

# Terms & Conditions and Personal & Business banking charges

Terms and Conditions effective from  
the 31st March 2021

General Terms & Conditions  
Current Accounts  
Open24 Service  
Savings & Investments

Personal charges  
Business charges



At permanent tsb our vision is to offer real value, excellent customer service and product options that are second to none. By understanding and responding to your needs, we will help you to get the best return from your finances.

Rest assured that you are now in the hands of a bank committed to the highest standard of excellence and personal service.

Permanent tsb p.l.c. is regulated by the Central Bank of Ireland.

If you have encountered a problem with any product, service or facility provided by permanent tsb, please let us know. We want to put it right as quickly as we can. Simply contact your permanent tsb branch or the area concerned or write to our Customer Relations Department at:

Customer Resolution Centre, permanent tsb,  
Churchyard Lane, Douglas,  
Cork.

All information contained within this booklet is correct at 31/03/2021 but may change.

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# **DISTANCE MARKETING INFORMATION – DEPOSIT ACCOUNTS AND CURRENT ACCOUNTS**

Note: this information document applies to you if you have dealt with us at a distance e.g., phone, internet, post i.e. where there is no face to face contact between you and us.

This information is supplied to you in accordance with our obligations under the European Communities (Distance Marketing of Consumer Financial Services) Regulations 2004 (as amended, re-enacted or replaced from time to time). It should be read in conjunction with the terms and conditions applicable to your account as they contain important additional information about who we are, the types of financial services that we offer, our charges and how to make a complaint.

The following applies to deposit and current accounts unless specifically stated.

## **TAXES AND ADDITIONAL COSTS**

Please see our Fees Booklet for full details of the applicable fees and charges to your account.

There may be additional costs or taxes payable by you which are not paid by us or imposed by us.

## **CURRENT ACCOUNTS**

Government stamp duty will be charged to your account for each cheque book issued to you (currently €20 per cheque book of 40 cheques). The usage of your card will incur a government charge of €0.12 per ATM transaction capped at

€2.50 (ATM Facility) or €5.00 (ATM & Debit Card Facility) per annum per card and will be charged to your account for each Card issued on your account. For more information visit the revenue website [www.revenue.ie](http://www.revenue.ie)

## **DEMAND DEPOSIT ACCOUNTS**

The usage of your card will incur a government charge of €0.12 per ATM transaction capped at €2.50 per annum per card and will be charged to your account for each card issued on your account.

## **YOUR RIGHT TO CANCEL THE CONTRACT UNDER THE REGULATIONS**

If you open an account with us you may cancel that contract in accordance with the European Communities (Distance Marketing of Consumer Financial Services) Regulations, 2004 within 14 days of the account opening. To cancel you should send an email to us at [dmdunit@permanenttsb.ie](mailto:dmdunit@permanenttsb.ie) or write or deliver a letter to us addressed to the DMD Unit, permanent tsb, 56/59 St. Stephen's Green, Dublin 2.

If you do not exercise this right to cancel you will remain bound by the terms and conditions of the account contract but you will continue to have the right to cancel as outlined below.

## **DEPOSIT ACCOUNTS**

If you exercise your right to close your account within the 14 day period referred to above, the account balance and any accrued interest less Deposit Interest Retention Tax (DIRT) (where applicable), will be returned to you, subject to the account balance being in cleared funds and after deducting any amounts you owe us. An early withdrawal charge, where it applies, will be deducted from the closing balance on the account.

## **CURRENT ACCOUNTS**

If you exercise your right to close your account within the 14 day period referred to above, you must, within 30 days of cancellation, repay any sums outstanding on your account together with interest to the date of repayment and return any cheque books or cards which may have been issued to you. We will pay to you any credit balance on the account in the manner detailed above on receipt of notice of cancellation.

## **OTHER RIGHTS TO TERMINATE THE CONTRACT**

If you fail to adhere to the terms of the account contract we may terminate the contract by giving you at least 2 months' notice in writing.

## **DEPOSIT ACCOUNTS**

You may at any time close your account and the balance and any accrued interest less DIRT (where applicable) will be returned to you subject to the account balance being in cleared funds and after deducting any amounts you owe us. An early withdrawal charge, where it applies, will be deducted from the closing balance on the account.

## **CURRENT ACCOUNTS**

You may at any time close your account by notifying the branch at which you keep your account and by paying the balance outstanding on your account. We will pay to you any credit balance on the account in the manner detailed above on receipt of notice of closure.

## **GOVERNING LAW**

All our dealings with you, and the contract will be governed by the laws of Ireland.

# CENTRAL CREDIT REGISTER

The Central Credit Register is a new secure database of personal and credit information for loans of €500 or more. It has been set up under the Credit Reporting Act 2013 and is operated by the Central Bank of Ireland.

Qualifying credit agreements covers all loans including credit cards, mortgages, overdrafts and personal loans.

Under the obligations set out in the Credit Reporting Act 2013, which apply to all lenders, Permanent TSB is required to send personal and loan information on Mortgages, Credit Cards, Personal Loans and Overdrafts to the CCR. This includes personal information already collected, such as your:

- Name
- Address
- Date of Birth
- Personal Public Services Number (PPSN)

Credit reports based upon the information supplied by lenders will be available from the CCR and may be accessed by you and by lenders. A score or grade will not be calculated on the credit report.

It is important to note that if you do not keep up repayments on loans you have with us, the missed repayments will be reported to the CCR and will appear on your credit report. This may affect your future ability to borrow.

In addition, should you enter into a restructure arrangement arising out of financial difficulties, the bank is required to report this restructure to the CCR.

