

# For whatever life has in store



 **Ulster Bank**

## Ulster Bank Credit Cards

0% (fixed) on purchases for 6 months  
3.9% (fixed) on balance transfers for 12 months, thereafter;  
16.9% (variable) Gold MasterCard\*

0% (fixed) on purchases for 3 months  
3.9% (fixed) on balance transfers for 12 months, thereafter;  
17.9% (variable) Classic MasterCard

\*Minimum annual income of €30,000 required to apply for a Gold MasterCard.

# Ulster Bank Credit Cards



If you want flexibility and convenience, then why not carry an Ulster Bank Credit Card. Whether shopping over the counter or over the internet, booking tickets, arranging travel or taking care of life's other expenses, a credit card can mean real freedom.

Ulster Bank offers real choice with two separate cards – Classic and Gold – that each offer a range of services and benefits designed to make everyday life far easier to manage.

# The benefits you'll have to hand

To begin with, it's worth checking to see just how affordable an Ulster Bank Credit Card can be. For example, if you opt for a Classic Card, you'll pay:

## Classic MasterCard Representative example:



- **0%** (fixed) for 3 months on purchases (to welcome you as a new Cardholder) and **17.9%** (variable) thereafter
- **3.9%** (fixed) for 12 months on balance transfers and **17.9%** (variable) thereafter
- **21.1%** (variable) on cash advances
- **22.6% Representative APR (variable)**
- APR is based on Purchases and is inclusive of Government Stamp Duty (Currently €30)
- The total amount of credit provided is €1,500
- The total amount you will have to repay is €1,638.44
- You repay in 12 equal monthly repayments of €136.54.

With a Gold Card the rates are:

## Gold MasterCard Representative example:



- **0%** (fixed) for 6 months on purchases (to welcome you as a new Cardholder) and **16.9%** (variable) thereafter
- **3.9%** (fixed) for 12 months on balance transfers and **16.9%** (variable) thereafter
- **21.1%** (variable) on cash advances
- For a Gold Card you need to have a minimum salary of €30k per annum
- **19.2% Representative APR (variable)**
- APR is based on Purchases and is inclusive of Government Stamp Duty (Currently €30)
- The total amount of credit provided is €3,000
- The total amount you will have to repay is €3,262.16
- You repay in 12 equal monthly repayments of €271.85.

(NOTE: No annual fee applies. Minimum monthly repayments are just €5 or 3% of your balance, whichever is the greater.)



But besides affordability, an Ulster Bank Credit Card can also offer:

**No annual fee** – unlike some credit cards, you're not asked to pay an additional charge each year for your Ulster Bank Credit Card.

**Up to 56 days' interest-free credit** – pay off your outstanding balance in full within 25 days of your statement being issued and you won't be charged any interest if you've also paid your previous month's balance in full and on time.

**Low minimum payments** – each month you can pay just €5 or 3% of your balance, whichever is the greater.

**Easy ways to pay** – your bill can be paid at any Ulster Bank branch, by post or direct debit and over the phone or on the Internet if you're registered for Ulster Bank Anytime. (You'll find more details about this option by visiting [www.ulsterbank.ie/anytime](http://www.ulsterbank.ie/anytime) or phoning 1850 4 24 365.)



# Balances on other cards?

## Switch them and save

As you can see from the rates quoted on Page 3, applying for an Ulster Bank Credit Card makes even more sense if you already have balances on other credit and store cards. Transfer these onto your new Ulster Bank Credit Card and there's every chance you'll make big savings on interest since you'll only pay **3.9%** (fixed) for the first 12 months on any balances you transfer. However, bear in mind that a single €30 Government Stamp Duty charge will be applied\*.

To switch these balances over, all you have to do is complete the 'Transfer and Save' section of the application form. When you do, there are some other points to note:

- we can only approve a Balance Transfer once your application for an Ulster Bank Credit Card has been accepted.
- the balance amount you're allowed to transfer can't be higher than your credit limit. If the balances you transfer add up to more than this, we'll accept them in the order you provide them to us, up to your limit.
- You can only transfer balances from non-Royal Bank of Scotland Group companies' credit or store cards.

Finally, we can't take responsibility for interest charged by other credit card providers or if a credit or store provider won't accept payment. Also, we can refuse to accept any balance transfer request.

### **\*Stamp Duty**

The 2005 Finance Act created an exemption from a second or subsequent charge to stamp duty when switching credit cards from one provider to another. If you have recently closed a credit card with another provider, you can request a stamp duty payment certificate from your previous provider confirming that Government Stamp Duty has been paid in the current charging period. When your new credit card account is open with us, please forward the original stamp duty payment certificate to our Services Team, PO Box 4015, Dublin 2 (enclosing details of your new Ulster Bank credit card number). We will ensure that stamp duty is not applied to your credit card account at the next charging date.



# How to avoid paying Charges on your Credit Card



We will charge you a fee if you're late making a payment (or if you don't make a payment at all) or if you go over your credit limit. For full details of our fees please see Section 11, Charges, of the "Credit Card Agreement" in this brochure, our website [www.ulsterbank.ie](http://www.ulsterbank.ie) or call **1890 924 257**.

No-one likes paying fees if they don't have to so here are some simple tips on how to avoid being charged.

## Late Payment Fee

A Late Payment Fee is charged if you fail to pay the minimum payment on time.

### Tips on how to avoid the Late Payment Fee

- Your payment can take a while to reach us by post. Your statement will tell you when the minimum payment has to reach your account each month, the different ways you can make a payment and how long it'll take your payment to reach your credit card account. Make sure you send your payment in plenty of time to reach us.
- If your statement date/payment date doesn't suit you, you can change it to one that works with the date you are paid and the due date of your other bills. To change your statement/payment date call 1890 924 257.

- Set up a Direct Debit and you can be certain your payments will be made automatically and on time. You can choose to pay the minimum amount each month, a fixed amount or the full outstanding balance whichever you find easiest. To set up a Direct Debit just call 1890 924 257 or complete the Direct Debit mandate form available in any Ulster Bank branch.
- Make sure you budget for the payment to have enough money in your account when you need to make your payment, or when we claim the Direct Debit.



## Overlimit Fee

An Overlimit Fee is charged if your balance goes over your credit card limit.

### Tips on how to avoid the Overlimit Fee

- Keep track of your spending, your credit limit and how much you have available to spend. You can do this any time by registering for our online services at **[www.ulsterbankanytimebanking.ie](http://www.ulsterbankanytimebanking.ie)** or by calling **1850 424 365**.
- If you've already gone over your credit limit make sure that your minimum payment is enough to bring you back within your credit limit, otherwise you'll need to pay more to avoid another overlimit fee.
- If you need a higher or lower credit limit we're happy to discuss it with you. A credit scoring system based on your current financial status is used to decide the fairest and most appropriate amount for you.

If you think you'll have difficulty covering your credit card borrowings, we want to help so please let us know immediately by calling 1890 924 257 if you're feeling under pressure and we'll give you all the help we can.

## Interest

### Tips on how to avoid paying Interest

If you pay the full balance by the payment date, and you also paid the full balance shown on the previous month's statement by the relevant payment date, we will not charge you interest on the purchase transactions shown on the statement.

In an emergency it can be very useful to be able to withdraw cash from an ATM using your credit card but it may be cheaper to withdraw cash using your debit card. There are a few things you need to note:

- If you withdraw cash using your credit card we will always charge interest from the date the advance is charged to your account.
- The interest rate on your Credit Card that applies to cash advances is higher than the rate charged for purchases.
- A handling charge of 1.5% (minimum charge €2.54, no maximum charge) is payable on each cash advance.

# Want to apply for an Ulster Bank Credit Card? No problem



If you like the idea of all that an Ulster Bank Credit Card offers, it's easy to apply – and you don't have to be an Ulster Bank customer to do so.

Either complete and return the form attached to this leaflet and hand it to any staff member in your local Ulster Bank branch or post the form to us at the following address – no stamp is necessary:

**Ulster Bank Cards**  
**PO Box 9439**  
**Freepost**  
**Dublin 2**



There are a few points to remember when you're applying:

- 1) If you're applying for a Gold card, you'll need to have an income of least €30,000 gross.
- 2) You may also need to supply proof of your identity and address; if this is needed, we'll contact you when your application is being processed.
- 3) To confirm the figures you supply on your Application Form, we may ask you to supply a payslip from the past three months and bank statements from the past three months.



# Credit Card Agreement

This is a Credit Agreement between Ulster Bank Ireland Limited, Ulster Bank Cards, PO Box 4015, Dublin 2, and the Principal Cardholder.

