

## Personal customers interest rates and charges

### Rapid Repay Account/Flexible Repay Account

Interest we pay you			
	Interest rates		Please note the Rapid Repay and Flexible Repay accounts are no longer on sale. We work out how much interest to pay you at the end of each day. This is based on the money in your account. We'll add any interest to your account on the last working day of the month.
	Gross* (% per year)	AER† (%)	
On all balances	0.00	0.00	

Interest and fees you pay us		
	Debit Interest Rates	
Arranged Overdraft	This is your mortgage rate as shown in your Mortgage Offer Document.	
Refusing A Payment Due To Lack Of Funds Fee	£4 for each payment	We'll charge this fee if there isn't enough money in your account or Arranged Overdraft to make the payment. We won't charge the fee if the payment is £4 or less.
Fee Cap	£20 per calendar month	We have a monthly Fee Cap of £20 per calendar month. This Fee Cap means that you'll never pay more than £20 per calendar month in Refusing A Payment Due To Lack Of Funds Fees. The Fee Cap does not apply to interest you pay us.
Telling you when you need to pay interest and fees	At least 14 days' notice	

## Using your debit card

Type of payment using your card	What we charge	
Cash withdrawal in foreign currency outside the UK	No charge	
Cash withdrawal in pounds outside the UK		
Debit card payment in a foreign currency	No charge	
Debit card payment to a company based outside the UK		
Your daily card limit		
Card type	Cash	Debit card payments in a foreign currency
Online contactless debit card	£350	£5,000
Online non-contactless debit card (No longer available to issue)	£350	£5,000
Contactless debit card	£500	£10,000

The cash withdrawal limits in the table above apply whether you're in the UK or abroad. You might be able to take out more cash in one of our Stores. If you aren't sure which type of card you have, or have any questions about your limits, let us know. We can set other limits or change any limits on your account. You can always ask us what they are.

# Private Customers interest rate and charges

## Rapid Repay Private Account and Flexible Repay Private Account

### Fee for maintaining the account

Monthly Fee	£15.00	A monthly fee is charged for your private banking service which includes access to a named Private Manager who will assist you with your more complex financial needs and a dedicated Private Direct telephony team who are on hand to help with your day to day banking requirements.
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### Interest we pay you

	Credit Interest Rates		Please note the Rapid Repay Private and Flexible Repay Private Accounts are no longer on sale. The gross rate of interest payable on this account is 1% below the Bank of England base rate and will change as that base rate changes in the manner described in the account Terms and Conditions. Credit interest will be paid if the balance of your Rapid Repay Private Account or Flexible Repay Private Account is in credit. Interest we pay you is calculated on the cleared credit balance on a daily basis and credited to accounts on the last business day of each month.
	Gross* (% per year)	AER† (%)	
On all balances	4.25	4.33	

### Interest and fees you pay us

	Debit Interest Rates		
Arranged Overdraft Interest Rate	This is your mortgage rate as shown in your Mortgage Offer Document.		
Refusing A Payment Due To Lack Of Funds Fee	£4 for each payment		This fee will be charged when we refuse a payment from your account because there is not enough money in it (or it would take you past your Arranged Overdraft limit), and we refuse your request for an Unarranged Overdraft. We will not charge this fee if the value of the payment that is refused is £4 or less.
Fee Cap	£20 per calendar month		We have a monthly Fee Cap of £20 per calendar month. This Fee Cap means that you'll never pay more than £20 per calendar month in Refusing A Payment Due To Lack Of Funds Fees. The cap does not apply to debit interest.
Telling you when you need to pay interest and fees	At least 14 days' notice		Where the 'Fee For Maintaining The Account' is the only fee or charge being applied, we will not provide you with any further notice, this fee will be collected from your account within five (5) working days of the twenty-fifth (25) day of each month and it will be shown separately on your statement. However, if in addition to the 'Fee For Maintaining The Account' you also incur any Refusing A Payment Due to Lack of Funds Fee or debit interest, we will issue you a monthly summary at the end of each calendar month, giving you at least 14 days' notice before these charges are applied to your Account and it will include details of the Fee For Maintaining The Account in this monthly summary.

