

NP16189MR/1811348876/11017/DSTN
MS MICHELLE LUNNON
ADMINISTRATOR
PARKLANDS RETIREMENT BENEFITS
DAWS HOUSE
33-35 DAWS LANE
LONDON
NW7 4SD



375/00159

July 2016

We're updating the terms on your account(s)

Dear Ms Lunnon,

On 3rd October 2016, we're making some changes to your account terms. You don't need to do anything, this letter is just to let you know.

We're updating the terms – mainly using clearer explanations and a simpler format to help make them easier to understand – but we're also making a couple of key changes:

- **If you've borrowed money from us and it's overdue for payment** – we're clarifying we can take funds from your account to repay what you owe us and that, if your account allows for an overdraft, we'll do this even if this means your account goes overdrawn.
- **Charging you interest on credit balances** – global interest rates remain at very low levels and in some markets are currently negative. Dependent on future market conditions, this could result in us charging interest on credit balances. We'll provide you with the appropriate notice before doing so, should this situation ever arise.

You can take a look at the new terms online at www.rbs.co.uk/terms by entering the following code: WG87480T.

If you hold a deposit product with us, you may receive communications later in the year explaining further product and price changes.

We're here to help

We value our relationship with you and hope you continue to bank with us. But because we're making a change, we do need to let you know that you can close your account(s) if you want to, without being charged. If you'd like to do that, just get in touch.

If you've got any questions or concerns please contact your Relationship Manager.

Kind regards,

Mark Andrews
Head of Commercial & Corporate, future Williams & Glyn Team, RBS

What this letter is about

**We're updating your terms
on 3rd October 2016**