## Your Rights

Insert an explanatory statement on your credit report

You have a right to place an explanatory statement of 200 words or less, relating to any of your information held on the Central Credit Register, and this will be included on your credit report.

## Apply to have your information amended

You have a right to make an application to your lender and the Central Bank to amend information held on the Central Credit Register about you, if you believe it is inaccurate, incomplete or not up to date.

## Report and be informed of suspected impersonation

You have the right to give notice to a lender or the Central Bank if you reasonably believe you have been, are being, or may be about to be impersonated by any person.

## Obtain your credit report

You have the right to request your credit report at any time, free of charge (subject to fair usage)

## How do I find out more?

More information in relation to the Central Credit Register is available from the Central Bank of Ireland. Contact details as follows.

Website: [www.centralcreditregister.ie](http://www.centralcreditregister.ie)

Email: [consumerinfo@centralcreditregister.ie](mailto:consumerinfo@centralcreditregister.ie)

LoCall: 1890 100 050

Landline: 01 224 5500

## INTRODUCTION

This brochure provides full details of account and service fees and charges and explains how these charges may affect you.

You may be eligible for exemption from certain fees and charges. The eligibility criteria for fee and charge exemptions are contained in this brochure.

While the Bank updates customers' records to reflect account and address changes please advise your branch if your details require any further modification so as to ensure all exemptions apply.

Should you have a query on any charge, you should contact your branch or call Open24 0818 50 24 24.

### GOVERNMENT CHARGES

Certain Government charges, which the Bank is obliged by law to collect, are debited from your Account even if you are eligible for exemption from account charges.

Under current legislation, the following Government charges will apply:

Cheques: €0.50 stamp duty per cheque, i.e. €20.00 for each book of 40 cheques issued.

Credit Cards: permanent tsb is obliged to deduct Government Stamp Duty (currently €30 per account) from your Account on the 1st April each year in respect of the previous 12 months or when you close your Account.

Credit Cards:

- Where customers switch accounts they should pay the stamp duty to the old bank or card issuer on closing the account. The old bank or card issuer will request the Stamp Duty in your final statement and will then issue them with a Letter of Closure. This letter will confirm that they have paid the Stamp Duty for the period in question. They are required to present this letter to the new bank or card issuer, who will not bill them for Stamp Duty for that period.
- If customer closes a credit card account during the year and does not switch to a new account a Stamp Duty charge will apply for the account maintained during the preceding year.

### DEBIT CARDS

Usage of your Visa Debit Card will incur a government charge of €0.12 per ATM transaction capped at €2.50 (ATM Facility) or €5.00 (ATM & Debit Card Facility) per annum per card and will be charged to your account for each Card issued on your Account.

Please see [www.Revenue.ie](http://www.Revenue.ie) for more information on Stamp Duty

## ACCOUNT FEES & TRANSACTION CHARGES

Unless otherwise specified, Account fees and transaction charges are debited from your current Account quarterly and cover the previous three month period. Your quarterly statement will detail your fees and charges, pre-notifying you fourteen days prior to debiting your Account.

A monthly or quarterly account fee is charged for maintaining the account and may also cover transaction charges depending on the Account you hold. For transactional charging purposes, lodgement and withdrawal items can be categorised as automated and non-automated transactions.

### Automated transactions are as follows:

- ATM withdrawals
- Debit Card Transactions
- Standing order/Bill payment debits
- Direct debits
- Direct credits
- Telephone and internet banking transactions
- Euro ATM withdrawals within the EU
- Debit Card Transactions within the eurozone

Note – (i) ATM transaction charges will apply on Euro withdrawals outside the EU and on all non-Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) A fee for using your Debit Card for purchases in foreign currency and on all debit transactions outside the Eurozone will apply at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43). The amount of the transaction will be converted at a rate of exchange determined by Visa on the date in which the transaction is debited to the account.

The total currency conversion charges applied to any cross border Card Transaction will be displayed as a percentage mark up over the latest available euro foreign exchange reference rates issued by the European Central Bank (ECB). This information can be accessed on our Website <https://www.permanenttsb.ie/fxcalculator>

The percentage mark-up will be calculated as follows:

$$\text{Visa Rate} + \text{PTSB Rate} = \text{Total Conversion Rate Applied} \\ \text{Latest ECB Rate}$$

From 19 April 2021, all Personal Customers who use their Permanent TSB Debit or Credit card to complete non-Euro payment transactions within the EEA (online, at point of sale terminals or ATM cash withdrawals) will be notified by SMS of the total currency conversion charges that apply to the transaction. The charges will be calculated as a percentage mark-up over the latest available euro foreign exchange

reference rate issued by the European Central Bank (ECB)\*.

The SMS will be sent once every month in which a customer transacts in that non-Euro currency.

An SMS will be sent to the card holder after completing the transaction, e.g. for joint accounts it will only be sent to the party making the payment or withdrawal. This SMS will be sent to the card holder's registered mobile number held by Permanent TSB which can be opted-out of by contacting Open24.

This notification will not be sent to Business Debit Card Users.

\*For the majority of transactions, the percentage mark-up sent to you in the SMS will reflect the total currency conversion charges to be paid by you. However in a limited number of instances, due to the way some transactions are processed, the amount charged to your account may be slightly higher or lower than the initial pre-authorised amount.

#### **Non-automated transactions are as follows:**

- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

#### **HOW TO REDUCE ACCOUNT FEES & TRANSACTION CHARGES**

You can reduce the level of your fees and transaction charges by using the automated transactions whenever possible, rather than non-automated transactions. You may also be eligible for fee and charge exemptions. See the section on Fee & Charge Exemptions for further details.

