



NOTICE OF VARIATION

This Notice of Variation sets out some changes to our agreement with you which will take effect on 1 December 2020 unless otherwise stated. We have referred to the amended clauses in the right hand column to assist you in finding these changes.

Private Client Banking Fee Tariff

What is changing?

The charge for our Currency Delivery Same Day Service outside the M25 will be £230 plus 30p per mile for the first 200 miles and 35p thereafter plus VAT. If payment is made using a Coutts Credit or Charge Card an additional 2% cash advance fee will apply to all requests for this service.

Where can I find these changes?

Section 2 – Currency Delivery Service

Private Client Core Terms

What is changing?

We can no longer accept payment instructions received by letter. You can still make payments through our online and mobile banking channels as well as through Coutts 24. Payment instructions relating to Servicing Accounts can only be provided by telephone.

Where can I find these changes?

Clauses 3.1, 5.1 and 12.11

Schedule Account Operations – Clause 2.2

You can visit [coutts.com/rates-and-prices](https://www.coutts.com/rates-and-prices) for currency conversion charges in relation to card transactions made in a currency other than sterling. The daily rate is issued by the European Central Bank and will help you compare our fees with other banks across Europe.

Clause 8.3

As an increased form of authentication, we may ask you to enter a One-time Passcode that we send to you, use Touch or Face ID on the mobile app, call you or ask you to call us to verify a card transaction.

Clause 8.5

We have updated our terms in advance of the launch of Apple/Google Pay on our debit cards in the future. You must ensure you keep your card, mobile phone or any other linked devices safe, including PINs, passwords and log in details and should not allow anyone else to use your card, mobile phone or any linked device to make payments on your behalf.	Clauses 11.1, 11.2, 13.2
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Silk Card Terms

The Coutts Silk Card is available as a Charge Card and a Credit Card. The differences are:

- **Payment Options**
 - For Charge Cards, the outstanding balance must be paid in full every month.
 - For Credit Cards, at least the minimum payment must be made. Interest applies to balances not paid in full.
- **Purchase Protection**
 - For Credit and Charge Cards, protection is available through the Mastercard chargeback scheme. Chargebacks are dependent on Mastercard rules and are not classified as legal protection.
 - Credit Cards are eligible for Section 75 Consumer Credit Act protection.
 - Charge Cards are not covered by Section 75 of the Consumer Credit Act.

What is changing?	Where can I find these changes?
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As an increased form of authentication, we may ask you to enter a One-time Passcode that we send to you, use Touch or Face ID on the mobile app, call you or ask you to call us to verify a card transaction.	Clauses 2.1.3 and 2.6.4
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Any transaction in a foreign currency will be converted to sterling by Mastercard, normally when you make the transaction. You can visit coutts.com/rates-and-prices for currency conversion charges. The daily rate is issued by the European Central Bank and will help you compare our fees with other banks across Europe.	Clause 2.4
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THANK YOU FROM COUTTS

Terms and Conditions – Effective 1 November 2020

What is changing?

Where can I find these changes?

We have clarified how to contact suppliers.

Points 14 and 19

Online Service Terms

What is changing?

Where can I find these changes?

We have clarified the following:

Clauses 1.5, 3.2, 3.7, 6 and 12.4

We will send the Administrator information relating to Users and the Online Service.

Security Credentials are unique to each user and should not be shared and if we suspect any fraud or security threat to the account, we will contact you via the number registered with us.

You should log onto the Online Service at least once a month to ensure you access statements and any notifications from us.

Reference to Online Messaging has been updated to include Online Chat to reflect changes in technology.

You should not use Online Messaging or Online Chat to request or instruct payments to be made, for time-critical or time-limited messages or to save individual messages.

References to Security Codes and Security Devices has been amended to Security Credentials.

Clauses 1.5, 3.2, 3.3.1, 3.3.4, 3.4.1, 3.4.2, 8.1.1, 8.2.2, 8.2.3, 10.3 and 10.4.2

Advice and Investment Services Terms

What is changing?

Where can I find these changes?

We have made some small changes to reflect market practice where you place client limit orders with us.

Section 1 – Clause 5.4
Section 6 – Clause 1.9

Notice of Variation

The minimum portfolio size for discretionary managed portfolios is £100,000.

Section 4 – Clause 1.8

For clients who use investment services, the terms are being updated to replace Frankfurt Interbank Offered Rate (FIBOR) and London Interbank Offered Rate (LIBOR) as example reference rates with Sterling Overnight Index Average (SONIA) and Euro Interbank Offered Rate (EURIBOR).

Section 8 – Paragraph 2

General changes

Group name change

On 22 July, our group holding company changed its name from ‘The Royal Bank of Scotland Group plc’ to ‘NatWest Group plc’ and our group of companies is now known as the NatWest Group. All references to ‘The Royal Bank of Scotland Group plc’ and ‘RBS Group’ within our documentation has therefore been updated to ‘NatWest Group plc’ and ‘NatWest Group’.