

SAVINGS ACCOUNTS CHARGES & FEES INFORMATION

Charges & fees (Effective from 27th July 2021)

Refusing a payment due to a lack of funds	Stopped cheque	No charge
	Returned cheque	No charge
	Returned Standing Order	No charge
	Returned Direct Debit	No charge
CHAPS payment fee		£23.50

Changes in fees: Where we introduce new charges, or increase existing charges we will tell you about them before the change takes effect by letter or other personal notice, subject to the product terms of your account. For further information about charges please see our General Terms and Conditions for Savings Accounts. You can get a copy from any branch or at ybs.co.uk/general-terms.pdf

Guide to payment types and timescales

As there are a few different payment methods available it can be difficult to know which one you should use for a transaction. We've included some information below to help explain the different types, along with a summary of when they can and cannot be used. If you have any questions please contact us using the details on page 3.

Timescales for sending money within the UK

Payment Type	Description	Latest time to make a request	Date available to payee
CHAPS	An electronic payment which usually arrives on the same day provided requests are received by 12pm Monday to Friday. There is a charge for this service of £23.50 . Requests received after 12pm will be processed the next working day.	12pm Monday to Friday (excluding bank and public holidays).	Same day.†
Standing Order	An electronic payment for which there is no charge. Standing Orders will be made using the Faster Payments Service – please see the table on the next page for more information about which payments you can make.	Branch / Agency: Opening hours	They will normally reach the destination account by the end of the next working day.†
Faster Payments	Faster Payments is a service that allows you to move money electronically between accounts at different banks and building societies. There is no charge for this service.	Branch / Agency: Opening hours Website / Internet Banking Service: Midnight	They will normally reach the destination account by the end of the next day.†

† Payments may be subject to further checks or additional requirements and in these circumstances payments and timescales cannot be guaranteed.

Which type of payments can I make?

The types of payment you can make will depend on your product terms and how much money is being sent, whether you transact from a branch, agency, online, by telephone or by post and how long the destination account has been set up for.

Where the destination account has been set up for more than 30 days:

Payment Type	Up to £10,000.00	Up to £10,000.01 - £25,000.00	£25,000.01 plus
Faster Payments	Branch Agency Post Online Telephone*	Branch Post Online Telephone*	Online
CHAPS	Branch** Agency** Post**	Branch** Agency** Post**	Branch** Agency** Post**
Standing Order	Branch Agency Post Online	Branch Post Online	Online
Cheque	Branch Agency Post Telephone*	Branch Agency Post	Branch Agency (limited to £150,000) Post

* Payments can only be made by phone if your account terms permit.

** Proof of identification (ID) is required – please see the Important Information about ID section overleaf for more information.

Where the destination account has been set up for 30 days or less:

For CHAPS and cheque payments please refer to the table above as these payments are not affected by how long the destination account has been set up for.

Payment Type	Up to £1,000	£1,000.01 - £5,000.00	£5,000.01 - £10,000.00	Up to £10,000.01 - £25,000.00	£25,000.01 plus
Faster Payments	Branch Agency Post Online Telephone*	Branch Post Online Telephone*	Branch* Post* Online Telephone*	Online	Online
CHAPS**	As per the table above.	As per the table above.	As per the table above.	As per the table above.	As per the table above.
Standing Order	Branch Agency Post Online	Branch Post Online	Branch Post Online	Online	Online
Cheque	As per the table above.	As per the table above.	As per the table above.	As per the table above.	As per the table above.

* Payments can only be made by phone if your account terms permit.

Important information about identification (ID)

For CHAPS payments requested from a branch, agency or by post we need to see Proof of Name ID. Please see our 'Verifying your Identity' leaflet for more information on ID we can accept. This can be found online at ybs.co.uk/verifying-your-identity or by using the contact details below.

If you're sending any ID with a photo or signature through the post then you should send copies and not the originals.

Here to help

Call us on 0345 1200 300

Write to us at:

Yorkshire House

Yorkshire Drive

Bradford

BD5 8LJ

Visit ybs.co.uk

Glossary of terms

Standard terminology for payments accounts

With the introduction of new regulation it is now easier for you to compare the cost of certain building society / banking services across the European Union (EU). All building societies and banks are now required to utilise standard terminology to describe specific payment account services, setting these out in Fee Information Documentation for each individual applicable payment account.

Set out below is the UK standard terms and definitions that have been published by the Financial Conduct Authority (FCA) that relate to Yorkshire Building Society Group products and services.

FCA Terms	Definition
Maintaining the account	The account provider operates the account for use by the customer.
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.
Direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
Standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
Sending money within the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK.
Receiving money from outside the UK	When money is sent to the customer's account from an account 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, bank or Post Office in the UK.
Cancelling a cheque	The customer asks the account provider to cancel a cheque that the customer has written.

Further details can be found within the product factsheets that are available at application or on request in branch.

Our printed material is available in alternative formats e.g. large print, Braille or audio. Please visit us in branch or call us on **0345 1200 100**.

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security.

Calls to 03 numbers are charged at the same standard network rate as 01 or 02 landline numbers, even when calling from a mobile.

Yorkshire Building Society is a member of the Building Societies Association and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Yorkshire Building Society is entered in the Financial Services Register and its registration number is 106085. Head Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.