## Conditions of Use

These Conditions of Use apply to the use of any Card issued and supplied by the Bank to You (the "Principal Cardholder") or at Your request to any other person authorised by You to receive such a Card from time to time in respect of Your Account (the "Additional Cardholder"). The Credit Agreement between the Bank and You consists of the Card application form completed by You and the card carrier with which Your Card is sent to You, in addition to these Conditions of Use (the "Credit Agreement"). Use by You of the Card issued to You pursuant to the Credit Agreement will constitute acceptance by You of all of the terms and conditions of the Credit Agreement. The Payment Service and the type of credit provided pursuant to these Conditions of Use is a credit card enabling You to pay for goods and services and withdraw cash using the Card up to your Credit Limit.

Please note if you miss one or more monthly payments, this could affect Your credit rating and, therefore, make obtaining credit more difficult. If You fail to repay what is owed, the Bank may obtain a court judgment. The Bank may be able to apply to the court for a charging order on any property that You own to enforce the judgment if You do not pay. A charging order on the property normally means that on its sale, what is owed must be paid out of the sales proceeds, but enforcement could lead to steps being taken to possess your property, and its subsequent sale to pay what you owe.

## 1. Definitions

In these Conditions of Use:

"Account" means an Account which the Bank will open and maintain for You in respect of which a Card or Cards may be issued; "Additional Cards" means all Cards issued on an Account to Additional Cardholders;

"Advance" means each of the following:

- a cash withdrawal obtained by a Cardholder by the use of a Card;
- a Purchase of foreign currency or travellers' cheques obtained by a Cardholder by the use of a Card;

"Advance Limit" means an amount equal to (a) 50% of Your Credit Limit and (b) the maximum amount of cash advances which may be outstanding on the Account at any one time;

"Agreement" means the Credit Agreement between the Bank and the Principal Cardholder;

"Average Daily Balance" means the average balance of Purchases, Advances, Balance Transfers, Transactions, interest, charges and fees (excluding default fees) over the statement month;

"Balance Transfer" means a transfer to Your Account of an amount owed to another financial institution which the Bank may from time to time allow;

"Bank" means Ulster Bank Ireland Limited, Ulster Bank Cards, PO Box 4015, Dublin 2;

"Business Day" means a day other than a Saturday, or Sunday, Irish bank or public holiday where we are open for business as required to process a Transaction;

"Card" means any credit card, which may, at the Bank's discretion, be a Visa card or a MasterCard, issued to the Cardholder and includes any renewal, replacement or Additional Card or Cards;

"Cardholder" means the Principal Cardholder and any Additional Cardholder;

"Credit Limit" means the maximum debit balance allowed on an Account. This is the total amount of credit we agree to make available to you;

"EEA" means the EEA Member States together with Norway, Liechtenstein and Iceland;

"Minimum Sum" means the greater of €5 or 3% of the outstanding balance;

"Password" means a Password chosen by You for use with the Card when making Transactions on the internet;

"Payee" means a person to whom any payments made by You are to be made;

"Payer" means the person who requests that the Payment Service Provider make the payment;

"Payment Holiday" means a period when the Bank allows You to miss a payment that is otherwise due;

"Payment Services Directive" means Directive 2007/64/EC of 13 November 2007 on payment services in the internal market;

"Payment Service Provider" means an entity which provides payment services within the definition of the Payment Services Directive, for example a credit institution or a payment institution;

"PIN" means a personal identification number that the Bank issues for use with a Card and which the Bank may change at Your request;

"Purchase" means a Transaction of goods or services obtained by a Cardholder by the use of a Card;

"Recurring Transaction" means when You authorise a third party to make regular debits from Your Account, which payments will be debited to Your Account when the person You have authorised to receive the payment asks the Bank to;

"Royal Bank of Scotland Group" means the companies which form part of The Royal Bank of Scotland Group of companies and which includes the Bank and its subsidiaries;

"Schemes" means the card payment Schemes operated by Visa International and MasterCard International;

"Special Offer" means an offer the Bank may make available to all or some Cardholders from time to time;

"Transaction" is any payment made or cash withdrawn by You or an Additional Cardholder using the Card or any Balance Transfer;

"You/Your" means the Principal Cardholder.

## 2. Issuing of Cards

- 2.1 All Cards are and remain the property of the Bank. You must immediately return all issued Cards to the Bank or its agents upon request if any of the Conditions in Condition 3.3 apply or if this Agreement is ended in accordance with Condition 23 or if the Card has expired.

### 3. Use of Your Card and PIN

- 3.1 You (and any Additional Cardholder) must make sure that:
- (a) all Cards are immediately signed on receipt by the appropriate Cardholder and all Cards are kept secure at all times;
  - (b) the Cardholder memorises the PIN and then immediately destroys the notification slip;
  - (c) the PIN and any Passwords are not known to any person other than the Cardholder. You must keep your chosen Password secret and take all reasonable precautions to prevent it becoming known to another person and prevent its fraudulent use;
  - (d) in using the Card the Credit Limit or Advance Limit is not exceeded;
  - (e) Cards are not used before or after the validity period stated on the Card or after any notification of cancellation or withdrawal of the Card to You by the Bank or its agents;
  - (f) You notify the Bank immediately in respect of change to a Cardholder's name, Your current account provider, Your business and home telephone number and Your address to which statements are sent in accordance with Condition 6.2;
  - (g) Cards are not used to carry out Transactions for illegal purposes; and
  - (h) You must only use Your Card in accordance with these Conditions of Use.
- 3.2 Subject to applicable law, the Bank reserves the right at all times without notice to:
- (a) refuse to authorise any Purchase, Advance or Balance Transfer under Condition 4.3;
  - (b) restrict, suspend or defer the credit available on Your Account and/or restrict Your right to drawdown further amounts under the Agreement;
  - (c) reduce Your Credit Limit under Conditions 9.1 and 9.2 or reduce Your Advance Limit;
  - (d) refuse to renew or replace any Card without affecting Your obligations under this Agreement which shall remain in force.
- 3.3 Subject to applicable law, the Bank may cancel, suspend, withdraw or restrict Your Card or PIN in the following circumstances:
- (a) if the Bank suspects there may be an unauthorised or fraudulent use of Your Card;
  - (b) if the Bank suspects Your Card and/or PIN have been lost, stolen, copied, misappropriated and are being used by someone else;
  - (c) if there is an error or irregularity in the maintenance of the Account or the Bank thinks someone else knows Your PIN;
  - (d) if the Bank considers that there is a significantly increased risk that You will be unable to repay any credit advanced or to be advanced on it. Once the reasons for the blocking of the use of the Card no longer apply, the Bank will give You a new replacement Card. The Bank will tell You before it takes this action by phoning You at the contact details provided with Your application. If it is not possible to tell You about the blocking of Your Card before the Bank blocks it, the Bank will tell You about it immediately thereafter in the method set out above or by writing to You.
- 3.4 The Bank may not be able to tell You about the blocking of Your Card in certain circumstances if it would be unlawful for us to do so or if it would impact on the security of the Card.
- 3.5 Once You have carried out a Transaction using a Card You cannot ask the Bank to stop that Transaction.

### 4. Your Account

- 4.1 The Bank will debit the amount of each Purchase, Advance and Balance Transfer to Your Account.
- 4.2 Transactions carried out using the Card will be applied to Your Account on the Business Day on which details of the Transaction are provided to the Bank.
- 4.3 Any establishment may ask the Bank for authorisation before accepting payment by Your Card. The Bank may decide not to give its authorisation if:
- (a) Your Card has been reported as lost or stolen, or the Bank has reason to believe it is lost or stolen;
  - (b) You are in serious breach of the terms of this Agreement; or
  - (c) You would go over Your 'available credit' by making the payment on top of all other Transactions we have authorised, including those not yet charged to Your Account. The 'available credit' on Your Account will be based on Your Credit Limit, amounts debited to the Account which remain unpaid and payments received from You which are paid into Your Account. The Bank reserves the right not to adjust Your 'available credit' by the amount of any payments received until they have cleared.
- 4.4 Subject to Condition 15, You will have to pay all amounts charged to Your Account, even when the details on the sales voucher are wrong or where no sales voucher is signed, or if a PIN has not been used to authorise the Transaction, if it is clear that You or any Additional Cardholder has authorised the Transaction.
- 4.5 Subject to the Bank providing You with such notice as is required by law, when the Bank asks You, You must also immediately pay the Bank:
- (a) any amount You owe over Your Credit Limit;
  - (b) any unpaid payments from previous statements;
  - (c) any late payment charge shown on Your statement; and
  - (d) the amount of any Transaction that exceeds the Credit Limit or Advance Limit.
- 4.6 The Bank will debit to the Account the amount (if any) of any tax duty or other charge levied on the Account by the Revenue Commissioners and which the Bank may pay to the Revenue Commissioners on behalf of the Cardholder.