#### **EXPLORE ACCOUNT FROM PERMANENT TSB**

Your Explore Account from permanent tsb is subject to a monthly fee for maintaining the Account, irrespective of the balance on the Account or the amount lodged to the Account on a monthly basis, and will apply irrespective of the level or availability of any benefits, including without limitation Participating Merchant Offers and / or Save and Spend Rewards, offered from time to time in connection with your permanent tsb Explore Current Account.

Your monthly maintaining the Account fee will apply in lieu of a quarterly maintaining the Account fee, and will be applied to your Account on the first Business Day of each calendar month. Other fees applicable to your Account, for example overdraft fees, are additional and may be charged quarterly.

permanent tsb Current Account customers who, from our records are over sixty years of age prior to 13/01/2018 or over sixty six years of age as of 13/01/2018 are exempt from the monthly fee for maintaining the account. Fees and charges will be applied where your Account record does not reflect the above and you must notify the Bank where you wish to seek exemption.

#### **EXPLORE ACCOUNT FROM PERMANENT TSB EXPLORE FEES & CHARGES**

Maintaining the Account fee €6 per calendar month

#### **You will not pay for any of the following:**

- Standing order / Bill payment debits-set ups & transactions
- Direct debits-set ups & transactions
- Direct credits-set ups & transactions
- Internal Repayment Order set ups & transactions
- Telephone and internet banking transactions
- ATM-euro withdrawals within the EU
- Debit-transactions within the eurozone
- Statement fee (excluding duplicate statements)
- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

Where the maintaining the Account fee or any other relevant charge (including Government levies) is not collected due to insufficient cleared funds in the account, the Bank will continue to look for the full charge amount from any funds lodged to the account or otherwise.

In the event that the full charge amount cannot be taken, the Bank may (but are not obliged to) collect partial payment of the charge but will reserve the right to seek the full charge amount.

If payment of the fee for maintaining the Account fee is not received in full when due, the Bank may close the account (but will not be obliged to do so), giving you at least 2 months' notice in writing.

## **OTHER CURRENT ACCOUNTS AVAILABLE**

#### **MY CASH ACCOUNT (TEEN ACCOUNT)**

Second level students between the ages of 12 and 18 years of age, who hold a 'My Cash' Account are eligible for fee and charge exemptions (please see the full list of exemptions as outlined in the Fee & Charge Exemption section).

#### **THIRD LEVEL STUDENT CURRENT ACCOUNT**

Full time third level students, over the age of 18, who hold a Student Current Account are eligible for fee and charge exemptions (please see the full list of exemptions as outlined in the Fee & Charge Exemption section) for a period of five years only.

#### **BASIC PAYMENT ACCOUNT**

With this account, you will not have to pay any maintenance or

day-to day-transactions fees for at least 12 months from when you open the account.

**Available to customers who:**

- (i) are over 18 years of age;
- (ii) are legally resident in the EU; and
- (iii) do not hold a Payment Account with a credit institution(s) operating in Ireland.

**BASIC PAYMENT ACCOUNT FEES & CHARGES**

**You will not pay for any of the following:**

- Standing order / Bill payment debits set ups & transactions
- Direct debit set ups & transactions
- Direct credits
- Internal Repayment Order set ups & transactions
- Telephone and internet banking transactions
- ATM - euro withdrawals within the EU
- Debit transactions in Euro within the EU
- Statement fee (excluding duplicate statements)
- Branch lodgement and withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

Government Stamp Duty does apply to the Account.

**Additional fees & charges applicable to the Basic Payment Account**

Additional or non-routine fees and charges cover a wide range of services that you may only require occasionally. They are debited from your Basic Payment Account as the service is provided. As such, a pre-notification period prior to charging does not apply.

**For the avoidance of doubt**

The Visa Debit card will not work if you do not have sufficient cleared funds in your Account.

You will not be able to avail of a cheque book/overdraft/ credit facility or sweep facility with this Account.

**BUSINESS CURRENT ACCOUNT**

A quarterly fee for maintaining the Account of €3.81 applies as well as non-automated transactions which are charged at €0.29 per item. A charge of €0.23 applies to automated transactions with the exception of permanent tsb ATM withdrawals, where a charge of €0.15 applies.

Additional business specific Business Charges apply to certain transactions. Please see page 64 for further information.

Fee and charge exemptions do not apply to non-personal Customers. Registered Charities who hold the 'Business Current Account' that maintain a minimum cleared credit balance of €126.97 or an average cleared credit balance of €380.92 throughout the quarter, are eligible for fee and charge waivers as outlined on page 58. To qualify, the Charity, Social Enterprise or Religious/Community Voluntary Organisation must be registered with the Charities Regulatory Authority or on the Revenue Approved List of Bodies with Charitable Tax Exemption under the Tax Acts.

## CURRENT ACCOUNTS NO LONGER AVAILABLE

**Customers may no longer open any of the following accounts. However, if you already have one of these accounts, then the following fees and charges apply:**

**PRESTIGE HICA ACCOUNT**

- Prestige HICA does not apply a quarterly fee for maintaining the Account.
- Transactions are charged at €0.63 with the exception of Debit Card Transactions, Euro ATM transactions within the EU, ATM withdrawals from other banks which are charged at €0.23 per item. A charge of €0.15 applies to permanent tsb ATM withdrawals. The first five transactions are exempt from charging each quarter.
- Effective from 26th September 2006 - personal customers currently do not pay fees relating to their quarterly fee for maintaining the Account, automated or non-automated transaction charges, overdraft set up/ renewal fees, standing order and direct debit set up fees, stopped cheque payments and statement fees (excluding duplicates).

