

# Schedule of Services

Payment and  
International  
Banking Charges



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# Glossary

## Standardised terms and definitions

To improve transparency and comparability of fee information, and as required under the Payment Accounts Regulations 2016, this glossary provides a definition for the most representative services linked to a Payment Account.

The below terms are incorporated into our 'Fee Information Document' which details the main fees applicable to our on sale Payment Accounts and will also be incorporated where applicable into an annual 'Statement of Fees' for all Payment Account customers.

Not all the services below are available on all Payment Accounts. Please refer to your account terms and conditions for further information.

The below terms and definitions have been provided by the Central Bank of Ireland 18.04.2018.

Reference: Payment Account Services List  
Regulation 3(1) of the European Union  
(Payment Accounts)  
Regulations 2016

| Term                              | Definition   |
|-----------------------------------|--|
| <b>General account services</b>   |  |
| <b>Maintaining the account</b>    | The account provider operates the account for use by the customer.   |
| <b>Payments (excluding cards)</b> |  |
| <b>Standing Order</b>             | 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. |

|   |  |
|---|--|
| <b>Direct Debit</b>   | 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. |
| <b>Credit Transfer</b>                                      | The account provider transfers money, on the instruction of the customer, from the customer's account to another account.  |
| <b>Cards and cash</b>                                       |  |
| <b>Using a debit card for purchases in Euro</b>             | The customer uses the customer's debit card to make a payment in euro.   |
| <b>Using a debit Card for purchases in foreign currency</b> | The customer uses the customer's debit card to make a payment in foreign currency.   |
| <b>Cash Withdrawal</b>                                      | The customer takes cash out of the customer's account.   |
| <b>Cash Lodgement</b>                                       | The customer puts cash into the customer's account.  |
| <b>Overdrafts and related services</b>                      |  |
| <b>Referral Item</b>  | Cheques, withdrawals, direct debits and standing orders are presented for payment on the customer's account and, when paid, place the customer's account in an unauthorised overdraft position.  |
| <b>Unpaid Item</b>  | Cheques, direct debits or standing orders, presented for payment on the customer's account, are returned unpaid because of insufficient balance on the customer's account.   |

|                                  |  |
|----------------------------------|--|
| <b>Overdraft</b>                 | 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 to the customer. |
| <b>Unauthorised Overdraft</b>    | The customer's account is overdrawn in excess of an authorised overdraft limit or where no authorised overdraft limit has been agreed.   |
| <b>Other services</b>            |  |
| <b>Cheque Lodgement</b>          | The customer lodges a cheque to an account.  |
| <b>Provision of a Chequebook</b> | The account provider provides a facility which allows the customer to direct the account provider to pay a stated sum from the customer's account.   |

# International Drafts and Payments – Euro

|  |        |
|--|--------|
| <b>Stop payments advice</b>  | €5.08  |
| <p><b>All euro payments to European Union (EU) countries/<br/>European Economic Area (EEA).</b></p> <p>In order to qualify for these payment charges, payment application must indicate Ulster Bank's charges for account of applicant and foreign bank(s) charges for account of beneficiary.</p> |        |
| <b>Credit Transfer (Urgent Payment – same day value)</b>   |        |
| Paper/Chip and PIN* Request  | €24.50 |
| <b>Credit Transfer (Urgent Payment – same day value)</b>   |        |
| Credit Transfer (Electronic payment – Anytime Internet Banking)<br>– subject to daily payment limits   | €18.38 |
| <b>Urgent payment (same day value)</b>   |        |
| Electronic payment (Bankline/<br>International Cash Management<br>– Business customers only)   | €18.38 |
| <b>Credit Transfer (Next day value payment – standard transfer)</b>  |        |
| Chip and PIN* Request<br>– up to €13,000   | €0.00  |
| Chip and PIN* Request<br>– over €13,000  | €0.51  |
| <b>Credit Transfer (Next day value payment – standard transfer)</b>  |        |
| Paper Request  | €0.51  |

