



# Fee Information Document

**Name of the account provider:** Contis Financial Services Ltd

**Account name:** GBP basic

**Date:** May 2024

* This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
* Fees may also apply for using services linked to the account which are not listed here. Full information is available in your terms and conditions (<https://pay.naga.com/>).

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| **Service** | **Fee** | |
| **General account service** | | |
| **maintaining the account**  GBP basic account | Monthly maintenance fee  **Total annual fee** | £0.00  **£0.00** |
| **Payments (excluding cards)** | | |
| **Sending and receiving money within the UK**  Sending money via Faster Payments (same day)  Sending money via Faster Payments (next day)  Sending money via Faster Payments (3 days)  Sending money via CHAPS  Receiving money in pounds  **Sending and receiving money outside the UK**  Sending money in pounds  Receiving money in pounds  Receiving money in a foreign currency  Unpaid direct debit | Per payment  Per payment  Per payment  Not Applicable  Per payment  Per payment  Per payment  Not Applicable  Per payment | £0.25  £0.25  £0.25  £0.20  £0.00  £0.00  £0.00 |
| **Cards and cash** | | |
| Issuing of debit card  Issuing of additional debit card  Replacement debit card  Card cancellation  Debit card payment in pounds  Debit card payment in a foreign currency  Cash withdrawal in pounds in the UK  Cash withdrawal in foreign currency outside the  UK  Refusing a payment due to lack of funds  Allowing a payment despite lack of funds | Per card  Not Applicable  Per card  Per card  Per transaction  Per transaction  Per withdrawal  Per withdrawal  Per payment  Not Applicable | £9.99  £10.00  £0.00  £0.00  £0.50 plus 1% of the transaction value (Europe)  £0.00 plus 2% of the transaction value (International)  First ATM withdrawal per month free, £0.00 plus 2.5% of the transaction value onwards.  First ATM withdrawal per month free, £0.00 plus 2.5% of the transaction value onwards.  £0.00 |
| **Overdrafts and related services** | | |
| Arranged overdraft  Unarranged overdraft | Not Applicable  Not Applicable |  |
| **Other services** | | |
| PayPoint load  Post Office load    ATM balance enquiry | Per load  Not Applicable  Per enquiry | £0.50 plus 2.50% of the transaction value  £0.00 |

**Glossary of terms**

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| **Term** | **Definition** |
| **Allowing a payment despite lack of funds** | The account provider allows a payment to be made from the customer’s account although there is not enough money in it (or it would take the customer past their arranged overdraft limit). |
| **Arranged overdraft** | The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged. |
| **ATM balance enquiry** | The customer views the account balance at a cash machine. |
| **Card cancellation** | The account provider charges a cancellation fee if the customer cancels the card order within the first 14 days and a card has already been ordered in the customer’s name. |
| **Cash withdrawal in foreign currency outside the UK** | The customer takes cash out of the customer’s account in foreign currency at a cash machine outside the UK. |
| **Cash withdrawal in pounds in the UK** | The customer takes cash out of the customer’s account in pounds at a cash machine in the UK. |
| **Debit card payment in a foreign currency** | The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the phone. |
| **Debit card payment in pounds** | The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the phone. |
| **Digital Card** | An online hosted representation of a physical card. |
| **Issuing of debit card** | The account provider sends a debit card to the customer. |
| **Issuing of additional debit card** | The account provider sends a debit card to the customer for an additional user. |
| **Maintaining the account** | The account provider operates the account for use by the customer. |
| **PayPoint Load** | PayPoint offers customers the ability to make cash deposits across a UK retail network. |
| **Receiving money in a foreign currency** | When money is sent to the customer’s account from an account not in pounds. |
| **Receiving money in pounds** | When money is sent to the customer’s account from an account in pounds. |
| **Refusing a payment due to lack of funds** | The account provider refuses a payment from the customer’s account because there is not enough money in it. |
| **Replacement debit card** | The account provider sends a replacement debit card to the customer. |
| **Sending money outside the UK in pounds** | The account provider transfers money, on the instruction of the customer, from the customer’s account to another account outside the UK in pounds. |
| **Sending money within the UK via CHAPS** | The account provider transfers money, on the instruction of the customer, from the customer’s account to another account in the UK. |
| **Sending money within the UK via Faster Payments** | The account provider transfers money, on the instruction of the customer, from the customer’s account to another account in the UK. |
| **Standing order set up** | The customer requests that the account provider makes regular transfers of a fixed amount of money from the customer’s account to another account. |
| **Unarranged overdraft** | The customer borrows money when there is no money left in the account (or the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance. |
| **Unpaid direct debit** | The customer has permitted someone else (recipient) to instruct the account provider to transfer money from the customer’s account to that recipient. The account provider attempts to transfer money to the recipient on a date agreed by the customer but there are insufficient funds available. |