**FORMER TUSA CURRENT ACCOUNT**

- Tusa Current Account does not apply a quarterly fee for maintaining the account.
- Counter transactions incur a charge of €0.38, while cheques and incoming paper credit transfers are charged at €0.25 per item. Automated transactions are charged at €0.19

Effective from 26th September 2006 - personal customers currently do not pay fees relating to their quarterly fee for maintaining the Account, automated or non-automated transaction charges, overdraft set up/renewal fees, standing order and direct debit set up fees, stopped cheque payments and statement fees (excluding duplicates).

**SWITCH CURRENT ACCOUNT**

- No quarterly fee for maintaining the Account
- No overdraft set up or renewal fees
- No fee for standing order and direct debit set ups



- No statement fee (excluding duplicates)

### **PTSB CURRENT ACCOUNT 1/2/3/4**

A quarterly fee for maintaining the Account of €18.00 applies.

#### **You will not pay for any of the following:**

- Standing order / Bill payment debits-set ups & transactions
- Internal Repayment Order set ups & transactions
- Direct debits-set ups & transactions
- Direct credits-set ups & transactions
- Telephone and internet banking transactions
- ATM-euro withdrawals within the EU
- Debit-transactions within the eurozone
- Statement fee (excluding duplicate statements)
- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

You may be exempt from paying the fee for maintaining the Account by maintaining a daily cleared credit balance of €2,500 throughout the charging quarter (See Note 1 & 2).

Note 1: allowance is not made for cheques, drafts, or other credits lodged until value has been received.

Note 2: Fee exemptions do not apply at account closure.

Please see page 57 for a breakdown of the 4 different charging quarters for the above accounts.

## **ADDITIONAL FEES & CHARGES APPLICABLE TO ALL ACCOUNTS**

### **(unless otherwise stated)**

Additional or non-routine fees and charges cover a wide range of services that you may only require occasionally. They are debited from your account as the service is provided. As such, a pre-notification period prior to charging does not apply except in the case of monthly statements. These fees and charges are as follows::

#### **BANK STATEMENTS**

- Duplicate statement (per page) €2.50

#### **UNPAID ITEMS**

- Cheque, direct debit or standing order presented on your account €10.00

- Cheque lodged to your account €10.00

#### **PROVISION OF A CHEQUE BOOK FEE**

€0.20 per cheque. The full amount is dependent on the quantity of cheques in the book. This charge is in addition to the Government Stamp Duty charge of €0.50 that applies to each per cheque (total charge of €0.70 per cheque). The full charge of a chequebook will depend on the amount of cheques it contains e.g if the chequebook contains 40 cheques, the fee payable will be €28.00 (which includes Government Stamp Duty and €8.00 Provision of a Cheque book Fee).

#### **PAYMENT SET-UP & TERMINATION**

- Standing order set-up €5.00
- Cheque payment stopped €5.00

#### **SWEEP TRANSFER**

Sweep transfer is an optional service whereby funds are transferred automatically from a deposit account designated by you to a Current Account if the overdrawn balance on the Current Account exceeds the agreed/required levels. Sweep transfer offers you the means to reduce the level of charges and overdraft interest. The sweep transfer will take place at the close of business daily. There is no minimum or maximum sweep transfer amount. Sweep transfer fee per item €5.00

#### **OVERDRAFT FACILITY**

- Set up fee (charge will apply when the overdraft is first used) €25.00.
- Annual renewal / review fee (will apply 12 months from the date that the set-up fee was deducted) €25.00.

#### **EMERGENCY CASH**

Emergency Cash is an optional service whereby you can gain access to, or give a third party access to €20, €50 or €100 from your own account via a permanent tsb ATM without the need for a Visa Debit Card.

- There is a fee of €2 for every Emergency Cash transaction which is withdrawn from the ATM. There is no fee if the funds are not withdrawn.
- If the funds are not accessed within 2 hours of your authorisation, the Emergency Cash Code will expire.
- The maximum number of Emergency Cash transactions is limited to a maximum of twice in any thirty one day period.

#### **ATM TRANSACTIONS**

- Euro withdrawals within the EU – please refer to your account type for the specific charge applicable.
- ATM transactions are charged on Euro withdrawals outside the EU and on all non-Euro withdrawals at 3.5%

of the Euro value of the transaction (min. €3.17 & max. €11.43). This fee is always charged by the Bank for this service

## DEBIT CARD TRANSACTIONS

- No charges apply for using a debit card for purchases in euro.
- Debit Card Transaction charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43). This fee is always applied for this service.
- The total currency conversion charges applied to any cross border Card Transaction will be displayed as a percentage mark up over the latest available euro foreign exchange reference rates issued by the European Central Bank (ECB). This information can be accessed on our Website <https://www.permanentsb.ie/fxcalculator>
- The percentage mark-up will be calculated as follows:

$$\text{Visa Rate} + \text{PTSB Rate} = \text{Total Conversion Rate Applied Latest ECB Rate}$$

- From 19 April 2021, all Personal Customers who use their Permanent TSB Debit or Credit card to complete non-Euro payment transactions within the EEA (online, at point of sale terminals or ATM cash withdrawals) will be notified by SMS of the total currency conversion charges that apply to the transaction. The charges will be calculated as a percentage mark-up over the latest available euro foreign exchange reference rate issued by the European Central Bank (ECB)\*.
- The SMS will be sent once every month in which a customer transacts in that non-Euro currency.
- An SMS will be sent to the card holder after completing the transaction, e.g. for joint accounts it will only be sent to the party making the payment or withdrawal. This SMS will be sent to the card holder's registered mobile number held by Permanent TSB which can be opted-out of by contacting Open24.
- This notification will not be sent to Business Debit Card Users.