## Using your debit card

Type of payment using your card	What we charge	
Cash withdrawal in foreign currency outside the UK	No charge	
Cash withdrawal in pounds outside the UK		
Debit card payment in a foreign currency	No charge	
Debit card payment to a company based outside the UK		
Your daily card limit		
Card type	Cash	Debit card payments in a foreign currency
Online contactless debit card	£350	£5,000
Online non-contactless debit card (No longer available to issue)	£350	£5,000
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The cash withdrawal limits in the table above apply whether you're in the UK or abroad. You might be able to take out more cash in one of our Stores. If you aren't sure which type of card you have, or have any questions about your limits, let us know. We can set other limits or change any limits on your account. You can always ask us what they are.

## Applicable to all accounts detailed in this Tariff

### Other things you may be charged for

Bankers draft (up to and including £100,000)		£30 for each draft	
Cancelling a cheque		No charge	
Duplicate statement (If you ask for an extra copy of a paper statement)		£5 for each additional statement	
Receiving money from outside the UK (sometimes called Inward Foreign Payments)			
Transaction Type	Location	Currency	Fee
SEPA			No charge
SWIFT	Within the EEA	All currencies including Sterling up to £100 (or equivalent)	No charge
		Currency is Euro, Swedish Krona or Romanian Leu over £100 (or equivalent)	No charge
		All remaining currencies including Sterling over £100 (or equivalent)	£7
SWIFT	Outside the EEA	All currencies up to £100 (or equivalent)	No charge
		All currencies over £100 (or equivalent)	£7

### Cut off times for sending money

Payment type	Store <sup>^</sup>	Internet banking	Mobile banking	Telephone banking
<b>Internal transfer</b> This includes moving money to some other accounts that you hold with us. Ask for more details.	16:00	23:59	23:59	23:59
<b>Faster Payments</b> Your money will usually arrive the same day, and if not by the end of the next working day.	You can't do this in a Store	23:59	23:59	23:59
<b>Payment set for a future date</b>	You can't do this in a Store	23:59 on previous working day	23:59 on previous working day	23:59 on previous working day
<b>CHAPS</b> Your money is guaranteed to arrive the same day if you send it before the cut-off on a working day.	16:00	You can't do this online	You can't do this in the app	You can't do this through telephone banking
<b>Sending money outside the UK</b>	11:00	You can't do this online	You can't do this in the app	You can't do this through telephone banking

<sup>^</sup>Not all services are available in every Store. The cut-off time will also depend what time the Store shuts that day.

### Post Office cash deposit limits

Daily limit	£2,000
Annual limit	£10,000 in any 12 month period

### If you are unable to pay your mortgage

Details of the charges we may apply if you are unable to pay your mortgage are detailed on your mortgage tariff.

## Important information

If you ever need another copy of this Tariff or your Terms or you want more info about our accounts, just let us know.

Contact us through Live Chat in your app or call us on **0800 121 7365** (from overseas it's **+44 141 221 7300** – standard international rates apply).

If you're a Private customer call us on **0800 145 6456** (from overseas it's **+44 141 229 1551** standard international rates apply). You can also visit our website **www.virginmoney.com**

We've only included the most common charges for Current Account Mortgages in this Tariff. We'll tell you about any others before we charge them.

## Interest rates

We can change your interest rates. Your Terms give you more details about when we can do this and how we'll let you know.

You can always find your current interest rates:

- On our website at **www.virginmoney.com**
- By popping into our Stores.
- By phoning us on **0800 121 7365**.
- Virgin Money Private customers can phone us on **0800 145 6456**.

These are the types of interest rates we use:

**\*Gross rate** This is the rate of interest we pay you. We don't take any tax away from the interest we pay you (which would be called the 'net rate'). If the interest you earn is more than the Personal Savings Allowance, you'll have to pay tax directly to HM Revenue and Customs. It'll depend on your circumstances and it might change in the future. For more info, please visit [www.gov.uk](http://www.gov.uk)

**†AER** The AER (or Annual Equivalent Rate) is the equivalent rate of interest that you would earn if we paid interest once a year.

## Your personal information

All of the up-to-date information about how your personal data will be gathered, created, shared and looked after can be found in the Privacy Notice at [www.virginmoney.com/privacy](http://www.virginmoney.com/privacy)

## Important information about compensation arrangements

You can find details on the protection of eligible deposits and deposits excluded from the scheme on the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)

This Tariff applies from 1 February 2024. We can change the information in it (including your interest rates) in line with your Terms.

**Think carefully before securing other debts against your home. Your home may be repossessed if you do not keep up repayments on your mortgage.**

This document is available in large print, Braille and audio.  
Please speak to a member of staff for details.