## International Drafts and Payments – Euro Continued

| <b>Credit Transfer (Next day value payment – standard transfer)</b>                               |           |
|---|-----------|
| Credit Transfer (Electronic payment – Anytime Internet Banking) – subject to daily payment limits | No Charge |
| <b>Next day value payment (standard transfer)</b>   |           |
| Electronic payment (Bankline/ International Cash Management – Business customers only)            | €0.38     |
| <b>Fees for euro payments to non EU/EEA countries</b>   |           |
| <b>Credit Transfer (Urgent payment)</b>   |           |
| Paper/Chip and PIN* Request   |           |
| Payments < €5,001   | €19.05    |
| Payments >= €5,001  | €24.50    |
| <b>Credit Transfer (Urgent payment)</b>   |           |
| Credit Transfer (Electronic payment – Anytime Internet Banking)                                   |           |
| Payments < €5,001   | €19.05    |
| Payments >= €5,001<br>– subject to daily payment limits   | €24.50    |
| <b>Urgent payment</b>   |           |
| Electronic payment (Bankline/ International Cash Management – Business customers only)            |           |
| Payments < €5,001   | €14.29    |
| Payments >= €5,001  | €18.38    |
| <b>Credit Transfer (Non-urgent payment – standard transfer)</b>                                   |           |
| Paper/Chip and PIN* Request   | €0.51     |
| <b>Credit Transfer (Non-urgent payment – standard transfer)</b>                                   |           |
| Credit Transfer (Electronic payment – Anytime Internet Banking) – subject to daily payment limits | €0.51     |



| <b>Non-urgent payment (standard transfer)</b>  |        |
|--|--------|
| Electronic payment (Bankline/<br>International Cash Management<br>– Business customers only) | €0.38  |
| <b>Cut-off times for payments</b>  |        |
| Paper (via branches)   | 1.00pm |
| Paper (direct)   | 2.00pm |
| Electronic –<br>International Cash Management<br>(Business Customers Only)                   | 2.00pm |
| Anytime Internet Banking   | 3.00pm |
| Chip and PIN* (via branches)   | 3.00pm |
| <b>Inward Payments – in favour of:</b>   |        |
| Non Ulster Bank Accounts   | €10.00 |
| Telephone Advice of Individual<br>Payment received   | €2.00  |

Please note, for personal current account customers, transaction fees may apply to the transactions listed above. Please see our booklet A Guide to Personal Accounts Fees and Interest, available in branch and online, for further details.

# International Drafts and Payments – Non Euro

|  |                  |
|--|------------------|
| <b>Drafts</b>  | €10.00 per draft |
| Stop payments advice   | €5.08            |
| <b>Credit Transfer (Outward payments<br/>i.e. Telegraphic Transfers)</b> |                  |
| Paper/Chip and PIN* Request  |                  |
| Standard Payment   | €0.00            |
| Urgent Payment   | €12.70           |
| <b>Anytime Internet Banking</b>  |                  |
| Standard Payment   | €0.00            |
| Urgent Payment   | €12.70           |
| <b>Bankline Payment</b>  |                  |
| Standard Payment   | €0.00            |
| Urgent Payment   | €9.52            |
| <b>Inward Payments – in favour of:</b>                                   |                  |
| Ulster Bank accounts up to €126.97                                       | Free             |
| Thereafter   | €6.00            |
| Non-Ulster Bank accounts   | €10.00           |
| Telephone Advice of<br>Individual Payment received                       | €2.00            |

Please note, for personal current account customers, transaction fees may apply to the transactions listed above. Please see our booklet A Guide to Personal Accounts Fees and Interest, available in branch and online, for further details.

**Note:**

Ulster Bank Accounts, e.g. Current Accounts/Savings Accounts. Agents' charges may also be applicable. These are charges levied by the other financial institutions involved in the Payment and they are outside the control of Ulster Bank. \*PIN: Personal Identification Number.