\*For the majority of transactions, the percentage mark-up sent to you in the SMS will reflect the total currency conversion charges to be paid by you. However in a limited number of instances, due to the way some transactions are processed, the amount charged to your account may be slightly higher or lower than the initial pre-authorised amount.

## REFERRAL ITEMS

- When cheques or debits are presented for payment and there are insufficient cleared funds at the time of presentation in an account to meet the debit(s), a referral item fee will be applied that day or the next working day.

- Referral item fee – per item €5 (up to €15 maximum a day)

## UNAUTHORISED OVERDRAFTS

Where an account balance exceeds the authorised credit limit, unauthorised overdraft interest is charged on the amount that exceeds the agreed limit. The rate of unauthorised overdraft interest is 12% per annum greater than the Bank's normal overdraft interest rate. Authorised and unauthorised interest is accrued daily and is charged to accounts quarterly, 14 days after being pre-notified.

## QUARTERLY CHARGING PERIOD

Most charges and interest are calculated quarterly in respect of the previous 3 months. Details of any account fee, transaction charge and interest due on accounts where applicable, will be notified by statement before they are deducted from accounts.

### Quarterly charging periods commence on the following dates:

- 1st January, 1st April, 1st July, 1st October for the following accounts: PTSB Current Account 4.
- 25th March, 25th June, 25th September and 25th December for the following accounts: Switch Current Account, Third Level Student Current Account, Prestige HICA, Tusa Current Account & PTSB Current Account 3.
- 25th February, 25th May, 25th August and 25th November for the following accounts: PTSB Current Account 2 and Business Current Account.
- 25th January, 25th April, 25th July and 25th October for the following account: PTSB Current Account 1.
- 4th March, 4th June, 4th September, 4th December for the following account: Explore Account (excluding the maintaining the account fee which is charged monthly).

Where the maintaining the account fee or any other relevant charge (including Government levies) is not collected due to insufficient cleared funds in the account, the Bank will continue to look for the full charge amount from any funds lodged to the account or otherwise.

In the event that the full charge amount cannot be taken, the Bank may (but are not obliged to) collect partial payment of the charge but will reserve the right to seek the full charge amount.

If payment of the maintaining the account fee is not received in full when due, the Bank may close the account (but will not be obliged to do so), giving you at least 2 months' notice in writing

## FEE & CHARGE EXEMPTIONS

Current Account holders who, from our records are over sixty years of age prior to 13/01/2018, over sixty six years of age as of 13/01/2018 are eligible for fee and charge exemptions each quarter as outlined in the table below. Fees and charges will be applied where your current account record does not reflect the above and you must notify the Bank where you wish to seek exemption. In relation to foreign exchange transactions customers must notify branch staff at the time of transaction of their wish to seek exemption for the above reasons, otherwise a fee

will be applied

Current Account holders who hold a Third Level Student Current Account or a My Cash Account, are eligible for fee and charge exemptions each quarter as outlined in the table below. Fees and charges will be applied where your current account record does not reflect the above and you must notify the Bank where you wish to seek exemption. In relation to foreign exchange transactions customers must notify branch staff at the time of transaction of their wish to seek exemption for the above reasons, otherwise a fee will be applied

## LIST OF FEES & CHARGES EXEMPTED WHEN ELIGIBLE

Exemptions	Current Account Holders aged over 60 years prior to 13/01/2018, over sixty six years of age as of 13/01/2018	Third Level Student Current Account or My Cash Holders	Registered Charities in the Business Current Account
Fee for maintaining the account	✓	✓	✓
Transaction charges*	✓	✓	✓
Statement charges	✓ Including duplicates	✓ Excluding duplicates	✓ Excluding duplicates
Stopped cheque payments	✓	✓	
Provision of a Cheque Book Fee	✓	✓	
Standing order set up fee	✓	✓	
Sweep transfer	✓	✓	
Overdraft set up fee	✓	✓	
Overdraft annual renewal/review fee	✓	✓	
permanent tsb and other drafts	✓	✓	
Travellers cheques	✓	✓	
Purchase or sale of foreign notes/cheques	✓	✓	
Balance certificate/Interest certificate	✓	✓	

\*Excluding (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non-Euro withdrawals and (ii) A fee for using your Debit Card for purchases in foreign currency and on all debit transactions outside the Eurozone.

Please note there are no exemptions for non-personal customers.

## OTHER SERVICE CHARGES

The following service charges are debited from your account as the service is provided. As such, a pre-notification period prior to charging does not apply.

• Character/status enquiry	€6.00
• Credit transfer – outgoing (paper items)	€0.50
• Information on credit agreement other than housing agreement	€2.50
• Management time fee: Where non-standard services are provided the following charge may be levied.	€30.00 max per hr
• Personalised lodgement book	€2.50
• Auditor's report	€20.00
• Domestic Bank drafts / gift cheques (for use in Rep. of Ireland) (€1.90 + government stamp duty of €0.50)	€2.40
• Balance/Interest Certificate - duplicate/previous year	€3.50
• Replacement of a lost or stolen debit card.	€5.00

## OTHER ACCOUNT FEES

A number of fees and charges apply specifically to certain accounts and services. The following charges apply to the range of other accounts and services available from permanent tsb.

