

# Additional Joint Current Account Schedule and Rates, Fees and Charges

**STARLING**

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## Section 1: Additional joint current account terms

### 1. Welcome

This is the account schedule for your additional joint current account. When we say 'account' in this document, we're referring to your additional joint current account.

Your account is an extra everyday bank account that you can hold jointly with another person. You can both use it for sending and receiving money, taking out cash and making payments through the Starling app, online banking or using your card. You can also set up Spaces on your account, and use them in the same way as any you have in your main joint current account.

This document contains important information about your additional joint current account, including any fees or charges you might need to pay. This document, along with the Personal Account General Terms, forms part of your agreement with us.

The terms in this document will apply once your account is open. Your account will be open when we send you a push notification and welcome email to confirm your application has been successful and your account is ready to be used.

You can check our Frequently Asked Questions (FAQs) page for any information you might need about your account. This includes information about support you could get (including links to third-party resources) if you're struggling to manage your account for personal reasons. You can find our FAQs at [starlingbank.com/help](https://starlingbank.com/help) or the Starling app.

### 2. Getting in touch with us

You can contact us 24 hours a day, 7 days a week using the following contact details:

#### Starling app

The best way to contact us is to send us a message in the Starling app.

#### Telephone

+44 (0) 207 930 4450.

#### Email

[help@starlingbank.com](mailto:help@starlingbank.com)

We'll let you know if the details above change.

### 3. Who can open a Starling additional joint current account

Only one of you needs to request to open an additional joint current account. By doing this, you confirm that you've told the other account holder that you're requesting to open this account and they've provided approval for you to do this on behalf of you both.

Even though only one of you needs to request to open an additional joint current account, you will each need to accept these terms.

## Additional Joint Current Account Terms

To open and hold an additional joint current account, both account holders must:

- Have a joint current account with us in British pounds.
- Be 18 years old or over.
- Use this account for personal purposes. This means you can't use it for any business purposes (including as a sole trader).

We call these your 'confirmation statements'. If any of these statements don't apply to you, or your situation changes, please let us know straight away. If this happens, we can take any of the actions set out in the 'When we may close your account' section of the Personal Account General Terms.

### 4. Payment limits

There are limits to how much you can pay from your account, depending on the transaction you make. This includes daily payment limits. To check what these are, you can look in the Starling app or visit our website at [help.starlingbank.com/joint/topics/sending-and-receiving-money/what-are-my-bank-transfer-limits-for-my-joint-account](https://help.starlingbank.com/joint/topics/sending-and-receiving-money/what-are-my-bank-transfer-limits-for-my-joint-account).

If you need to make a payment above any of these limits, please get in touch with us in the Starling app or by using the contact details in the [Getting in touch with us](#) section above.

### 5. How your additional joint current account works

You don't need permission from the other account holder when you make payments in and out of your account or cancel payments. This includes allowing another company (a third-party provider) to make payments on your behalf. Please go to the 'Giving others access to your account' section in the Personal Account General Terms for more information on third-party providers.

Both account holders will also be able to see certain details related to your account in the Starling app and through online banking. For example, you'll be able to view:

- Payments made by the other account holder as well as your own.
- Details of the location where you or the other account holder have made payments.
- In-app messages you or the other account holder send to us from your account, as well as in-app messages we send to both of you.

You'll both be responsible for your account and if you owe us money, we can ask either one or both of you to repay us.

You can use your joint current account card for transactions from your additional joint current account.

If either of you are unable to manage your account yourself, you may be able to grant someone else authority to do this for you. You'll need to send us certain legal documents and we'll need to carry out certain checks before we can consider this. We'll also require consent from the other account holder. Please go to the 'Giving others access to your account' section in the Personal Account General Terms for more information on third-party providers and legally appointed third parties.

### Overdrafts

We don't offer arranged overdrafts on additional joint current accounts.

## 6. Organising your money (Spaces)

When we talk about 'Spaces' in this account schedule, we're referring to a Spending Space as set out in the Starling app.

Spaces let you set aside money from the main balance of your account.

You can set up Spaces any time with an additional joint current account. You can do this in the Starling app or online banking, where available at any time.

Your total account balance is made up of the money in the main part of your account and the money in any Spaces within your additional joint current account.

| <b>Example</b>  |
|---|
| <ul style="list-style-type: none"><li>• If you have £50 in the main part of your account</li><li>• And you have £50 in a Space</li><li>• Your total account balance is £100</li></ul> |



You can also move money between the main balance of your account and any Space linked to your account, unless we tell you otherwise.