### 5. Foreign Currency Transactions

#### 5.1 Outside the euro-zone

The amount of any Purchase or Advance in a currency other than euro outside the euro-zone will be converted into euro at the Bank's rate of exchange on the date the amount is debited to the Account. The Bank's rate of exchange is based on the VISA/MasterCard exchange rate (as appropriate). The Bank may vary its exchange rate immediately and without notice at any time. You can obtain details of the Bank's exchange rates from time to time by phoning 1890 924 257 (or +353 1 702 5244

if calling from abroad) and/or on our website. In addition the rate of exchange shown on Your statement will include an administration levy of 2% as explained in condition 7.7.

## 5.2 Inside the euro-zone

The amount of any Purchase or Advance between the euro-zone countries will be charged in euro. No administration levy is charged for Transactions undertaken inside the euro-zone.

## 6. Payment

- 6.1 You must repay at least the Minimum Sum specified in your current statement each month. Repayment will take place when repayments of at least the Minimum Sum are credited to Your Account and will be applied in the following order towards repayment of:
- (a) to pay any interest on amounts subject to Special Offers;
  - (b) to pay any other interest, fees and charges;
  - (c) to repay amounts subject to Special Offers shown on any statement;
  - (d) to repay all Purchases and Balance Transfers (except those subject to Special Offers) shown on any statement;
  - (e) to repay all Advances (except those subject to Special Offers) shown on any statement;
  - (f) to repay amounts subject to Special Offers not yet shown on any statement;
  - (g) to repay all Purchases and Balance Transfers (except those subject to Special Offers) not yet shown on any statement; and
  - (h) to repay all Advances (except those subject to Special Offers) not yet shown on any statement.

If You have taken up any Special Offers, the Bank may decide to repay Transactions relating to these in a different manner. When this happens, the Bank will tell You when it provides details of the Special Offer.

- 6.2 The Bank will send a statement of Your Account to You each month by post except where there has been no movement on the Account during the period to which the statement relates and the balance of the Account is nil. The statement will detail the Minimum Sum You must repay and the date by which such repayment must reach the Account. Where the outstanding balance is less than €5, the Minimum Sum will be the whole of the outstanding balance. The statement will also detail all Transactions which have been processed on Your Account during the month, a reference enabling You to identify each Transaction and where appropriate the Payer/Payee, any charges for the Transactions, any interest payable, the exchange rate used in any Transaction, and the amount of any Transaction after any currency conversion and the debit value date or the credit value date. If You wish to query any item on any statement You must contact the Bank immediately.
- 6.3 The Bank may give You the opportunity from time to time to take a Payment Holiday. During Payment Holidays the Bank will continue to work out and charge interest under Condition 7. The Payment Holiday will not extend beyond the period referred to in Condition 7.2 during which You must repay the outstanding balance in full to avoid paying interest.
- 6.4 You can repay all amounts due or amounts in excess of the Minimum Sum at any time through any means of payment, including by cash, cheque and electronic funds transfer.

## 7. Interest

- 7.1 For any Purchases, Balance Transfers and Advances we will charge interest, from the date the transaction is charged to your account, on the amount of the transaction.
- 7.2 However, if You repay the new balance shown on Your current monthly statement in full by the payment date shown on the statement which will be 25 days after the statement date and additionally have paid the full balance shown on Your previous monthly statement by the payment date shown on that statement, you will not be liable to pay the interest charged on any new Purchases or Balance Transfers shown on Your current statement. You will be charged interest on Advances even if you pay the outstanding balance in full each month.
- 7.3 Interest on interest and fees will be charged at the rate applicable for the Transaction undertaken. Interest on charges will be charged at the rate for Purchases.
- 7.4 The Bank works out the interest using the interest rate applicable as at the statement date and calculated on Your Average Daily Balance since the previous statement date.
- 7.5 Where an interest rate changes on a day other than a statement date the Average Daily Balance interest calculation uses the old rate for the period to the day before the change comes into effect and for the remaining period uses the new rate.
- 7.6 The APR for the Classic Card is 22.6%; it is 19.2% for the Gold Card. This is a representative APR calculated using the following example and based on the assumptions set out below, namely:
- **A Purchase Transaction is carried out when the account is opened;**
  - **The Purchase price plus any fee payable (including Government Stamp Duty, currently €30) is €1,500 for Classic Card or €3,000 for Gold;**
  - **You repay this amount together with interest by 12 equal monthly repayments; and**
  - **During the year you do not use your credit card again and there is no other activity on the account and the rates of interest are unchanged.**

The total amount You will have to pay depends on the amount You borrow under Your Card, the manner in which you use Your Card, the length of time You take to repay amounts owing, the number of Transactions You carry out and the interest applicable to Your Card. By way of example, based on the assumptions set out in the bullet points above, the total amount payable by You would be €1,638.44 for a Classic Card or €3,262.16 for a Gold Card. Other drawdown mechanisms to that set out above could result in higher APRs and in you paying a higher amount.

In calculating the APR and the total amount You will have to pay no account has been taken of the Bank's right to vary the interest rate, handling charge or annual fee (where applicable) or other charges or to impose new charges. All the charges, including the administration levy and annual fee (where applicable) may be varied on providing sixty days' notice to You with Your statement, or otherwise in writing by way of notice at our branches and/or advertisement in the national press. The interest rate may be varied if the Bank provides 60 days' notice to you in writing or by email (see Condition 24). On receipt of any such notification You may terminate the Agreement by serving notice in accordance with Condition 23.

- 7.7 A handling charge of 1.5% (minimum charge €2.54, no maximum charge) is payable on each Advance (with the exception of a Balance Transfer for which no handling charge is made (and except gambling transactions)) and the **APR** for Advances (apart from Balance Transfers) includes this charge. In addition, in respect of all foreign Transactions undertaken in a currency outside the euro-zone, there is an administration levy equivalent to 2% of the Transaction Value. No administration levy is charged for Transactions undertaken inside the euro-zone.

## 8. Financial Details

- 8.1 The financial particulars of the cards are detailed below; rates quoted are correct as at 9 January 2012.

Classic Card	Rate we charge each month	Annual Rate	*APR
Balance transfers for the first 12 months from date Account opened	0.323% (fixed)	3.876%	8.2% (fixed)
Balance transfers after the first 12 months from date Account opened	1.385% (variable)	16.620%	22.6% (variable)
Purchases for the first 3 months from date Account opened	0.000% (fixed)	0.00%	4.2% (fixed)
Purchases after the first 3 months from date Account opened	1.385% (variable)	16.620%	22.6% (variable)
For all Advances from date Account opened	1.608% (variable)	19.296%	29.4% (variable)

\*The APR quoted above is calculated based on a Credit Limit of €1,500 and is inclusive of Government Stamp Duty (currently €30 per annum)

Gold Card	Rate we charge each month	Annual Rate	*APR
Balance transfers for the first 12 months from date Account opened	0.323% (fixed)	3.876%	6.0% (fixed)
Balance transfers after the first 12 months from date Account opened	1.313% (variable)	15.756%	19.2% (variable)
Purchases for the first 6 months from date Account opened	0.000% (fixed)	0.000%	2.0% (fixed)
Purchases after the first 6 months from date Account opened	1.313% (variable)	15.756%	19.2% (variable)
For all Advances from date Account opened	1.608% (variable)	19.296%	27.0% (variable)

\*The APR quoted above is calculated based on a Credit Limit of €3,000 and is inclusive of Government Stamp Duty (currently €30 per annum)

These are representative examples only.

If You have an Account with an introductory or Special Offer, this rate will be valid for the period specified in the terms of the offer. If You break any condition under this Agreement we may reduce or end the term of the introductory or Special Offer. If You break a condition or the period of the Special Offer ends the interest rate will revert to the then current variable rate for the product you have selected.

- 8.2 Other APRs will be advised in the terms of the introductory offer a copy of which was made available in and detachable from Your original application form.
- 8.3 We may issue without notice a different type of Card from that requested, or replace a Card with a different type of Card if:
- at any time, You have asked for, or been issued with, any Card which has been issued under this Agreement or any Card which could have been issued under this Agreement which is no longer on offer; or
  - an organisation has endorsed the type of Card that has been issued, and our arrangements with that organisation have ended or are about to end.