## DEPOSIT/INVESTMENT ACCOUNTS

<ul style="list-style-type: none"> <li>• FIXED DEPOSITS (Excluding Interest First Account)</li> <li>Early withdrawal charge/ funding loss</li> </ul>	<p>The early withdrawal charge is  <b><math>(1\% \times \text{Amount withdrawn} \times \text{Remaining term}) \div 365</math></b>  or  an amount equal to the funding loss (if applicable), whichever is the greater. A minimum of €20 applies. Funding Loss is calculated using the formula  <b><math>(A \times T \times D) \div 365</math> where:</b>  A = the amount withdrawn  T = the remaining term  D = the difference in the prevailing market rate of interest for a term equivalent to the period remaining and the rate applicable at the date of opening the account.</p>
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<ul style="list-style-type: none"> <li>Interest First Account (No partial withdrawals allowed).</li> </ul>	<p>Where an account closure is processed then the amount of interest paid to you in respect of the unexpired deposit term must be repaid.</p> <p>In addition the following early withdrawal charge will apply:  <b><math>((1\% \times B) \times T) \div 365</math></b>  B is the balance remaining on the account.  T is the unexpired term remaining up to the maturity date in number of days.</p> <p>or</p> <p>an amount equal to the funding loss (if applicable), whichever is the greater. A minimum of €20 applies. Funding Loss is calculated using the formula <b><math>(B \times T \times D\%) \div 365</math></b> where; B &amp; T are as defined above.  D= the difference in the prevailing market rate of interest for a term equivalent to the period remaining and the rate applicable at the date of opening the account.</p>
<ul style="list-style-type: none"> <li>Notice Deposits - where no notice or insufficient notice is given for a withdrawal or transfer</li> </ul>	<p>The early withdrawal charge is applied to the amount withdrawn by the number of days for which no notice has been given and divided by 365. The charge is calculated at a rate, being the difference between the rate applying to the account and a rate one percent below the Bank's standard demand deposit rate. Where this results in a charge greater than the rate on the account, the charge is limited to this rate.</p>

## TERM LOANS

<ul style="list-style-type: none"> <li>Early Closure Fee/ Early Repayment Fee - Variable rate loan</li> </ul>	€25.00
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## CREDIT CARD ACCOUNTS

<ul style="list-style-type: none"> <li>Unpaid Payment Charge</li> </ul>	€10.00	If your payment is returned unpaid, i.e. a bounced cheque or returned Direct Debit, we'll charge an unpaid charge.
<ul style="list-style-type: none"> <li>Late Payment Fee</li> </ul>	€7.50	If you don't pay at least the minimum payment by the due date, we charge a late payment fee.
<ul style="list-style-type: none"> <li>Over Limit Fee</li> </ul>	€7.50	When you go over your approved credit limit at any time during your payment cycle, we'll charge an over limit fee. The charge will still apply if you make a payment before the statement date that brings the account back within the agreed credit limit.
<ul style="list-style-type: none"> <li>Duplicate Statement</li> </ul>	€2.50 per page.	Duplicate Statement Fee: Charge applied on re-ordered copies of statements that have already been received.
<ul style="list-style-type: none"> <li>Cash Advance Fee</li> </ul>	A fee of 1.5% of the advance amount or €2.00, whichever is the higher, will be applied to ATM advances. This fee is only charged on ATM withdrawals where the resulting balance, prior to charging, is in a debit position.	Cash Advance Fee: Charge applied when cash is withdrawn from a Visa Credit Card Account.

<ul style="list-style-type: none"> <li>Non-euro transactions - Currency conversion fee</li> </ul>	<p>1.75% of the Euro value of the transaction amount will apply. The amount of the transaction will be converted at a rate of exchange determined by Visa on the date in which the transaction is debited to the account.</p>	<p>Non-Euro Transactions: Currency Conversion Fee when withdrawing cash or making any purchase with a Visa Credit Card outside of the Eurozone.</p> <p>Non Euro EEA transactions:</p> <p>The total currency conversion charges applied to any cross border Card Transaction will be displayed as a percentage mark up over the latest available euro foreign exchange reference rates issued by the European Central Bank (ECB). This information can be accessed on our Website <a href="https://www.permanenttsb.ie/fxcalculator">https://www.permanenttsb.ie/fxcalculator</a></p> <p>The percentage mark-up will be calculated as follows:  <u>Visa Rate + PTSB Rate = Total Conversion Rate Applied</u>  Latest ECB Rate</p> <p>From 19 April 2021, all Personal Customers who use their Permanent TSB Debit or Credit card to complete non-Euro payment transactions within the EEA (online, at point of sale terminals or ATM cash withdrawals) will be notified by SMS of the total currency conversion charges that apply to the transaction. The charges will be calculated as a percentage mark-up over the latest available euro foreign exchange reference rate issued by the European Central Bank (ECB)*.</p> <p>The SMS will be sent once every month in which a customer transacts in that non-Euro currency.</p> <p>An SMS will be sent to the card holder after completing the transaction, e.g. for joint accounts it will only be sent to the party making the payment or withdrawal. This SMS will be sent to the card holder's registered mobile number held by Permanent TSB which can be opted-out of by contacting Open24.</p> <p>*For the majority of transactions, the percentage mark-up sent to you in the SMS will reflect the total currency conversion charges to be paid by you. However in a limited number of instances, due to the way some transactions are processed, the amount charged to your account may be slightly higher or lower than the initial pre-authorised amount.</p>
<ul style="list-style-type: none"> <li>Replacement of a lost or stolen credit card.</li> </ul>	<p>€5.00</p>	