### Setting up automatic payments from a Space

You can set up payments, such as Direct Debits, to come out of either your main balance or one of your Spaces in your account. If there isn't enough money to cover an automatic payment in the part of your account where you've set it up to come out of, we won't automatically move the money from another part of your account to cover the payment. This includes from your main balance or another Spending Space.

## Examples

### Example 1

You set up a Direct Debit for £10 a month to come out of the balance in the main part of your account.

On the day your Direct Debit is due, your main balance is zero and you have £10 in a Space.

Because you set up the Direct Debit to come out of the balance in the main part of your account and the balance is zero, the payment will be rejected.

We won't automatically move the £10 you have in another part of your account (including your Space with the £10) to cover the Direct Debit payment that is set up to come out of your main account balance.

### Example 2

You set up a Direct Debit for £10 a month to come out of a Space linked to your account.

On the day your Direct Debit is due, the balance in the main part of your account is £10 and you have no money in the Space.

Because you set up the Direct Debit to come out of the Space linked to your account and the balance in the Space is zero, the payment will be rejected.

We won't automatically move the £10 you have in another part of your account (including the main part of your account with the £10) to cover the Direct Debit payment that is set up to come out of your Space.

We're not responsible for any payments being rejected because you didn't have enough money in the part of your account you're trying to make a payment from (i.e. your main balance or a Space).

## How we apply interest if you have money in a Space

You won't earn any interest on the balance in the main part of your account and any Spaces you have.

If your total account balance is negative, you might have to pay interest or fees (as applicable). Please read the [Rates, fees and charges](#) section below for more information.

## Example

If the main part of your account has a negative balance but you have money in your Spaces, we'll count the money in Spaces as part of your total balance. The total balance of your account will be the money in your Space(s) minus any negative amount in the main part of your account. For example:

- If the balance in the main part of your account is -£50
- But you have £100 in a Space
- Your total account balance is £50
  
- If the balance in the main part of your account is -£50
- But you have £40 in a Space
- Your total account balance is -£10

## 7. Restricting or closing your account

### If you want to close your account

You or the other account holder can ask us to close your account in the Starling app at any time, or by using the contact details in the [Getting in touch with us](#) section above.

We don't need you to get permission from the other account holder for this, but we'll let them know after we get your request.

We'll close your account straight away, unless we can't for reasons set out in the section 'When we might need to keep your account open' in the Personal Account General Terms. Please see the 'Closing your account' section of the Personal Account General Terms for more information about account closure.

If you wish to close your main Starling joint current account, you'll need to close this account first.

If you and the other account holder are involved in a dispute, we'll need permission from both of you to close your account.

### When we may close your account

We may close your account for various reasons. Please go to the 'Closing your account' section in the Personal Account General Terms for the full list of reasons.

### When we may restrict your account

We may stop certain functionalities or aspects of your account, such as your ability to use payment instruments, spend or take out money. Please go to the section called 'When we may stop or limit your account' in the Personal Account General Terms for the full set of reasons.

When we say 'payment instrument' we mean something unique to you, that you use to pay and make transactions from your account. This includes your physical debit card, a virtual card (as applicable to your account), or a card stored in an e-wallet. It also includes the steps you may need to take to make a transaction, for example using your Starling app login details, PIN codes, biometrics and other security details to make a payment.

### If there's money in your account

You'll be directed to move any money in your account when you request to close your account.

If there's money in your account after it's been closed (e.g. because we closed your account (not you) or you receive a refund), we'll move the money to your main joint current account (if it's still open).

If your main joint current account isn't open:

- any remaining money will be split equally between you and the other account holder; or
- if we've received a specific legal instruction from both you and the other account holder about how the money should be split, then any remaining money will be split according to those legal instructions.

We'll then take the steps set out in the 'If there's money in your account when it's closed' section in the Personal Account General Terms.

## **If an account holder dies**

If the person you have an additional joint current account with dies, please contact us using the contact details in the [Getting in touch with us](#) section.

As your additional joint current account is an account for two people, if one account holder dies, the account will need to be closed. But we'll discuss this with the surviving account holder and the arrangements for closing the account, including what will happen to the money in the account.

We'll need official documents (such as a death certificate) to confirm the other account holder has died.

Unless you and the other account holder previously gave us specific legal instructions about the ownership of the money in your account, when an account holder dies, the surviving account holder can transfer all remaining money in the account to an account in their name. If you haven't moved all of the money and don't give us any other instructions to move it to an account in your name, we'll move the money as set out in the 'If there's money in your account when it's closed' section of the Personal Account General Terms.