## 9. Credit Limit/Total Amount of Credit

- 9.1 The Credit Limit on Your Account will be either the Credit Limit set out in the Card carrier with which Your Card is sent to You or such other Credit Limit as the Bank may notify to You from time to time. Subject to applicable law, the Bank may reduce such Credit Limit from time to time if it has a good reason (for example, if You are in breach of this Agreement or there is a change in how You operate the Account or in Your financial circumstances, giving the Bank reasonable grounds to believe You may have difficulty meeting Your commitments) and will notify You of any such reduction. You may apply for, and the Bank may consider a variation in Your Credit Limit at any time subject to Your circumstances and the Bank's Conditions at the time of application.
- 9.2 The available credit on Your Account will be based on:
- Your Credit Limit;
  - amounts debited to Your Account; and
  - payments received from You which are paid into Your Account as cleared funds.

## 10. Additional Cards

- 10.1 On the written request of the Principal Cardholder the Bank may, at the Bank's discretion, supply an Additional Card and PIN to any person You nominate as an Additional Cardholder (as long as that nominated person is over the age of majority). These Conditions of Use apply to the use of such a Card and PIN, and You will be liable for its use as if the Additional Card was used by You.

## 11. Charges

- 11.1 In addition to the charges referred to in Condition 7.7 above, the Bank reserves the right to charge the Principal Cardholder a fee of:

- (a) €8.50 (which amount may be varied by providing sixty days' notice to You) for each monthly statement period if the account is over the Credit Limit at any time during that statement period. As provided in Condition 4.3, an establishment may ask the Bank for authorisation before accepting payment by Your Card and the Bank may decide not to give our authorisation in the circumstances stated in that Condition, including a payment that would put You over the 'available credit' on Your Account;
  - (b) €8.50 (which amount may be varied by providing sixty days' notice to You) for each monthly statement period if You fail to pay the minimum payment on time during that statement period;
  - (c) €7.00 (which amount may be varied by providing sixty days' notice to You) each time a payment is returned for want of funds; and
  - (d) €2.00 (which amount may be varied by providing sixty days' notice to You) each time an additional copy of a statement is requested by You. The Bank will notify You in advance of the amount of the charge and when it will be debited to Your Account. These fees may be in addition to other charges made in connection with Your Account.
- All of these charges will be applied to Your Account. You can avoid the charges at (a) – (c) above by operating Your credit card within your Credit Card Limit and making minimum payments on time.

11.2 The Bank may make additional charges or amend existing charges by providing You with sixty days' notice in writing or by email.

## 12. Authorising Transactions

- 12.1 A Card Transaction will be regarded as authorised by You or an Additional Cardholder and You give Your consent to the Transaction where You (or an Additional Cardholder);
- (a) authorise the Transaction at the point of sale by following whatever instructions are provided by the merchant to authorise the Transaction, which may include:
    - (i) entering the PIN or providing any other security code;
    - (ii) signing a sales voucher;
    - (iii) providing the Card details and/or providing any other details requested;
    - (iv) waving or swiping the Card over a Card reader.
  - (b) insert the Card and PIN and make a request for an Advance at an ATM or at any bank counter;
  - (c) orally or in writing provide the Card details to the Bank or request an Advance, money transfer or electronic money transfer from the Account; or
  - (d) request a Balance Transfer by completing and signing a Balance Transfer Request form online at [www.ulsterbank.ie](http://www.ulsterbank.ie) or in a branch.
- 12.2 The authorisation of a Transaction can include authorising any single transaction, Recurring Transactions (including Recurring Transactions for an indefinite period) or pre-authorising a future Transaction of a certain or uncertain amount.
- 12.3 In the event that a Transaction has not been authorised, You may authorise the Transaction after it has been made by providing Your consent to the Transaction orally or in writing.
- 12.4 If the Bank refuses a Transaction including under Condition 4.3, You can obtain information about the refusal and if possible, the Bank's reasons for refusing to authorise the Transaction and the procedure for correcting any factual mistakes (if any) that led to the refusal, by phoning the Bank on 1890 924 257 (unless it would be unlawful for the Bank to provide You with this information).

## 13. Lost and stolen Cards

- 13.1 If any Card is lost or stolen or if the PIN becomes known to any unauthorised person or the Card or PIN is for any other reason liable to be misused, the Cardholder must, as soon as possible, notify the Bank's Card Loss Centre at: Ulster Bank Ireland Limited, Ulster Bank Cards, PO Box 4015, Dublin 2, Telephone Number 1890 924 258 (24 hours) or +44 1423 700545 (if calling from abroad). Failure to follow the above procedure may affect Your liability for unauthorised payments as set out in Condition 14.1. If a Card is subsequently found it must not be used. The Card must be returned to the Bank immediately cut in two across the magnetic stripe and if the Card has a chip, through the chip.
- 13.2 Where notice is given to the Bank in accordance with Condition 13.1 Cardholders must not use any Card issued in respect of the Account, and You must return all the Cards to the Bank immediately cut in two across the magnetic stripe and if the Card has a chip, through the chip.

## 14. Your Liability for Unauthorised Card Use

- 14.1 If the Card is misused before You tell the Bank of its loss or theft or that someone else knows the PIN You will only have to pay up to €30 for amounts arising from the misuse unless You acted fraudulently or failed intentionally or with a gross lack of reasonable care, to fulfil Your obligations under Condition 13.1 and Condition 3.1(h) above.
- 14.2 You will not be liable for any misuse of Your Card and/or PIN after You have notified the Bank of the loss, theft, misappropriation or unauthorised use of Your Card and/or PIN in accordance with Condition 13.1 above, unless You have acted fraudulently, and the Bank will re-credit any such Transaction made with Your Card after You contact the Bank.
- 14.3 If someone carries out a fraudulent Transaction using Your Card details on the internet or by telephone or by mail order You will not be liable for the fraudulent Transaction. However, where the law allows, You will be liable for all losses to the Bank arising from the use of any Card by any person obtaining possession of it with a Cardholder's consent or where a Cardholder has acted with a gross lack of reasonable care.
- 14.4 Cardholders will assist the Bank or its agent in the investigation of the loss, theft or possible misuse of a Card, or the disclosure of the PIN and assist the Bank to recover a Card. You consent to the disclosure to third parties of any relevant information concerning the Account in connection with such matters.

## 15. Unauthorised and Incorrectly Executed Transactions

- 15.1 Subject to Conditions 13.1, 15.3, 24.3 and 26 the Bank will refund You immediately, on establishing that a Transaction debited to the Account was not authorised in accordance with Condition 12, by crediting to the Account, the amount of the Transaction and any interest lost due to the unauthorised Transaction.

