



## Glossary

### Standardised terms and definitions

- This glossary provides a list of the most common services linked to a current account and a definition of those services. These terms and definitions have been provided by the Financial Conduct Authority on 30 April 2018.
- These terms are incorporated into our Fee Information Documents which set out if you need to pay any fees for using these services. You'll also see these terms in your annual Statement of Fees which highlights if you've been charged any fees for using these services in the last 12 months.
- Not all the services below are available on all our current accounts. Please refer to Personal Banking Account Terms and Fees for further information.

Term	Definition
<b>General account services</b>	
<b>Maintaining the account</b>	The account provider operates the account for use by the customer.
<b>Payments (excluding cards)</b>	
<b>Standing order</b>	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
<b>Direct Debit</b>	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
<b>Sending money within the UK, Isle of Man, Channel Islands or Gibraltar</b>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK, Isle of Man, Channel Islands or Gibraltar.
<b>Sending money outside the UK, Isle of Man, Channel Islands or Gibraltar</b>	The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside the UK, Isle of Man, Channel Islands or Gibraltar.
<b>Receiving money from outside the UK, Isle of Man, Channel Islands or Gibraltar</b>	When money is sent to the customer's account from an account outside the UK, Isle of Man, Channel Islands or Gibraltar
<b>Cards and cash</b>	
<b>Cash withdrawal in pounds in the UK, Isle of Man, Channel Islands or Gibraltar</b>	The customer takes cash out of the customer's account in pounds at a cash machine (ATM) or branch in the UK, Isle of Man, Channel Islands or Gibraltar.
<b>Cash withdrawal in foreign currency outside the UK, Isle of Man, Channel Islands or Gibraltar</b>	The customer takes cash out of the customer's account in foreign currency at a cash machine or, where available, at a bank outside the UK, Isle of Man, Channel Islands or Gibraltar.

<b>Debit card payment in pounds</b>	The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the phone.
<b>Debit card payment in a foreign currency</b>	The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the phone.
<b>Overdrafts and related services</b>	
<b>Arranged overdraft</b>	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
<b>Unarranged overdraft</b>	The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance.
<b>Refusing a payment due to lack of funds</b>	The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit).
<b>Allowing a payment despite lack of funds</b>	The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit).
<b>Other services</b>	
<b>Cancelling a cheque</b>	The customer asks the account provider to cancel a cheque that the customer has written.



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Isle of Man Bank places funds with other parts of RBS Group and thus its financial standing is linked to the Group. Depositors may wish to form their own view on the financial standing of Isle of Man Bank and the Group based on publicly available information. The latest report and accounts are available at [www.iombank.com/financial-results](http://www.iombank.com/financial-results)

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