the payment. These fees are also payable for our handling of enquiries from overseas banks concerning your payment instructions. However, where this investigation has resulted from an error by The Co-operative Bank, or one of its agents, the fee will be waived.	£20 (plus postage, transmission and agent's charges, where applicable)
Receiving payments from overseas - in sterling or foreign currency (We will use our standard rate of exchange. Please contact us for further information.)	If the payment is equivalent to £100 or less.	Free
	If the payment is over the equivalent of £100 and received in either euro or Swedish Krona currency.	Free
	Payments over the equivalent of £100 received in a currency other than euro or Swedish Krona. You will not be charged where the charges are for the remitter's account.	£6 (plus postage, transmission and agent's charges, where applicable)
Electronic Payments		
Transfer via CHAPS	A fee will be applied for all CHAPS payments.	£25
Faster payments up to £100,000	If the payment is equivalent to £100,000 or less.	Free

*Business day is usually Monday to Friday excluding bank holidays.

Charges continued

Other Services		
Fee	When will the fee be applied?	Fee amount
Copy statement	A fee will be applied for each additional copy requested.	£2.50 per statement (with a cap of £10 for each request)
Banker's cheque	A fee will be applied if you request a cheque which assures payment when buying goods, such as a car.	£10
Other charges	There may be occasions when we will make other charges to the account. These will be notified to you at the time, and you may request information about our charges for any service we offer online at smile.co.uk	

Please call 03457 212 212[†] (lines open 8am to 6pm Monday to Friday and 9am to 5pm Saturday and Sunday) if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No: 121885) smile is a trading name of The Co-operative Bank p.l.c. Registered office: 1 Balloon Street, Manchester, M4 4BE. Registered in England and Wales (Company No: 990937).

[†]Calls to 03 numbers from a UK landline cost up to 16p per minute and from a mobile cost between 3p and 65p if outside any inclusive minutes. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes.

Information correct as at 04/2025.