

Your Travel account terms

The Travel account allows you to spend money in another currency when you're travelling abroad, and avoid the fees often associated with making payments abroad.

1. Introduction

1.1 Your agreement with us

These are the **Terms** for your Travel account. These Terms form part of the agreement between you and us, the National Westminster Bank Plc (**NatWest**) for your Travel account. **Your Current Account Terms** also form part of our agreement. Your Current Account Terms include details of how payments are made, what happens if something goes wrong and how your account can be closed. For details on how we use your information, please see [Our Privacy Policy | NatWest](#). It's important that you read this carefully together with these Terms. If there is any inconsistency between these Terms and Your Current Account Terms, these Terms will apply.

If you ever need up to date copies of these Terms, please ask us and we'll give you a copy. You can also find them on our website.

1.2 Using your Travel account

To open and use a Travel account you must:

- Be aged 18 years or over
- Hold a valid personal current account with us
- Be resident in the UK
- Be registered to use our mobile app

If your circumstances change, please tell us as soon as possible as this may affect whether we can keep your account open.

Your Travel account isn't designed for everyday payments so you can't set up standing orders, Direct Debits, or have an arranged overdraft, and your salary or wage or payments from third parties must not be paid directly into your account.

2. Linking a current account with your Travel account

To be able to open a Travel account, you must link it with an existing current account with us (your linked account). The account you choose to link to your Travel account with will be the only account that you can use to top up your Travel account.

3. Topping up and removing funds from your Travel account

You can only transfer money from your linked account to your Travel account. In most cases the money will be added to your Travel account immediately.

When you ask us to transfer money from your linked account to your Travel account, you'll be provided with a guaranteed exchange rate which we'll use when converting your payment to the currency of your Travel account. The exchange rate that will be used for the currency conversion will be our prevailing rate at the time your payment is processed.

If you choose to transfer funds from your Travel account to your linked account, you'll also be provided with a guaranteed exchange rate which we'll use when converting your payment back to GBP.

The exchange rate that will be used will be our prevailing rate at the time your payment is processed.

You can find out more about our exchange rates by visiting our website, www.natwest.com and searching for Currency Exchange Rates.

4. Managing your Travel account

You can manage your account on our mobile app.

5. Making payments from your Travel account

5.1 Using your debit card

You'll use the debit card associated with your linked account to operate your Travel account.

To spend from your Travel account, you must choose to pay in the local currency if it's presented as an option (for example, in a euro country, select to pay in euros). By doing so, money will be taken from your Travel account, and you won't be charged by us for making that payment. If you don't choose to pay in local currency, money will be taken from your linked account and converted into the local currency, and you'll be charged in the usual way as explained in Your Current Account Terms.

For more information on how to make payments from your travel account, go to the Travel account webpage, www.natwest.com/travelaccount.

5.2 Withdrawals

You can use your debit card associated with your linked account to withdraw money from your Travel account at a cash machine or ATM. You must choose to pay in the local currency if it is presented as an option to avoid charges from us. We won't charge you for doing this up to the withdrawal limit for your Travel account. Withdrawals over that limit will be charged in the usual way as explained in Your Current Account Terms. More details of these limits can be found at www.natwest.com/travelaccount.

You may still be charged by the retailer or ATM provider for withdrawing money from your Travel account.

6. Statements and Communications

We'll provide you with statements every month to your mobile app mailbox, if there have been payment transactions on your account during the month. We'll send you an alert to let you know that your statement is available to view.

Any other communications about your Travel account will be emailed to you or delivered to your secure inbox.

7. Using money in your Travel account to repay money you owe us or third parties

If you've borrowed money from us (for example, through a loan, credit card or overdraft) and the money or the repayments are overdue for payment, we may take money from your Travel account to repay some or all of the money you owe us (including any fees or interest). This is called "set-off."

If a court order or legal process brought by a third party against you is served on us (for example, telling us to freeze your accounts), we may move money from your Travel account to your linked account to carry out that request and debit the money from there. If we no longer need to send that money to the third party, the money will be credited to your linked account. It will not be credited back into your Travel account.

8. Overrunning on your Travel account

There is no arranged overdraft on your Travel account. If you spend more than is in your Travel account, we'll debit the full amount of the transaction from your linked account, and you'll be charged in the usual way for an international payment.

For example, if you have EUR50 in your Travel account and you make a payment for EUR100, we'll deduct the GBP equivalent of EUR100 from your linked account and charge you for that transaction in line with Your Current Account Terms.

9. What happens when something goes wrong?

If you suspect that an incorrect or unauthorised payment has been made from your Travel account, you must contact us as soon as possible.

If you're entitled to a refund from us in line with Your Current Account Terms, we'll send the refund to your linked account, not your Travel account.

For example, if you think that an unauthorised payment of EUR50 has been taken from your Travel account and we agree to refund you, we will credit your linked account with the GBP equivalent of EUR50, using our prevailing rate at the time the incorrect or unauthorised payment was made.

10. Closing your Travel account

10.1 How to close your Travel account

You can choose to close your Travel account at any time, free of charge.

If you still have funds in your Travel account, you'll have to transfer them back to your linked account before you can close your Travel account.

If you have pending transactions that are still to be debited from your Travel account, you may have to wait for them to clear before you can close your Travel account.

If you choose to close your linked account with us, you'll also have to close your Travel account.

10.2 When we can close your Travel account

We may need to close your Travel account immediately for the reasons listed in Your Current Account Terms or if:

- You ask us to switch your linked account to another provider; or
- Your linked account is closed by us, or access to it is removed by us.

We can also close your Travel account by giving you at least 90 days' notice. We'll explain our reasons for closing your account unless there's a legal or security reason which means we can't provide an explanation. There will, however, be situations where it may not be appropriate or permissible to engage with you to explain our reasoning.

If we need to close your Travel account and you still have funds in your Travel account, we will transfer those funds back to your linked account using our prevailing rate at the time the payment is made.

11. Changes to these Terms

If we have a valid reason for doing so, we may change these Terms. If we need to do this, we'll tell you about this by email or by a message in the mobile app.

If we need to update the Terms to introduce a new feature to the Travel account, which does not change the Terms relating to any existing feature, we may do so immediately and will tell you as soon as we can afterwards.



If we make any other change to the Terms, we'll give you at least 60 days' notice before it takes effect.

We'll assume that you've accepted the changes unless you switch or close your account before the changes take effect.