# Bureau de Change

| Sales                          |                    |
|--------------------------------|--------------------|
| Foreign currency notes         | 1% of value issued |
|                                | Minimum €0.32      |
|                                | Maximum €2.54      |
| Purchases                      |                    |
| Foreign currency notes         | 1% of value issued |
|                                | Minimum €0.32      |
|                                | Maximum €2.54      |
| Unpaid Foreign Cheques         | €6.35              |
| Cheques and Travellers Cheques |                    |
| – Non Euro Currencies          | 1% of value issued |
|                                | Minimum €0.32      |
|                                | Maximum €2.54      |
| – Euro Currencies              | 1% of value issued |
|                                | Minimum €3.81      |
|                                | Maximum €38.09     |

Please note, for personal current account customers, transaction fees may apply to the transactions listed above. Please see our booklet A Guide to Personal Accounts Fees and Interest, available in branch and online, for further details.

**Note:**

Bureau de Change services are provided free of charge to student customers (full-time student account holders in third level education) and Graduate Package account holders.

Agent charges relate to handling and administrative fee's applied by another institution. These charges are subject to terms and conditions held between Ulster Bank and such agent. These charges may vary.

# Collections

| Import                 |                        |
|------------------------|------------------------|
| Clean or Documentary   | 0.3% of value          |
|                        | Minimum €38.09         |
|                        | Maximum €126.97        |
| Issue of Release notes | €25.39                 |
| Export                 |                        |
| Clean or Documentary   | 0.15% of value         |
|                        | Minimum €12.70         |
|                        | Maximum €63.49         |
| Cheque Collections     | Import €12.70 per item |
|                        | Export €12.70 per item |

# Bonds, Guarantees and Standby Letters of Credit

|   |                        |
|---|------------------------|
| Bonds, Guarantees and Standby Letters of Credit | Subject to arrangement |
|---|------------------------|

**Note:**

In addition to the charges outlined in this brochure

Out of Pocket expenses (e.g. courier charges, SWIFT\*\*\* transmission charges and third party expenses) may also apply.

\*\*\*SWIFT: Society for Worldwide Interbank Financial Telecommunication.

# Documentary Credits

| Import   |  |
|--|--|
| €0.25 per €100 for each 3 months, or part thereof, on the value of the credit outstanding at the beginning of each 3 month period. |  |
| Minimum  | €38.09                                   |
| Amendment  | €12.70                                   |
| Acceptances  | 1.5% per annum                           |
| Examination of Documents   | No charge                                |
| Export   |  |
| Pre-advising a credit  | €25.39                                   |
| Advising without adding confirmation   | €76.18                                   |
| Adding our confirmation  | Subject to arrangement<br>Minimum €76.18 |
| Amendments   | €38.09 per amendment                     |
| Payments/Negotiations  | 0.3% of value Minimum<br>€76.18          |
| Acceptances/Bill Discounting   | Subject to arrangement                   |

**Note:**

In addition to the charges outlined in this brochure

Out of Pocket expenses (e.g. courier charges, SWIFT\*\*\* transmission charges and third party expenses) may also apply.

\*\*\*SWIFT: Society for Worldwide Interbank Financial Telecommunication.

## International Accounts

| Administration Fee Half-Yearly (Current Account only) |         |
|---|---------|
| Sterling Accounts                                     | £75.00  |
| Other Currencies*                                     | €150.00 |
| Lodgements for Sterling accounts                      | £0.60   |
| Cheques paid on Sterling Accounts                     | £0.50   |

| Duplicate Statements  | STG A/c's | USD A/c's | *Other Currencies |
|-----------------------|-----------|-----------|-------------------|
| First Sheet           | £2.75     | \$5.00    | €4.00             |
| Each Subsequent Sheet | £1.75     | \$3.00    | €2.60             |

| General Account Charges             | STG A/c's | USD A/c's | *Other Currencies |
|-------------------------------------|-----------|-----------|-------------------|
| Unpaid item (Unpaid cheques Inward) | £4.25     | \$9.00    | €6.35             |
| Copy Cheque                         | £1.00     |           |                   |
| Stop Cheque Charge                  | £8.50     |           |                   |
| Cash Transactions**                 | 0.5%      |           |                   |

\*Fees for other International currency accounts will be charged at the euro equivalent of the fees and charges listed in the International currency of the account. Foreign currency rates of exchange are displayed or will be quoted by staff at branches. The rates are also available on the Bank's website [www.ulsterbank.ie](http://www.ulsterbank.ie)

\*\*The cut-off time for cash transactions to these accounts is 2.00pm, cash transacted after this time will be deemed to have been received on the next business day.