- 15.2 The Bank may also be responsible if it fails to make a payment to or from your Account or incorrectly makes a payment to or from your Account in respect of any Transaction which is presented to it or which it is instructed to execute unless conditions 15.3, 15.4 or 15.5 apply or the Bank is otherwise permitted not to execute or refuse a payment. The Bank will refund You immediately on establishing it is liable for a payment that was not correctly executed by it by putting the Account back into the position it would have been in had the defectively executed payment not taken place (which will include any interest lost (if applicable)).
- 15.3 The Bank will not provide You with a refund of any payment in respect of any Transaction and will not be liable under Conditions 15.1 or 15.2 unless You notify it of the unauthorised or incorrectly executed or non-executed Transaction on becoming aware of such unauthorised, incorrectly executed or non-executed Transaction and no later than thirteen months after the date the payment was debited to the Account or required to be debited to the Account.
- 15.4 The Bank will not be liable under Condition 15.2 if You provide it with incorrect payment details. The Bank will however make reasonable efforts to trace the payment and notify You of the outcome.
- 15.5 You are not entitled to a refund under Condition 15.2 if the Payee's Payment Service Provider receives the payment. If that happens, You must ask the Payee to seek a refund directly from its Payment Service Provider. The Bank will however make immediate efforts to trace the payment and notify You of the outcome.
- 15.6 You must notify the Bank of any disputed Transaction under Conditions 15.1 or 15.2 by phoning the Bank on 1890 924 257 (or +353 1702 5244 if calling from abroad) with details of Your claim.
- 15.7 You may be entitled to a refund for an authorised Recurring Transaction (i.e. one in which You have given Your consent in accordance with this Agreement) initiated by or through a Payee if:-
- the authorisation did not specify the exact amount of the Recurring Transaction where the authorisation was made for reasons unrelated to changes in currency exchange rates; and
  - the amount of the Recurring Transaction exceeded the amount You could reasonably have expected taking into account Your previous spending pattern, the conditions in this Agreement and any other circumstances.
- 15.8 You are required to provide the Bank with such information that is necessary to show that the conditions set out at condition 15.7 above have been satisfied if the Bank requests this.
- 15.9 The Bank is not obliged to provide You with a refund for a Recurring Transaction if You do not notify the Bank of it within eight weeks of the date it was debited to Your Account.
- 15.10 If condition 15.7 above applies, the Bank will either refund You the full amount of the Recurring Transaction or provide reasons for it refusing Your request for a refund within ten Business Days of receiving Your request for the refund. You can complain to the Financial Services Ombudsman if You are not satisfied with this decision.
- 15.11 You are not entitled to a refund under condition 15.7 above where You have given Your consent to the payment directly to the Bank and either:
- the Bank (or where applicable, the Payee) has provided You with information about the payment at least four weeks before the due date for payment; or
  - information about the payment was provided to You at least four weeks before the due date for payment.
- 16. Right of Withdrawal**
- 16.1 You may cancel this Agreement within 14 days from (i) the day after the Agreement is made or (ii) the day after You receive a copy of the Agreement if that day is later than the date referred to in (i).
- 16.2 You can exercise Your right to cancel the Agreement by notifying the Bank that You wish to cancel the Agreement by writing to it at Ulster Bank Cards, PO Box 4015, Dublin 2.
- 16.3 If You cancel the Agreement, You must repay all amounts drawn under Your Card and all interest accrued on these amounts within 30 days from the date when You notify the Bank of the cancellation. By way of example You have a Classic MasterCard and if Your Credit Limit is €1,500 and You have used the full amount of Your Credit Limit as an Advance and You have not otherwise used Your Card, the amount of interest payable as at **9 January 2012** would be **€0.44 per day**.
- 17. Your Information**
- 17.1 Your Account is with Ulster Bank Ireland Limited (the "Bank").
- 17.2 The Bank is a member of the Royal Bank of Scotland Group (the "Group"). For information about our Group of Companies please visit [www.rbs.com](http://www.rbs.com) and click on 'About us' or for similar enquiries please Telephone +44 131 556 8555.
- 17.3 The Bank's head office is at Ulster Bank Group Centre, George's Quay, Dublin 2 and its website is [www.ulsterbank.ie](http://www.ulsterbank.ie).
- 17.4 The Bank is a private limited company registered at the Companies Registration Office in Dublin and its registered number is 25766.
- 17.5 The Bank is regulated by the Central Bank of Ireland. The Central Bank of Ireland's address is PO Box 559, Dame Street, Dublin 2.
- 18. Your Electronic Information**
- 18.1 If You contact the Bank electronically, the Bank may collect Your electronic identifier (e.g. Internet Protocol (IP) address or telephone number), supplied by Your service provider.
- 19. How the Bank uses Your information and who the Bank shares it with**
- 19.1 Your information comprises all the details the Bank holds about You and Your transactions, and includes information obtained from third parties.
- 19.2 The Bank may use and share Your information with other members of the Group to help the Bank and them:
- assess financial and insurance risks;
  - recover debt;
  - prevent and detect crime;
  - understand the Bank's customers' requirements; and
  - develop and test products and services.

- 19.3 The Bank does not disclose Your information to anyone outside the Group except:
- (a) where the Bank has Your permission; or
  - (b) where the Bank is required or permitted to do so by law; or
  - (c) to credit reference and fraud prevention agencies and other companies that provide a service to the Bank or You; or
  - (d) where the Bank may transfer rights and obligations under this Agreement.
- 19.4 The Bank may transfer Your information to other countries on the basis that anyone to whom the Bank passes it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.
- 19.5 From time to time the Bank may change the way it uses Your information and the Bank will notify You of the change sixty days' before the Bank uses it for that purpose. If You do not object to the change before it comes into effect, You consent to that change.
- 19.6 If You would like a copy of the information the Bank holds about You, please write to us at Ulster Bank Cards, PO Box 4015, Dublin 2. A fee may be payable.

## **20. Credit reference agencies**

- 20.1 The Bank may make periodic searches at credit reference agencies and will provide information to the Group to manage and take decisions about Your Accounts. This may include information about how You manage Your Account including Your Account balance, Credit Limit and any arrears. The Bank will also provide this information to credit reference agencies who may make this information available to other organisations so that they can take decisions about You. The information may also be used for tracing purposes.

## **21. Fraud prevention agencies**

- 21.1 If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:
- (a) checking applications for, and managing credit or other facilities and recovering debt;
  - (b) checking insurance proposals and claims;
  - (c) checking details of job applicants and employees. We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.
- 21.2 The Bank can provide the names and addresses of the credit reference and fraud prevention agencies it uses if You would like a copy of Your information held by them. Please contact us at Ulster Bank Cards, PO Box 4015, Dublin 2. The agencies may charge a fee.

## **22. Additional Features**

- 22.1 The Bank may make available additional features subject to such Terms and Conditions as notified to You from time to time.
- 22.2 The Bank may replace, remove, amend or vary any or all of the additional features. Any such changes will be effective upon sixty days' notice to You and notice shall be by any means the Bank sees fit as permitted by law.

## **23. Termination of this Agreement**

- 23.1 Your Agreement has no minimum term and Your Account will remain open until it is closed by either You or the Bank in accordance with these Conditions of Use.
- 23.2 Subject to applicable law, either party may terminate this Agreement at any time on written notice to the other party without providing any reason. You may terminate this Agreement at any time free of charge by writing to us at Ulster Bank Cards, PO Box 4015, Dublin 2 but the Account will not be closed until You have repaid all sums due. You may also terminate this Agreement by telephone provided that reasonable security checks are completed satisfactorily. The Bank must provide You with sixty days' notice to terminate this Agreement. If either party exercises its right to terminate then all cards issued in respect of the Account must be returned to the Bank. (Cards must be cut in two across the magnetic stripe and if the Card has a chip, through the chip). At the written request of the Cardholder accompanied by the return of any Additional Cards (cut in two across the magnetic stripe and if the Card has a chip, through the chip), the Bank may cancel such Additional Cards. The Principal Cardholder is liable for Transactions on the Account after termination and the provisions of the Agreement relating to interest and the debiting of the Account will continue to apply.
- 23.3 Subject to applicable law, the Bank may demand repayment of the outstanding balance and/or reduce the Credit Limit of the Account and/or restrict the right to drawdown further amounts and/or suspend the operation of the Account and/or retain or require the return of any Card or treat any other right conferred by the Agreement as determined, restricted or deferred for any serious breach of any of these Conditions of Use. Subject to the Bank's rights and powers under this Agreement, until such termination takes place the Bank will provide new Cards for Cardholders from time to time.
- 23.4 Where You have given notice of termination to the Bank under Condition 23 this Agreement will not be terminated until You have arranged for all continuous authority Transactions which are debited from the Account to be cancelled and all cancellations have taken effect.

