Glossary of terms

Term	**Definition**
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.*
sending money outside the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside 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.
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 or, where available, at a bank outside the UK.
debit card payment in pounds	The customer uses their debit card to make a 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.
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 overthe phone.
cancelling a cheque	The customer asks the account provider to cancel a cheque that the customer has written.