
PRE-CONTRACTUAL INFORMATION FOR AN ARRANGED OVERDRAFT

We set out below pre-contractual information that you must read before you apply for an Arranged Overdraft on your Voyage account.

This document does not set out the terms and conditions of your Arranged Overdraft. You will find those terms and conditions in your Investec Bank plc Banking Relationship Agreement and the Additional Conditions for your Voyage account. You can download an up to date copy of the Relationship Agreement and the Additional Conditions from our website at investec.co.uk/termsandconditions, or you can ask us for a copy.

This information is valid only on the date that this document is issued to you.

Words with capital letters which are not defined in this document have the meaning given to them in the Relationship Agreement and the Additional Conditions for your Voyage account.

1. Our contact details

- 1.1 We are Investec Bank plc (company number 00489604). Our registered office is 30 Gresham Street, London, EC2V 7QP. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number 172330) for banking and lending services.
- 1.2 Our contact details are as follows:
- Investec Bank plc
The Private Banking Team
30 Gresham Street
London EC2V 7QP
Telephone: 0333 207 9423 or +44 (0) 207 597 4988
(if you are outside the UK).

2. Your Arranged Overdraft limit

- 2.1 If your application for an Arranged Overdraft is approved, we will give you the details of your Arranged Overdraft limit.
- 2.2 Any borrowing above your Arranged Overdraft limit is treated as a request for an **Unarranged Overdraft**. An Unarranged Overdraft may arise because you borrow

money when there is no money left in the account (or when you have gone past your overdraft limit on your Arranged Overdraft) and this has not been agreed with us in advance. For further information on Unarranged Overdrafts, please refer to your Relationship Agreement.

3. Duration

- 3.1 You can use your Arranged Overdraft indefinitely, unless we give you notice suspending or terminating your right to use your Arranged Overdraft and demanding repayment.
- 3.2 We will review your account and your financial circumstances periodically.

4. Repayment and termination

- 4.1 **Your Arranged Overdraft is repayable on demand, which means that at any time, without notice, we can ask you to repay the outstanding balance immediately in full or in part.**
- 4.2 However, unless we have the right under the Relationship Agreement to close your account immediately, we will give you 30 days' prior notice before terminating your Arranged Overdraft and/or asking you to repay us what you owe.
- 4.3 If you want to end your Arranged Overdraft, you can tell us:
- (a) through your online banking;
 - (b) by calling the Private Banking Team using the numbers provided under the "Our contact details" section; or
 - (c) by writing to us at Investec Bank plc, The Private Banking Team, 30 Gresham Street, London EC2V 7QP.
- If you do this and your account is overdrawn, you must repay any outstanding balance (including any Unarranged Overdraft), together with the accrued amount of Arranged Overdraft interest, the accrued amount of any Unarranged Overdraft interest, and any charges due.
- 4.4 Your right to use your Arranged Overdraft will automatically end if you or we close your Voyage account.
- 4.5 If you do not repay sums due to us on your account, your credit rating may be affected which may make it more difficult or expensive for you to obtain credit in the future. In addition, we can take legal proceedings against you and charge you our reasonable costs of doing so.

5. Costs for using your Arranged Overdraft

- 5.1 The cost that you have to pay for using your Arranged Overdraft is Arranged Overdraft interest. If your application for an Arranged Overdraft is approved, you will be entitled to a £1,000 Interest-free Threshold on your Arranged Overdraft. This means that:
- (a) the initial £1,000 of your Arranged Overdraft will not be subject to overdraft interest; and
 - (b) where any overdrawn account balance exceeds this £1,000 Interest-free Threshold but is within your Arranged Overdraft limit, we will calculate Arranged Overdraft interest daily at 5% per annum above the Bank of England Base Rate (as that rate varies from time to time). This is a Tracker Rate.
- 5.2 We will calculate Unarranged Overdraft interest daily on any amount that exceeds your Arranged Overdraft limit at our Unarranged Overdraft rate of 5% per annum above the Bank of England Base Rate (as that rate varies from time to time). This is a Tracker Rate.
- 5.3 Apart from Arranged Overdraft interest, we do not impose any charges for making the Arranged Overdraft available to you. Other charges may apply when you use your account, whether or not you are in overdraft. For more information, please see the Additional Conditions for your account.
- 5.4 You may have to pay other taxes and costs which are not paid through us or imposed by us.

6. Changing the Arranged Overdraft interest rate or the Interest-free Threshold

- 6.1 The Arranged Overdraft interest rate is a **Tracker Rate**. This means it will change in line with any change in the Bank of England Base Rate. We will make the change immediately and tell you within 30 days of doing so. You will have no right to refuse to accept the change. We will publish the updated Arranged Overdraft interest rate on our website.
- 6.2 We can also change the percentage above or below the Bank of England Base Rate, select a different interest rate to track, or change the rate to a Managed Rate (i.e. one which is set or varied by us from time to time in our sole discretion). We will only do this if we have a valid reason for doing so. If the change benefits you, we will make the change immediately and tell you within 30 days of doing so. If the change adversely affects you we will give you 60 days' advance notice.

- 6.3 We can increase or reduce the Interest-free Threshold or no longer make the Interest-free Threshold available to you. We will only do this if we have a valid reason for doing so. If the change benefits you, we will make the change immediately and tell you within 30 days of doing so. If the change adversely affects you, we will give you 60 days' advance notice.

7. Credit reference agency

If we decline your application on the basis of information we obtain from a credit reference agency, we will tell you which credit reference agency we consulted unless we cannot do so for legal reasons.

8. Applicable law and language

- 8.1 This information, any discussions we have with you and any agreement we enter into with you for an Arranged Overdraft will be governed by English law. The English courts will have jurisdiction over any dispute arising from this matter.
- 8.2 We will communicate with you in English.

9. Complaints

- 9.1 If you are unhappy with or have any concerns relating to your Arranged Overdraft, your Voyage account or any other bank account or service, you should contact us using the details set out above, providing full details of your complaint. You can ask us for a copy of our complaints procedure at any time.
- 9.2 If you are unhappy with our response you may have the right to refer the complaint to the Financial Ombudsman Service. You can write to:
- The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
- Email: complaint.info@financial-ombudsman.org.uk
Telephone: 0800 023 4567 (if calling from a landline)
0300 123 9123 (if calling from a mobile)
Fax: 020 7964 1001
- You can find further details on their website:
<http://www.financial-ombudsman.org.uk>