## PRE-CONTRACT CREDIT INFORMATION (Standard European Consumer Credit Information)

1. Contact details			
1.1	Creditor	Ulster Bank Ireland Limited	
	Address	Ulster Bank Group Centre, George's Quay, Dublin 2	
2. Key features of the credit product			
2.1	The type of credit.	Credit card facility from our range of Classic and Gold credit cards.	
2.2	The total amount of credit. <i>This means the ceiling or the total sums made available under the proposed credit Agreement or the credit limit.</i>	If we accept your application, the Credit Limit allocated to the Credit Card will be notified to you on your card carrier which will be provided to you with your Credit Card once it has been issued. You may request a lower limit at any time.	
2.3	The conditions governing the drawdown. <i>This means how and when you will obtain the money.</i>	If we accept your application: (1) you will be able to immediately transfer a balance with another credit card provider to us of up to 95% of the Credit Limit allocated to you; (2) a credit card will be issued to you and you will be required to sign this Card immediately on receipt of it; and (3) once you have activated the card, you will be able to carry out other transactions (including Purchases) within your Credit Limit and Advances and Balance Transfers, provided that any Advances and Balance Transfers are also within your Advance limit (if any) which forms part of your Credit Limit.	
2.4	The duration of the credit Agreement.	There is no fixed or minimum duration. The Agreement will continue until terminated by either you or us in accordance with the conditions of the credit card.	
2.5	Repayments and, where appropriate, the order in which the repayments will pay off what you owe.	<p>Each month, the minimum monthly payment will be (i) 3% of the new balance shown on your latest monthly statement, rounded down to the nearest Euro; or (ii) €5, whichever is more. If the new balance is less than €5, you must pay the new balance in full.</p> <p>When a payment is used to reduce what is owed, the payment will be applied in the following order:</p> <ul style="list-style-type: none"> <li>– To pay any interest on amounts subject to Special Offers.</li> <li>– To pay any other interest, any fees and charges.</li> <li>– To repay amounts subject to Special Offers shown on any statement.</li> <li>– To repay all Purchases and Balance Transfers (except those subject to Special Offers) shown on any statement.</li> <li>– To repay all Advances (except those subject to Special Offers) shown on any statement.</li> <li>– To repay amounts subject to Special Offers not yet shown on any statement.</li> <li>– To repay all Purchases and Balance Transfers (except amounts subject to Special Offers) not yet shown on any statement.</li> <li>– To repay all Advances (except amounts subject to Special Offers) not yet shown on any statement.</li> </ul> <p>If you have taken up any Special Offer we may decide to repay Transactions relating to these in a different order. When this happens we will tell you when we provide details of the Special Offer.</p>	
2.6	The total amount you will have to pay. <i>This means the amount you have borrowed plus interest and any costs related to your borrowing.</i>	<p>The total amount you will have to pay depends on the amount you borrow under your credit card, the manner in which you use your card, the length of time you take to repay amounts owing, the number of transactions you carry out and the interest applicable to your card. By way of example, based on the assumptions set out in the bullet points below, the total amount payable by you would be €1,638.44 for a Classic Card or €3,262.16 for a Gold Card. Other drawdown mechanisms to that set out below could result in you paying a higher amount.</p> <ul style="list-style-type: none"> <li>• A purchase transaction is carried out when the account is opened;</li> <li>• The purchase price plus any fee payable (including Government Stamp Duty, currently €30) is €1,500 for Classic Card or €3,000 for Gold;</li> <li>• You repay this amount together with interest by 12 equal monthly repayments; and</li> <li>• During the year you do not use your credit card again and there is no other activity on the account and the rates of interest are unchanged.</li> </ul>	
3. Costs of the credit			
3.1	The borrowing rate(s).	<b>Rates for our Classic card</b>	
		<b>Transaction Type</b>	<b>Monthly Rate</b>
		<b>Annual Rate</b>	
		Purchases for the first 3 months from account opening.	0.000% (fixed)
		Purchases after the first 3 months.	17.9% (variable)
		Balance Transfers debited to the account in the first 12 months from account opening.	0.323% (fixed)
		Balance Transfers debited to account after 12 months from account opening.	3.9% (fixed)
		Advances (e.g. cash withdrawals).	1.385%
			21.1% (variable)

3.2	Rates for our Gold card		
	Transaction Type	Monthly Rate	Annual Rate
	Purchases for the first 6 months from account opening.	0.000% (fixed)	0.000% (fixed)
	Purchases after the first 6 months.	1.313%	16.9% (variable)
	Balance Transfers debited to the account in the first 12 months from account opening .	0.323% (fixed)	3.9% (fixed)
	Balance Transfers debited to account after 12 months from account opening.	1.313%	16.9% (variable)
	Advances (e.g. cash withdrawals).	1.608%	21.1% (variable)
3.3	<p>All rates of interest shown are variable unless stated to be fixed. When a fixed rate period ends the current variable rate for the transaction type is applied. Any fixed rate period may be reduced or ended if any term of the Agreement is broken.</p> <p>We may change the rate(s) of interest or any fee or charge at any time (including the introduction of a new fee or charge) on giving you at least 60 days' notice in writing or by email before the change takes effect. We will also update all information services including telephone helplines and our website if we change the interest rate.</p> <p>For any Purchases, Balance Transfers and Advances we will charge interest, from the date the transaction is charged to your account, on the amount of the transaction.</p> <p>However, if you repay the new balance shown on your current monthly statement in full by the payment date shown on the statement and additionally have paid the full balance shown on your previous monthly statement by the payment date shown on that statement, you will not be liable to pay the interest charged on any new Purchases or Balance Transfers shown on your current statement. You will be charged interest on Advances even if you pay the outstanding balance in full each month.</p> <p>Interest on interest and fees will be charged at the rate applicable for the transaction undertaken.</p> <p>Interest on charges will be charged at the rate for Purchases. We work out the interest using the interest rate applicable as at the statement date and calculated on your average daily balance since the previous statement date.</p> <p>Where an interest rate changes on a day other than a statement date the average daily balance interest calculation uses the old rate for the period to the day before the change comes into effect and for the remaining period uses the new rate.</p> <p>If you have an account with an introductory or special offer, this rate will be valid for the period specified in the terms of the offer. If you break condition under the credit card Agreement, we may reduce or end the term of the introductory or special offer. If the period of the special offer ends, the interest rate will revert to the current rate for the product you have opened.</p>		
3.4	<p>Annual Percentage Rate of Charge (APR).</p> <p><i>This is the total cost expressed as an annual percentage of the total amount of credit.</i></p> <p><i>The APR is there to help you compare different offers.</i></p>	<p>22.6 % (Classic card), 19.2% (Gold card). This is a representative APR calculated using the following example and based on the assumptions below, namely:</p> <ul style="list-style-type: none"> <li>• A purchase transaction is carried out when the account is opened;</li> <li>• The calculation includes Government Stamp Duty (currently €30);</li> <li>• The purchase price plus any fee payable totals €1,500 for Classic card or €3,000 for Gold;</li> <li>• You repay this amount together with interest by 12 equal monthly repayments; and</li> <li>• During the year you do not use your credit card again and there is no other activity on the account and rates of interest are unchanged.</li> </ul>	
3.5	Related costs.	<p>If the credit card is used in ways other than for Purchases (e.g. Advances), this may result in a higher APR. The above is just an example of the APR that could be payable if the above fact scenario applied. The APR will depend on the amount you drawdown, the length of time you take to repay amounts drawdown, the number and type of transactions you carry out on your credit card and the interest rate applicable. In addition, other drawdown mechanisms may result in a higher APR. In addition, where a variable rate applies, the interest payments may vary from time to time and this may result in your APR going up or down.</p>	
3.6	Any other costs deriving from the credit Agreement.	<p>The following charges are payable –</p> <p><b>Cash Advance</b> – For each Advance (except gambling transactions): 1.5% of the amount of the Advance (or minimum charge of €2.54, no maximum charge) of the transaction value.</p> <p><b>Cash Advance – Outside euro zone:</b> Administration levy equivalent to 2% of the transaction value plus 1.5% handling charge (minimum charge €2.54, no maximum charge) of the transaction value.</p> <p><b>Purchases – Outside euro zone:</b> Administration levy equivalent to 2% of the transaction value.</p> <p><b>Government Duty payable on credit cards:</b> €30 per annum.</p> <p>You will be charged €2.00 each time an additional copy of a statement is requested by you.</p>	
3.7	Conditions under which the above costs can be changed.	<p>We may change the rate(s) of interest or any fee or charge at any time (and may introduce a new fee or charge) on giving you at least 60 days' notice in writing or by email before the change takes effect. You may close the account and avoid being charged any increased rate of interest, fee or charge provided your intention to close the account is notified to us within 60 days of the date of the notice provided to you.</p>	
3.8	<p><i>Costs in the case of late payments.</i></p> <p><i>Missing payments could have severe consequences for you (e.g. forced sale) and make obtaining credit more difficult.</i></p>	<p>Where missed or late payments result in outstanding account balances not being reduced as expected, the applicable borrowing rate(s) detailed above will continue to be charged although Special Offer reduced rates may be ended and the current variable rate charged.</p> <p>You will be charged –</p> <p>€8.50 for each monthly statement period if the account is over the credit limit at any time during that statement period.</p> <p>€8.50 for each monthly statement period if you fail to pay the minimum payment on time during that statement period.</p> <p>€7.00 each time a payment is returned for want of funds.</p> <p>All of these charges will be applied to your account.</p> <p>You can avoid these charges by operating your credit card within your credit card limit and making minimum payments on time.</p>	
3.9	<i>Consequences of missing payments.</i>	<p>If you miss making payments on the due dates for payment, this could have severe consequences including affecting your credit rating and therefore make obtaining credit more difficult. If you fail to repay what is owed, we may obtain a court judgment. We may be able to apply to the court for a charging order on any property that you own to enforce the judgment if you do not pay. A charging order on the property normally means that on its sale, what is owed must be paid out of sales proceeds but enforcement could lead to steps being taken to possess your property and its subsequent sale to pay what you owe.</p>	