# MORTGAGES

<ul style="list-style-type: none"> <li>Fixed rate mortgage breakage fee: basis of calculation of funding loss repayable to the Bank arising on switching out of a fixed rate mortgage or on redemption in whole or part</li> </ul>	<p>Whenever (i) repayment of a loan in full or in part is made or (ii) with the agreement of permanent tsb, the loan is switched to a variable rate loan or other fixed rate loan, before expiry of the Fixed Rate period (hereinafter called the “Early Termination”), the applicant shall, in addition to all other sums payable as a condition of and at the time of the Early Termination, pay a sum equal to the permanent tsb’s estimate of the loss (if any) arising from the Early Termination. In the calculation of the said loss, permanent tsb shall endeavour to apply in so far as it is fair and practicable</p> <p>This is how the fee is calculated;  <math>C = (I-S) \times R \times (M-T)/12</math>  “C” is the charge to compensate for the loss (if greater than 0),  “I” is the swap/market fixed interest rate for the term of the Fixed Rate Period at the date of its commencement,  “S” is the swap/market interest rate for the remaining fixed period,  “R”* is the amount of the Fixed Rate loan balance paid or switched at the date of Early Termination,  “M” is the fixed Rate Period (in months) and,  “T” is the time expired of the Fixed Rate Period at the date of Early Termination (in months).  Here is a worked example; “I” = 5%, “S” = 3%, “R” = €100,000, “M” = 24 months, “T” = 12 months.  <math>C = (5\%-3\%) \times €100,000 \times (24-12) / 12</math>  So, <math>C = 2\% \times €100,000 \times 12 / 12</math>  <math>C = €2,000</math></p>
<ul style="list-style-type: none"> <li>Unpaid cheque/returned direct debit</li> </ul>	<p>€10.00</p>
<ul style="list-style-type: none"> <li>Mortgage arrears</li> </ul>	<p>Arrears are any element of a mortgage repayment that have not been made and remain outstanding. Interest at the mortgage rate will be applied to the outstanding balance of your loan which includes any payments missed. This may result in increased cost of credit</p> <p>Customers who are co-operating reasonably and honestly in the Mortgage Arrears Resolution Process (MARP) are exempt from unpaid Direct Debit charges and the transfer fee applicable when a customer switches their loan from variable to fixed rate. More details on the MARP can be obtained from our ‘Mortgage Options for homeowners in challenging times’ brochure or our website</p>
<ul style="list-style-type: none"> <li>Vacate fee</li> </ul>	<p>€35.00</p>
<ul style="list-style-type: none"> <li>Accountable trust receipt (ATR) Fee</li> </ul>	<p>€35.00</p>
<ul style="list-style-type: none"> <li>Legal transfer/partial release fee</li> </ul>	<p>€125.00</p>
<ul style="list-style-type: none"> <li>Re-issue documentation fee</li> </ul>	<p>€3.00</p>

<ul style="list-style-type: none"> <li>• Late payment charge</li> </ul>	<p>Where a mortgage repayment has not been made and any subsequent or current arrears on your loan are not cleared within 10 days of your monthly repayment date, interest is charged on the arrears at the mortgage interest rate. This late payment charge is calculated as one month's interest on the arrears balance and is applied to the outstanding balance of your loan.</p> <p>The late payment charge is represented by the formula below: <math>A \times ((R \div 100) \div T)</math></p> <p>A = Mortgage Loan Arrears  R = Mortgage Interest Rate  T = 12 (i.e. to allow for one month's interest to be charged on the arrears balance)</p>
<ul style="list-style-type: none"> <li>• Property Valuation</li> </ul>	<p>As part of the mortgage application process, a property valuation will be required to be performed by a valuer approved by the Bank. The valuer will charge you a fee for this service, which is payable directly to the valuer and subject to a maximum level. Please ask a member of staff for the appropriate valuer fees</p>
<ul style="list-style-type: none"> <li>• Buy-to-Let Solicitors fee</li> </ul>	<p>A bank solicitor is required, for all Resident and Non-Resident Buy-to-Let mortgages, for loan amounts greater than €75,000. The amount payable, for a standard Buy-to-Let mortgage, is €1,000 plus standard rate of VAT and outlay. This amount is payable by the Borrower(s) and must be paid directly to the banks solicitor prior to the release of the loan cheque. The amount payable by the Borrower(s) is in addition to the borrower(s) solicitor fees.</p>

\*For the purposes of the above fixed rate mortgage breakage fee worked example, a fixed balance of €100,000 representing the loan balance to be paid or switched at the date of Early Termination is used for "R". In the actual calculation of the fixed rate mortgage breakage fee payable to the Bank, a reducing loan balance approach is used to calculate "R". This approach is used to take into account the fact that, after the switch or Early Termination, the loan balance typically reduces due to scheduled repayments for the remainder of the fixed rate period. The fee calculated using a reducing balance approach will always be lower than the fee calculated using a fixed balance approach. Please contact your local Permanent TSB branch for further information.

## INTEREST CALCULATION

Interest will accrue and be calculated on the daily balance outstanding and a 365 day year or 366 day in a leap year (i.e. interest is calculated daily on a 1/365 day basis, except in a Leap Year where the 1/366 day basis is used).

## 2% MONTHLY CASHBACK

Where you have both a qualifying mortgage and a permanent tsb Explore Account and where the scheduled monthly mortgage repayment is made from that permanent tsb Explore Account, you will receive 2% cashback on the monthly mortgage repayment until 31st December 2027.