## Commercial Cards

This section applies to business customers only.

| <b>Business Card</b>                             |                             |       |
|--|-----------------------------|-------|
| Annual Fee (per card)                            | €30.00                      |       |
| Foreign Exchange Fee                             | 2.00%                       |       |
| Cash Advance                                     | 1.75% (min €2.54)           |       |
| Late Payment Interest                            | 2% per month<br>(min €3.00) |       |
| Late Payment Fee                                 | €8.50                       |       |
| Copy statement                                   | €4.00                       |       |
| Unpaid Direct Debit Fee                          | €8.50                       |       |
| Government Stamp Duty                            | €30.00 (per card)           |       |
| <b>Ulster Bank OneCard</b>                       |                             |       |
| Annual Fee (per card)                            | €50.00                      |       |
| Foreign Exchange Fee                             | 2.00%                       |       |
| Cash Advance                                     | 1.5% (min €2.54)            |       |
| Late Payment Interest                            | 2% per month<br>(min €3.00) |       |
| Late Payment Fee                                 | €8.50                       |       |
| Copy Statement                                   | €4.00                       |       |
| Unpaid Direct Debit Fee                          | €8.50                       |       |
| Extended Payment Period<br>(centrally billed)    | 7 days                      | 0%    |
|  | 14 days                     | 0.45% |
|  | 21 days                     | 0.55% |
|  | 25 days                     | 0.60% |
|  | 28 days                     | 0.70% |
| Extended Payment Period<br>(individually billed) | 14 days                     | 0%    |
|  | 21 days                     | 0.55% |
|  | 25 days                     | 0.60% |
|  | 28 days                     | 0.70% |
| Government Stamp Duty                            | €30.00 (per card)           |       |

## Commercial Cards Continued

| Ulster Bank Purchasing Card                      |                             |       |
|--|-----------------------------|-------|
| Annual Fee (per card)                            | €35.00                      |       |
| Foreign Exchange Fee                             | 2.00%                       |       |
| Cash Advance                                     | 1.5% (min €3.00)            |       |
| Late Payment Interest                            | 2% per month<br>(min €3.00) |       |
| Late Payment Fee                                 | €8.50                       |       |
| Copy Statement                                   | €4.00                       |       |
| Unpaid Direct Debit Fee                          | €8.50                       |       |
| Extended Payment Period<br>(centrally billed)    | 7 days                      | 0%    |
|  | 14 days                     | 0.25% |
|  | 21 days                     | 0.50% |
|  | 25 days                     | 0.75% |
|  | 28 days                     | 1.00% |
| Extended Payment Period<br>(individually billed) | N/A                         |       |
| Government Stamp Duty                            | €30.00 (per card)           |       |



# Ulster Bank Business Debit Card Fees and Charges

## Euro transactions

This table outlines debit card charges for transactions made in Euro currency on the Corporate Account & Business Account:

| Using a debit card for purchases in Euro* |  |                               |
|---|--|-------------------------------|
| Within SEPA**                             | Commission Charge                            | Exchange Rate Transaction Fee |
| Visa debit (Point of Sale)***             | No charge                                    | No charge                     |
| Visa debit contactless (Point of Sale)    | No charge                                    | No charge                     |
| Outside SEPA**                            | Commission Charge                            | Exchange Rate Transaction Fee |
| Visa debit (Point of Sale)***             | 1% of transaction amount (min €0.25, max €6) | No charge                     |
| Visa debit contactless (Point of Sale)    | 1% of transaction amount (min €0.25, max €6) | No charge                     |