## **8. If there's a disagreement between account holders**

If you and the other account holder have a disagreement about your account, you need to tell us as soon as possible. If you do this, we'll let the other account holder know about this in writing (unless we are not legally allowed to).

While a dispute is going on, we'll normally place restrictions on your account. We'll only take written instructions from both of you regarding any instructions you give us for your account.

This means we won't process payment instructions or close your account unless you have both agreed to us doing so. You also won't be able to access any payments made into your account after you raise a dispute. However, if you have any Direct Debits set up, they'll continue as usual, unless you both tell us to stop them.

These restrictions will last until both of you let us know in writing that the dispute has ended. Other than these restrictions, we won't get involved with your dispute.

We do recognise, however, that restrictions on your account due to a dispute may cause hardship and that preventing payments and withdrawals might have serious consequences for you. If this is the case, please contact us using the details above so that we can discuss your circumstances and what we can do to help.

If the dispute isn't solved within 90 days of you telling us about it, we might close your account. If we do this, we'll give you at least 90 days' notice. Once your account is closed, unless you and the other account holder previously gave us specific legal instructions about the ownership of the money in your account, we'll split any money that is in your account at the time of closure equally between both account holders and move the money as set out in the 'If there's money in your account when it's closed' section of the Personal Account General Terms.

## **What happens if you've asked us to close your account before we're told about a disagreement**

If a dispute is raised after you or the other account holder have asked us to close your account, we'll continue the process of closing it. But we'll apply the same restrictions we've explained above.

## Section 2: Rates, fees and charges

### 1. When we won't charge you

We won't charge you any fees for opening or running your account. We also won't charge you for using an unarranged overdraft, or if we reject a payment.

### 2. Interest rates

| Interest Rates    |  |
|-------------------|--|
| Positive balances | You won't earn any interest on your account. This means we won't pay you interest on your balance. |
| Money you owe us  | You won't be charged any interest for going into an unarranged overdraft.                          |

### 3. Fees for sending money out of your additional joint current account

#### British pounds

| Payment type   | Is there a charge?   |
|--|----------------------|
| Instant payments you make to family, friends or a business using Faster Payments | No                   |
| A regular payment set up to be paid on a set date using a standing order         | No                   |
| High-value payments using CHAPS  | Yes, £20 per payment |
| Direct Debits using BACS   | No                   |

**Foreign Currencies**

| <b>Payment type</b>   | <b>Is there a charge?</b>   |
|---|---|
| <p>Sending payments in foreign currencies (including between two Starling accounts)</p> | <p>Yes – we’ll show you the exchange rate and delivery fee before you make the payment in the Starling app or online banking. We’ll also charge you a 0.4% conversion fee along with the Starling outbound exchange rate. If your session expires, you’ll need to restart the process and the exchange rate you were previously given might change.</p> <p>We use a live third-party exchange rate which may change throughout the day. The rate used will also depend on the currency of the payment and the currency it’s being converted to. We’ll make sure to give you the most accurate information on these rates where possible.</p> <p>Other companies and banks may be involved in processing the payment, including the bank of the person you’re paying. This means there may be delays and these companies or banks may deduct fees from the amount you send. We don’t have any control over the fees these companies or banks charge.</p> <p>If you’re sending payments in foreign currencies between two Starling personal accounts (for example, a payment from a Starling GBP Personal Current Account to a Starling Euro Personal Current Account), we’ll charge you a 0.4% conversion fee along with the Starling outbound exchange rate.</p> <p>You will see the amount, exchange rate and fee that will apply before you make the payment in the Starling app. You’ll also see this on your statement. You can find more details about exchange rates on our website at <a href="https://help.starlingbank.com/joint/topics/international-payments/what-are-the-different-starling-exchange-rates">help.starlingbank.com/joint/topics/international-payments/what-are-the-different-starling-exchange-rates</a>.</p> |

| Payment type                       | Is there a charge?   |
|------------------------------------|--|
| Paying SEPA Direct Debits in Euros | No charge, but we'll convert the British pounds into Euros using Starling's inbound exchange rate. Starling's inbound exchange rate is based on a mid-market point calculated from third-party exchange rates, plus a margin. You can get in touch with us using the contact details above to find out Starling's current inbound exchange rate. As exchange rates change regularly, we can't tell you the exact rate that we'll use to convert a payment beforehand. But you'll be able to see the rate that was used in your in-app transaction feed and in your statements. |