4. Other important legal aspects		
4.1	<p>Right of withdrawal.</p> <p><i>You have the right to cancel this credit Agreement within a period of 14 calendar days.</i></p>	<p>You have the right to withdraw from the credit card agreement within a period of 14 calendar days beginning on the latest of:</p> <p>a) the day after the credit card agreement is made; and</p> <p>b) the day after you receive a copy of the credit card agreement.</p> <p><b>The credit card agreement consists of the credit card application form, the credit card conditions of use and the card carrier which is sent with the credit card to you.</b></p>
4.2	<p>Early repayment.</p> <p><i>You have the right to repay all or part of the credit early at any time.</i></p>	<p>You have the right to repay the credit early at any time in full or partially.</p>
4.3	<p>Consultation with a Credit Reference Agency.</p> <p><i>The creditor must inform you immediately and without charge of the result of a consultation with a credit reference agency if your credit application is rejected on the basis of such a consultation. This does not apply if the provision of such information is prohibited by European Community law or is contrary to the objectives of public policy or public security.</i></p>	<p>Unless we have good reason preventing disclosure, for example where disclosure is legally prohibited, we must inform you immediately and without charge of the result of a consultation with a credit reference agency if your credit application is rejected on the basis of such a consultation. If this happens you will be provided with details of the credit reference agency consulted.</p>
4.4	<p>Right to a draft credit Agreement.</p>	<p>You have the right upon request to obtain a copy of the draft credit card agreement free of charge unless we are unwilling to enter into the credit card agreement with you at the time you ask for it.</p>

#### 5. Additional information in the case of distance marketing of financial services

(a) concerning the creditor		
5.1	<p>Name</p> <p>Address</p> <p>Registration</p>	<p>Ulster Bank Ireland Limited. A private company limited by shares, trading as Ulster Bank, Ulster Bank Group and Banc Uladh. Registered in Republic of Ireland No. 25766. Registered Office: Ulster Bank Group Centre, George's Quay, Dublin 2.</p>
5.2	<p>The supervisory authority.</p>	<p>We are regulated by the Central Bank of Ireland.</p>
(b) concerning the credit Agreement		
5.3	<p>Exercise of right of withdrawal.</p> <p><i>You have the right to withdraw from the credit Agreement within a period of 14 calendar days from the time set out under the right of withdrawal heading under paragraph 4 above.</i></p>	<p>You can cancel the credit card agreement by providing written notice of cancellation to us at our address shown at the top of this SECCI within the period set out in paragraph 4 above. If you do not exercise this right to withdraw from the credit card agreement, the agreement will continue to apply. Your right of withdrawal is governed by the credit card agreement.</p>
5.4	<p>The law taken by the creditor as a basis for the establishment of relations with you before the conclusion of the credit Agreement.</p>	<p>The laws of Ireland.</p>
5.5	<p>The law applicable to the credit agreement and/or the competent court.</p>	<p>The credit card agreement, card carrier and related conditions of use are governed by the laws of Ireland and we each submit to the jurisdiction of the Irish courts to settle any disputes between us. The card must not be used in Ireland or abroad in violation of any law. The cardholder will be responsible for any infringement.</p>
5.6	<p>Language to be used in connection with the credit Agreement.</p>	<p>English will be used in all matters relating to the Agreement and the information and contractual terms will be supplied in English. We intend to communicate in English during the duration of the Credit Card Agreement.</p>
(c) concerning redress		
5.7	<p>Access to out-of-court complaint and redress mechanism.</p>	<p>If you are unhappy with our service for any reason, or have cause for complaint, you should contact The Manager, Ulster Bank Cards, PO Box 4015, Dublin 2. We are a member of the Financial Services Ombudsman. If you are not satisfied after following our procedure you may wish to refer your complaint to the Financial Services Ombudsman Bureau, 3rd Floor, Lincoln Place, Dublin 2. Lo Call: 1890 8 20 90, Telephone +353 1 6620890. Email enquiries should be sent to enquiries@financialombudsman.ie.</p> <p>This is the end of the Standard European Consumer Credit Information document – there follows, on the next page, a separate document entitled "Your Credit Card Explained" setting out additional information relating to the credit card.</p>

# YOUR CREDIT CARD EXPLAINED – ADEQUATE EXPLANATIONS

## IMPORTANT – PLEASE READ

It is important that you read the Standard European Consumer Credit Information (SECCI) document carefully. The SECCI gives key details about your credit card agreement. Make sure you understand what is involved.

You should ask yourself the following questions:

### 1. Is this the right product for me?

Does the proposed credit card meet my needs and circumstances?

Do I understand how my agreement will work?

- A credit card allows you to buy goods and services up to the credit limit on the credit card. If we accept your application, the credit limit allocated to the card will be notified to you.
- You can also use a credit card for other purposes e.g. to withdraw cash (see section 3 of the SECCI for the Advance interest rate and the charge applicable to each Advance).
- Although you will have to repay at least the minimum amount each month, repayments are flexible and you can pay more or all of your balance whenever you wish. Any repayment you make will be used in a specific order (See section 2 of the SECCI).
- In certain circumstances, a credit card may be more suitable than another product (e.g. a loan) if you want flexibility in how much you borrow and repay each month.
- If you want to borrow over a long period or borrow a substantial amount, then a credit card may not be appropriate and a loan may be a better option.
- A credit card is not suitable for repaying mortgage debt.

### 2. How much will I have to pay?

- How much you will have to pay in relation to the credit card can be found in sections 2 and 3 of the SECCI. This includes details of the minimum monthly repayments, the rate(s) of interest and various fees and charges that will apply.
- Make sure that you are confident that you can afford to pay, at the very least, the minimum monthly payment. Interest will still apply.

### 3. What could happen if I can't keep up with my monthly repayments?

- Missing payments could have severe consequences for your finances. For example, it is very likely to make obtaining credit more difficult in the future as we are likely to report non-payment to the credit reference agencies and this will adversely affect your credit rating (which most lenders take into account when assessing any borrowing application).
- If you fail to repay what is owed on the due dates for payment, we may also obtain a court judgment against you. We may be able to apply to the court for a charging order on any property that you own to enforce the judgment if you do not pay. A charging order on a property normally means that on its sale what is owed requires to be paid out of the sale proceeds but enforcement could lead to steps being taken to possess your property and its subsequent sale to pay what you owe.
- If you miss payments then you will also have to pay us charges. Details are set out at section 3 of the SECCI, under the heading "Costs in the case of late payments".
- You should always let us know if you are having difficulty managing your finances. You can also seek independent financial advice. We can let you have details of organisations that provide financial advice for free.

### 4. What cancellation rights do I have?

- There is a limited period after you enter into the credit card agreement when you have a right of withdrawal i.e. a right to cancel the agreement. Details of your right to cancel are set out in section 4 of the SECCI.
- If you exercise this right, you must repay any balance outstanding on the credit card (excluding any card fee debited to the card account – any such card fee will be refunded to the account), together with interest that is added to the balance until the repayment is made. You will have 30 calendar days to repay starting from the date of cancellation.

### 5. What features of my credit card agreement may operate significantly to my disadvantage?

- Making just the minimum monthly repayment will cost you more overall and it will take you longer to clear the balance in full. We do not recommend that you only ever pay the minimum repayment amount. This is because if you only pay the minimum repayment amount, you will be charged interest on the amounts which you do not repay. You will not be charged interest on Purchases and Balance Transfers if you repay the outstanding balance on your credit card in full each month. You will be charged interest on Advances even if you pay the outstanding balance in full each month.
- We can change the interest rates that apply to your credit card agreement. This may happen, for example, on the basis of our credit assessment of you. If we increase a rate, the amount of interest payable by you will increase. As a result there will be an adverse effect on the amount of your minimum monthly repayments. It may also cost you more and take longer to clear any balance. We will give you advance notice of any interest rate change and you will have the opportunity to close your account if you repay all amounts owing to us at that time.
- Different interest rates apply to different categories of transactions. For example, the interest rate for cash advances is not the same as the interest rate for Purchases. Please see Section 3 of the SECCI for further information. When you make a payment to your credit card account, we will use it to reduce your balance in a specific order explained in section 2 of the SECCI. Check this carefully if you are thinking of using the card for different categories of transactions.

### 6. Where can I find more information or advice to help me decide?

- We are happy to answer any questions you may have about the credit card agreement. You may call us on 01 702 5489.
- You may also wish to take advice from an independent financial adviser, charity or not-for-profit organisation.

### 7. Can I have more time to decide?

You can take as much time as you wish to think more about what we are offering or compare our credit card with other credit deals before you decide whether or not to proceed with your credit card Agreement with us.

Please note that the terms set out in the SECCI are not binding on us and we are free to change or withdraw our offer of a credit card at any time.

Finally, you should only sign the Loan Agreement if you are sure that this product is suitable to your needs and financial situation.