## Ulster Bank Business Debit Card Fees and Charges Continued

| Using a debit card for cash withdrawals in Euro* |  |                               |
|--|--|-------------------------------|
| Within SEPA**                                    | Commission Charge                          | Exchange Rate Transaction Fee |
| Visa debit (ATM)                                 | No charge                                  | No charge                     |
| Outside SEPA**                                   | Commission Charge                          | Exchange Rate Transaction Fee |
| Visa debit (ATM)                                 | 2% of transaction amount (min €3, max €12) | No charge                     |

\*You may be charged an automated transaction fee. Please see page 5 of our brochure “A Guide to Business Current Account Fees” for a detailed breakdown of transaction charges and how much they may cost. Other companies or ATM providers may charge an additional fee. You will be advised on screen about any charges before you withdraw cash.

\*\*The Single Euro Payments Area (SEPA) covers the whole of the European Union (EU). It also applies to payments in Euros in other European countries: Andorra, Iceland, Norway, Switzerland, Liechtenstein, Monaco, San Marino and Vatican City State.

\*\*\*Purchases made in Euro if completed online, by phone or mail order irrespective of whether the retailer is based inside or outside SEPA will be charged the €0.10 Automated Transaction Fee.

# Foreign currency (Non-Euro) transactions

This table outlines debit card charges for transactions made in foreign currency (Non-Euro) on the Corporate Account & Business Account:

| Using a debit card for purchases in foreign currency (Non-Euro)* |  |  |
|--|--|--|
| Within SEPA**  | Commission Charge                            | Exchange Rate Transaction Fee***             |
| Visa debit (Point of Sale)                                       | 1% of transaction amount (min €0.25, max €6) | 1% of transaction amount (min €0.25, max €6) |
| Visa debit contactless (Point of Sale)                           | 1% of transaction amount (min €0.25, max €6) | 1% of transaction amount (min €0.25, max €6) |
| Outside SEPA**   | Commission Charge                            | Exchange Rate Transaction Fee***             |
| Visa debit (Point of Sale)                                       | 1% of transaction amount (min €0.25, max €6) | 1% of transaction amount (min €0.25, max €6) |
| Visa debit contactless (Point of Sale)                           | 1% of transaction amount (min €0.25, max €6) | 1% of transaction amount (min €0.25, max €6) |

## Foreign currency (Non-Euro) transactions Continued

| Using a debit card for cash withdrawals in foreign currency (Non-Euro)* |  |                                  |
|---|--|----------------------------------|
| Within SEPA**   | Commission Charge                          | Exchange Rate Transaction Fee*** |
| Visa debit (ATM)  | 2% of transaction amount (min €3, max €12) | 1.5% of transaction amount       |
| Outside SEPA**  | Commission Charge                          | Exchange Rate Transaction Fee*** |
| Visa debit (ATM)****  | 2% of transaction amount (min €3, max €12) | 1.5% of transaction amount       |

\*You may be charged an automated transaction fee. Please see page 5 of our brochure “A Guide to Business Current Account Fees” for a detailed breakdown of transaction charges and how much they may cost. Other companies or ATM providers may charge an additional fee. You will be advised on screen about any charges before you withdraw cash.

\*\*The Single Euro Payments Area (SEPA) covers the whole of the European Union (EU). It also applies to payments in Euros in other European countries: Andorra, Iceland, Norway, Switzerland, Liechtenstein, Monaco, San Marino and Vatican City State.

\*\*\*Exchange Rate Transaction Fee (ERTF) is a fee we charge when you undertake a transaction in a foreign currency which is converted by us into Euro using the Visa Payment Scheme Exchange Rate, also known as a Currency Conversion Charge. To view up-to-date rates please visit [visa-europe.com](http://visa-europe.com) and search “Exchange Rate Calculator” or download the Visa Travel Tools app from the App Store or Google Play Store.