#### 4. Fees for receiving money into your additional joint current account

##### British pounds

| Payment type                                 | Is there a charge? |
|--|--------------------|
| Receiving any payment type in British pounds | No charge.         |

##### Foreign currencies

| Payment type                                     | Is there a charge?  |
|--|---|
| Receiving any payment type in foreign currencies | No charge, but we'll convert the foreign currency into British pounds using Starling's inbound exchange rate. |

| <b>Starling's inbound exchange rate</b>   |
|---|
| <p>Starling's inbound exchange rate is based on a mid-market point calculated from third-party exchange rates, plus a margin.</p> <p>You can find out more details about Starling's inbound exchange rate on our website: <a href="https://help.starlingbank.com/joint/topics/international-payments/how-much-does-it-cost-to-receive-a-euro-payment-into-your-gbp-current-account/">help.starlingbank.com/joint/topics/international-payments/how-much-does-it-cost-to-receive-a-euro-payment-into-your-gbp-current-account/</a>.</p> <p>You can also get in touch with us using the contact details above to find out Starling's current inbound exchange rate. As exchange rates change regularly, we can't tell you the exact rate that we'll use to convert a payment beforehand. But you'll be able to see the rate that was used in your in-app transaction feed and in your statements.</p> |

## 5. Paying in cash through the Post Office

These charges apply to any cash deposits you make within a calendar year (between January and December). This includes money you deposit to add to a Space from the main part of your account.

| Amount                     | Is there a charge?   |
|----------------------------|--|
| Up to and including £1,000 | We won't charge.   |
| Above £1,000               | 0.7% of the amount above £1,000.<br><br>This £1,000 limit applies across your joint current account and any additional joint current account you have with us. |

### Examples

**Example 1:** if you pay £900 cash into your additional joint current account via the Post Office between January and December of the same year, you won't be charged a fee.

**Example 2:** if you pay £1,200 cash into your additional joint current account via the Post Office between January and December of the same year, you'll be charged £1.40 (which is 0.7% of the £200).

**Example 3:** if you pay £1,000 cash into your joint current account and £500 into your additional joint current account via the Post Office at the same time, you'll be charged £3.50 (which is 0.7% of the £500).

**Example 4:** if you pay £500 cash into your joint current account via the Post Office in March and then £600 cash into your additional joint current account via the Post Office again in October of the same year, you'll be charged £0.70 (which is 0.7% of the £100).

## 6. Taking out cash

| Type of cash withdrawal                           | Is there a charge?  |
|---|---|
| In British pounds in the UK                       | We won't charge, but you might be charged a fee by some cash machine providers.   |
| In a foreign currency in the UK or outside the UK | <p>We won't charge, but there might be other charges you have to pay:</p> <ul style="list-style-type: none"> <li>• If you take out cash in a foreign currency and decline the conversion offer to you by the cash machine provider, the Mastercard exchange rates at the time will apply. These rates are set out on their website: <a href="http://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html">www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html</a> (link will take you to a third-party website). The cash machine provider may also charge its own fee.</li> <li>• If you take out cash in a foreign currency and accept the conversion offered to you by the cash machine provider, the cash machine provider will apply its own exchange rate and may charge its own fee.</li> </ul> |

## 7. Debit card fees

| Currency of card transaction                      | Is there a charge?  |
|---|---|
| In British pounds in the UK                       | No charge.  |
| In a foreign currency in the UK or outside the UK | <p>We won't charge, but there might be other charges you have to pay:</p> <ul style="list-style-type: none"><li>• If you make a payment in a foreign currency, the Mastercard exchange rates at the time will apply. These are set out on their website: <a href="http://www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html">www.mastercard.co.uk/en-gb/personal/get-support/convert-currency.html</a> (link will take you to a third-party website). The retailer may also charge its own fee.</li><li>• If you choose to make the payment in British pounds, the retailer will apply its own exchange rate and may charge its own fee.</li></ul> |

### If you need to replace your debit card

You can use the card linked to your joint current account to make payments from your additional joint current account.

If you need to replace your debit card, we can charge you a £5 fee. Your replacement card will be sent to the UK address you've given us. If you lose your card or it's stolen while you're abroad, we can charge you a £10 fee to replace it.

### 8. If you need a certified bank statement

You can get certified bank statements in the Starling app for free. If you need your statement certified in a different way, or you want to certify any other documents, we might charge you a £20 fee. Please visit [starlingbank.com/features/statements](http://starlingbank.com/features/statements) for information about statements.