**DON'T SIGN ANYTHING UNLESS YOU ARE ABSOLUTELY SURE YOU WANT TO PROCEED.**

## 24. General Provisions

- 24.1 The Bank may make changes at any time to any interest rate it charges or to any of the terms of this Agreement by providing sixty days' notice to You to reflect changes in:
- (a) market conditions affecting the Bank's business including:
    - fraud prevention requirements
    - changes in technology
    - changes in payment methods
    - regulatory requirements
    - and cost of funds.
  - (b) good banking practice;
  - (c) services the Bank provides to You;
  - (d) costs incurred by the Bank;
  - (e) the Bank's credit assessment of You;
  - (f) the Bank's systems capabilities; and
  - (g) relevant laws.
- If we change the interest rate, we will also update all our information services including telephone helplines and our website before the change comes into effect.
- 24.2 On bankruptcy or death Your obligations will continue until all Cards issued in respect of the Account are returned (Cards must be cut in two across the magnetic stripe, and if the Card has a chip, through the chip) and the Bank is repaid in full. Any Additional Cardholder on the Account must immediately cease to use the Card and return it to the Bank (Cards must be cut in two across the magnetic stripe, and if the Card has a chip, through the chip).
- 24.3 The Bank will not be liable, including under Condition 15, for any circumstances affecting the use of the Card where such matters are not within the direct control of the Bank and other abnormal or unforeseeable circumstances outside our reasonable control including but not limited to:
- (i) the failure of any retailer or supplier to accept or honour a Card;
  - (ii) the manner in which the refusal to accept the Card is communicated to You; or
  - (iii) any machine malfunction or failure, strike or dispute.
- 24.4 The Bank will credit the Account with the amount of any refund due to You on receipt of a properly issued refund voucher or other verification of the refund by a retailer or supplier in a form acceptable to the Bank.
- 24.5 The Bank may at any time disclose details about You or Your Account to any agent of the Bank for the time being for the purposes of processing a Card Transaction or otherwise fulfilling the Bank's obligations under this Agreement or to the Schemes.
- 24.6 The waiver by the Bank of any breach of any Term of this Agreement will not prevent the subsequent enforcement of that Term and will not be deemed a waiver of any subsequent breach.
- 24.7 The Bank may monitor and record Your phone calls with us to ensure security for Our customers and staff to confirm instructions and in order to maintain and improve Our service.
- 24.8 Any notice under the Agreement or under applicable law will be effective if sent by pre-paid post addressed to the Principal Cardholder. Communications so addressed and posted will be deemed to be received and shall also be deemed to be duly served for the purposes of applicable law on the day when they would be delivered in the ordinary course of business or at noon on the fourth business day following effective date of posting whichever is the later. The Principal Cardholder must immediately notify the Manager, Ulster Bank Ireland Limited, Ulster Bank Cards, PO Box 4015, Dublin 2 of any changes of name and address.
- 24.9 The Bank may also make changes to the fees it charges by providing You with sixty days' notice.
- 24.10 If You are not happy with any changes made, You can terminate this Agreement without charge in accordance with Condition 23. If You do not contact the Bank about ending this Agreement by the end of the notice period the Bank will assume You agree to such changes.
- 24.11 Subject to applicable law, the Bank may at any time set-off any indebtedness of the Bank to the Principal Cardholder against any sum due by the Principal Cardholder to the Bank under this Agreement.
- 24.12 Nothing herein shall be read or construed as excluding or restricting any of the liabilities imposed or rights conferred by any applicable law, or any modification thereof or Regulations made thereunder.

## 25. Additional General Provisions

- 25.1 Any communication which You wish to send to the Bank may be sent to the Bank at Ulster Bank Cards, PO Box 4015, Dublin 2.
- 25.2 The Bank will provide this Agreement to You if You request it by writing to the Bank at the above address or by phoning the Bank on 1890 924 257.
- 25.3 This Agreement is written in English and all the Bank's communications with You will be in English.
- 25.4 If You are not satisfied with any of the Bank's products or services, the Bank has a complaints handling procedure that it can use to resolve such matters.
- 25.5 If You wish to make a complaint please contact the Bank. You can write to the Bank at Ulster Bank Cards, PO Box 4015, Dublin 2. Alternatively You can phone the Bank on 1890 924 257.
- 25.6 If You are still not satisfied after following the Bank's procedures, You can ask the Financial Services Ombudsman to review the complaint. Write to: Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 or telephone 1890 88 20 20, fax: 01 662 0890 or email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie).

- 25.7 All Transactions will be made in euro unless we agree otherwise.
- 25.8 This Agreement and these Conditions of Use are governed by the laws of Ireland. The Card must not be used in Ireland or abroad in violation of any law. The Cardholder will be responsible for any infringement.
- 25.9 The Bank may, without Your consent, assign, novate or transfer the whole or any part of the Bank's rights under the Agreement to any person, firm or company or sub-participate or sub-contract any of the Bank's rights or obligations under the Agreement and any reference to the Bank in the Agreement will be deemed to include the Bank's assigns and successors who will be entitled to enforce and proceed with the Agreement in the same manner as if named in the Agreement. The Bank will be entitled to impart any information concerning You to any such assignor or successor or any proposed assignee or successor of the Bank.
- 25.10 Unless the Bank agrees, You must not transfer charge or give as security to anyone else:
- Your Card or Your facility under Your Card;
  - Any of Your rights under the Agreement.

## 26. Exclusions

You are not entitled to the protections set at conditions 14.1, 14.2 or 15 of these Conditions of Use or any of the protections provided for under Title III or Title IV of the Payment Services Directive (other than the provisions in relation to credit value and debit value dating in Article 73) as implemented in Ireland under regulations made pursuant to the Payment Services Directive for the following Transactions:

- Transactions made in a non-EEA currency; and
- Transactions made to or from Your Account to any account outside the EEA or a Payment Service Provider outside the EEA.

### IMPORTANT INFORMATION

**We are required by the Distance Marketing of Financial Services Regulations to provide You with the following information:**

#### Your Right to Cancel

You have a right under the Distance Marketing of Financial Services Regulations to cancel this Agreement once it is made. The period in which You can exercise that cancellation right is 14 days beginning on the day after we have advised You that the Agreement is concluded between us. You can cancel by sending by post WRITTEN notice of cancellation to Ulster Bank Cards, Customer Services, PO Box 4015, Dublin 2 or by telephone 1890 924 257 or Textphone 1890 200 119.

If You cancel this Agreement, You will still have to repay any money lent to You. But if You repay all of it within one month after cancellation – You will not have to pay interest or other charges. If You do not exercise this cancellation right, the Agreement entered into between us and You will be binding on You.

By cancelling Your Credit Card Account You will also be cancelling any insurance registered for, which is linked to Your Account. Please note, if You cancel your Card with us after 14 days and You have Card Protection Plan Insurance, You must cancel this directly with Card Protection Plan or the insurance will continue.

#### Complaints

If You are unhappy with our service for any reason, or have cause for complaint, You should contact The Manager, Ulster Bank Cards, PO Box 4015, Dublin 2. We are a member of The Financial Services Ombudsman. If You are not satisfied after following our procedure You may wish to refer Your complaint to The Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2; Lo Call: 1890 88 20 90; Tel: +353 1 6620899; Fax: +353 1 6620890. Email enquiries should be sent to [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

#### Additional Information

There is a possibility that other taxes or costs may exist that are neither paid nor imposed by Ulster Bank Ireland Limited.

This Agreement and Conditions of Use are governed by the Law of Ireland and are subject to the jurisdiction of the Irish courts. This and other documents relating to this Agreement will be written in English. All further communications both verbal and written will be in English.

**Warning: If you do not meet the repayments on your credit card, your account will go into arrears. This may affect your credit rating.**





#### IMPORTANT INFORMATION

Credit cards only available to persons aged 18 and over, subject to status and conditions. Rates and information correct as at 09/01/2012 and are subject to change.

Formalities include the use of Credit Reference Agencies who will note that an enquiry has been made about you. If you borrow and do not repay in full, within the agreed terms, Credit Reference Agencies may be advised and will note the outstanding debt. This may affect future applications for credit facilities through the Ulster Bank Group of Companies or other lenders. All credit cards are subject to Government Stamp Duty of €30. This will be debited from your account annually in April or when your account is closed, and if you have not already paid Government Stamp Duty in the current charging period.

Our main business is banking and our principal place of business is Ulster Bank Group Centre, George's Quay, Dublin 2.

**Warning: If you do not meet the repayments on your credit card, your account will go into arrears. This may affect your credit rating.**

Want to get in touch with Ulster Bank?  
Just choose the way that's most convenient:



drop into your local branch



1800 303 004



[www.ulsterbank.com](http://www.ulsterbank.com)

This brochure is also available in Braille, large print, audio or on disk.  
Please contact your local branch for details or Textphone 1890 200 119

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