\*\*\*\*Sterling cash withdrawals made from Ulster Bank (Northern Ireland), RBS (Scotland) and NatWest (England and Wales) ATMs are exempt from Commission Charges, Exchange Rate Transaction Fees.

To view our currency conversion charges with reference to the daily rate which is issued by the European Central Bank (ECB), you can visit [www.ulsterbank.ie/usingmycardabroad](http://www.ulsterbank.ie/usingmycardabroad)

The figures displayed on that page change daily and are simply to help you compare our fees with other banks across Europe.

# Bankline

Bankline gives online visibility of up to 999 of your domestic and international business accounts  
Real time balance and transaction reporting.

## Unlimited payment volumes

|                           |   |
|---------------------------|---|
| Monthly Subscription fee  | €5.00                                     |
| Standard Domestic Payment | €0.38                                     |
| Same Day Domestic Payment | €18.38                                    |
| International Payments    | 25% discount on the paper payment pricing |

There are two optional services available through Bankline

## Bankline SEPA Money Transfer\*

- This provides you with the ability to import and process high volume online SEPA Credit Transfers, e.g. staff payroll, creditors.
- Collect receivables through the SEPA Direct Debit scheme.

|                   |       |
|-------------------|-------|
| Payments per file | €3.40 |
| Payments per item | €0.05 |

\*Bankline SEPA Money Transfer offers customers an optional service to process high volume SEPA online payments and collect SEPA Direct Debits through the SEPA Direct Debit scheme. This service is subject to availability. It has separate terms and conditions and transaction charges will also apply.

## Statement Download\*

Ability to generate downloadable files to assist with auto-reconciliation.

Reports include additional account detail e.g. transaction codes.

Provide filtered account reports e.g. cheque only reports.

|                                 |        |
|---------------------------------|--------|
| Generation of download per file | €25.00 |
|---------------------------------|--------|

\*Bankline Statement Download offers customers an optional service to generate downloadable files. This service is subject to availability and has separate terms and conditions. Transaction charges will also apply.

# Network (SWIFT Balance and Transaction reporting)

## **MT940 – End of Day Balance and Transaction Reporting:**

- Reporting up to 5 accounts: €25.00 per account per month
- Reporting 6 or more accounts: €12.50 per account per month (on all accounts).

## **MT941 – Intraday Balance Information/MT942 – Intraday Transaction Information:**

- Reporting up to 5 accounts: €12.50 per account per month
- Reporting 6 or more accounts: €6.25 per account per month (on all accounts).

# Merchant Services

Merchant Services is provided by WorldPay. For more information on fees and charges, please visit [www.worldpay.com/ireland](http://www.worldpay.com/ireland)

## Note:

1. Major Foreign Currency Rates of Exchange are displayed or will be quoted by staff at branches. These rates are also available on the Bank's website [www.ulsterbank.ie](http://www.ulsterbank.ie)
2. In addition to the charges outlined in this brochure Out of Pocket expenses (e.g. courier charges, SWIFT\*\*\* transmission charges and third party expenses) may also apply.

Ulster Bank provides an extensive range of products and services which support import and export activity. Our product range includes:

- International Payments
- Foreign Currency Accounts
- Foreign Currency Loans
- Documentary Credits
- Collections
- Bonds and Guarantees
- Bill Discounting

\*\*\* SWIFT: Society for Worldwide Interbank Financial Telecommunication.

## Important Information:

Terms and conditions apply in respect of products and services outlined. Fees outlined in this brochure apply to all accounts, irrespective of whether or not the account is maintained in debit or credit. Information correct as at 18 April 2020 and is subject to change.

For further Current Account charges please see 'A Guide to Personal Accounts Fees and Interest' or 'A Guide to Business Current Account Fees' brochures, available at your Business Centre/Branch.



**Call into your local branch**



**[ulsterbank.ie/](https://www.ulsterbank.ie/)**

**Braille, large print and audio**

This brochure is also available in Braille, large print, audio or on disk. Please contact your local branch for details.

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Calls may be recorded.

ULST1995RI 16 April 2021