The fees and charges applicable to the Explore Account and the Mortgage are as noted in the relevant sections of this booklet. There are no additional costs involved in order to avail of the 2% monthly cashback on your repayment, i.e. no extra cost for having both of these separate products

Where availing of the 2% monthly cashback, you have the right to terminate either or both of the products (these being the permanent tsb mortgage and the Explore Account). Terminating either product will cause the 2% monthly cashback payments to cease.

The Explore account currently incurs a monthly fee of €6 for maintaining the account. Neither this fee, nor the 2% monthly



cashback payment are included in the APRC calculations for your mortgage.

**The Explore Account carries with it three specific features;**

1. 10c back on Eligible Debit Card Transactions (excluding ATM Transactions);
2. Cashback on bills (when you pay by direct debit with one of our partners);
3. GoRewards in partnership with Visa.

Account partners, features and benefits are subject to change.

*The following table offers a comparison of the benefits available to customers who are the holders of both a permanent tsb Explore Account and a qualifying permanent tsb Mortgage.*

## BENEFITS COMPARISON

Benefit	Explore Current Account	Qualifying permanent tsb Mortgage	Explore Current Account and Qualifying permanent tsb Mortgage
10c Cashback on all Eligible Card Transactions up to €5.00 per Month	✓	X	✓
VISA Participating Merchant Offers i.e. GoREWARDS	✓	X	✓
Cashback on Partner Bills	✓	X	✓
2% cashback on scheduled monthly repayments of a qualifying permanent tsb mortgage made from an Explore Current Account	X	X	✓

## BUSINESS SPECIFIC CHARGES

• Cash Handling Fee	Note lodgement/withdrawal €0.50 per €100
• Coin lodgement	2% per €100
• Coin withdrawal	2% per €100
• Cash exchanged	€0.60 per €100
• Cheques lodged	€0.19 per item
• Electronic Funds Transfer (EFT) Originator Fee (effective from 1st August 2014)	€0.06 per item

- If relevant, you will be notified in writing, including by email of any EFT Originator Fees due to the Bank on the 15th of January, 15th of April, 15th of July and 15th of October in any given year. The account will be debited with an amount representing these fees within 14 days of these dates
- Business Current Account is our account for non-personal customers
- Business Current Account applies a quarterly account fee of €3.81.
- Non-automated transactions are charged at €0.29 per item. A charge of €0.23 applies to automated transactions with the exception of permanent tsb ATM withdrawals, where a charge of €0.15 applies.
- Fee and charge exemptions do not apply to non-personal customers
- An upfront facility fee of up to 1% of the loan amount (subject to a minimum fee amount of €100) may be charged at the discretion of the bank on SME Mortgage Loans and SME Term Loans

## INTERNATIONAL CHARGES

• Buy or sell non-Euro notes	1% Min €1.25 Max. €6.25
• Buy Travellers Cheques Euro	3% Min €2.50 Max. €38.00
Non-Euro	1% Min €1.25 Max. €6.25
• Sell foreign drafts Euro (drawn on a financial institution outside the Republic of Ireland)	3% Min. €2.50 Max. €19.00
Non-Euro	€6.50
• Duplicate foreign drafts-Euro & Non-Euro	€6.00
• Cheque for collection-Euro/Non-Euro	€8.50 Plus Agents fee*
• Unpaid item - foreign cheque-Euro/Non-Euro	€8.50
• Buy foreign drafts & cheques Euro Min Max.	3% €2.50 €38.00
• Non-Euro Min Max.	1% €1.25 €6.25

\* This will be the charge levied by the financial institution on which the cheque is drawn.

## SWIFT/TELEX TRANSFER PAYMENTS

Credit Transfer - <b>Euro and Swedish Krona Payments within the EU</b>	€0.50
Credit Transfer - <b>Payments (other than Excepted Payments below)</b>	€31.50
Where a payment is received without the correct IBAN of the beneficiary and BIC of the beneficiary's bank at the time of or prior to the account holder's instruction to effect the transfer ("Excepted Payments")	€10.00

All SWIFT payments from a permanent tsb account to an account held in the EEA will have the 'SHA' charge option applied. This means that you will only pay the above fee and the payee (receiver of the transfer) will be charged any applicable fee by their bank. Payments to other countries outside of the EEA will have the 'SHA' charge option applied unless you specifically request a different charge option when setting up the SWIFT payment instruction.

Please note where a SWIFT payment is recalled by you, the receiving bank may deduct a charge from the amount sent. You will only be credited with the amount received back.

Prior to initiation of an International SWIFT transaction or where the transaction requires a currency conversion you will be presented with:

- the total estimated charges for the currency conversion services, including:

- the estimated total amount of the transaction -in the currency of your own account
- the exchange rate used
- the transaction fee (if applicable, see above)
- the estimated amount to be transferred to the recipient in the currency used by the recipient

Note: This applies to transfers to EU member states and EEA countries only.

Note: The exchange rate used in transactions with a currency conversion includes a foreign exchange bank margin. This margin is the difference between the Permanenttsb.ie exchange rate and the rate at which we buy and sell currency in the wholesale exchange market

Permanent tsb operate within Foreign Currency Spreads as authorised by the Central Bank as outlined below:

Canada, Swiss, US and EU Currencies other than Norway and Sweden up to 6%

Australia, Greece, Japan, Norway and Sweden up to 8%

Other currencies up to 10%

### **VISA CUSTOMER NOTICE**

Permanent tsb can no longer accept lodgements of foreign currency cheques or Euro cheques from banks outside of Ireland into a permanent tsb credit card account. Customers using this payment method should make alternative arrangements.

Foreign currency cheques or Euro cheques from banks outside of Ireland can alternatively be lodged to any permanent tsb current or savings account.

