

Important information for both personal current account customers and variable rate savings customers

Rates correct as at 8 December 2008.

Important information for personal customers – changes to your account

Reminder to Northern Choice Plus and Northern Prestige customers

This note is to confirm again that we will not issue you with a pre-notification if the only fee that is due to be applied to your account is your quarterly package fee. We will issue you with a pre-notification if other monthly or quarterly fees apply, and your package fee will be shown in that pre-notification. We will continue to charge the package fee to your account on the 12th working day of the next month.

Changes which will start from 1 January 2009

We wrote to you at the end of August 2008 to tell you that we plan to apply debit and credit interest to your account each month. We want to make clear that this relates only to personal current accounts. There will be no change to the dates when we apply interest to any other accounts.

Personal current accounts - credit and debit interest

From 1 January 2009, we will apply any credit and debit interest to your personal current account each month.

If you are due to pay interest on your personal current account, before we charge the interest to your account, we will write to you at the end of the month and tell you the amount that we will charge and when. If you receive your statements electronically, we will send this letter to you electronically.

If you are due to receive interest on your personal current account, we will credit it to your account at the end of the month.

The credit and debit interest rates for your personal current account are shown on your statement. You can get a copy of our interest rates leaflet from any branch or on our website at www.northernbank.co.uk

The dates when we apply interest to any other accounts have not changed.

This change varies the General Terms and Conditions – Personal Accounts from 1 January 2009.

Change to package benefits – Northern Freedom, Choice Plus and Prestige customers only

One of the benefits of your package is that there is no arrangement fee for residential home loans. We will withdraw this benefit for new customers from 1 January 2009 and for existing customers from 1 February 2009. Instead, we will offer you a discounted arrangement fee on a residential home loan. If you hold a Northern Choice Plus or Northern Prestige account, we will ask you to pay back a certain amount of this discount if you close your package within three years of getting the home loan (known as 'clawback'). You can ask for details of the discount available (and the clawback arrangements) when you apply for your residential home loan.

Northern Prestige Savings Account, Northern Choice Plus Savings Account and Savings Account Plus Account

If you have one of these accounts, from 1 January 2009 we will no longer write to tell you personally when the interest rate changes. Instead, in line with the terms and conditions of your account we will tell you through notices in our branches and in the press within three working days of the change coming into force. The newspapers we normally use are the Belfast Telegraph, the Irish News or the News Letter. You can also get information on the rates by phoning any branch or by visiting our website at www.northernbank.co.uk. We will continue to tell customers of our London branch personally when interest rates change.

Changes which will take place between 1 March 2009 and 1 April 2009

Current account statements – personal customers

We are making changes to the dates when we issue statements and the fees that apply. These are set out below.

- 1 If you currently receive a monthly statement which is not issued on the last day of the month, this will no longer be available after 16 March 2009. Instead, we will issue your statement on the last day of the month.
- 2 If you currently receive more than one statement each month for your account, these statements will no longer be available after 16 March 2009. Instead, we will issue your statement on the last day of the month.
- 3 Unless you have arranged otherwise, we will usually send your statements at the end of March, June, September and December. From 1 April 2009 we will now also issue a statement at the end of any calendar month where you are due to pay any fees, service charges or debit interest for using an arranged or unarranged overdraft.

- 4 After 1 April 2009 there will be no extra charge if you ask to receive a regular statement at the end of each month.
- 5 If, for legal or tax purposes, you ask to receive a one-off extra statement, we can provide this for you. Our current fee for doing this is £2 and this fee will stay the same.
- 6 You can, at any time, ask at your branch counter for a print-out of your list of entries. We will introduce a fee for this service from 1 April 2009. The fee will be £2.
- 7 You can get details of the balance on your account or a list of your latest transactions free of charge at any Northern Bank cash machine. You can also get details of the balance on your account or a list of all your transactions free of charge through our eBanking or 24 Hour Telephone Banking. For details of how to register for eBanking or 24 Hour Telephone Banking, visit our website at www.northernbank.co.uk or ask at any Northern Bank branch.

Changes which will start from 1 April 2009

Change to the language we use – overdraft interest on personal current accounts

To help simplify how we tell you about debit interest you pay for an overdraft on your personal current account, we are changing some of the language we use. These changes will be in force from 1 April 2009. From then, we will use just two phrases to describe debit interest.

- Arranged overdraft interest
- Unarranged overdraft interest

The table opposite sets out the language we currently use on statements and pre-notification letters and the new language we will use on these and other documents from 1 April 2009.

Type of interest	Current language we use	New language
Interest you pay when you have an arranged overdraft and your balance is overdrawn but within your overdraft limit	Debit interest	Arranged overdraft interest
Interest you pay when you have an arranged overdraft and your balance is overdrawn beyond your overdraft limit (known as an unarranged excess)	Debit interest on the total amount and Surcharge interest on the amount above your limit	Arranged overdraft interest on the amount within your overdraft limit and Unarranged overdraft interest on the amount above your limit
Interest you pay when you have an arranged overdraft and we agree beforehand to grant you a temporary extension to your arranged overdraft (known as an arranged excess)	Debit interest on the total amount and Arranged excess interest on the arranged excess	Arranged overdraft interest on the total amount
Interest you pay when we have agreed an arranged excess and your balance is overdrawn by more than this amount (the amount above the arranged excess is known as an unarranged excess)	Debit interest on the total amount and Arranged excess interest on the arranged excess and Surcharge interest on the amount of the unarranged excess	Arranged overdraft interest on the total amount up to your arranged excess and Unarranged overdraft interest on the amount of the unarranged excess
Interest you pay when you have no arranged overdraft in place and your balance is overdrawn	Debit interest	Unarranged overdraft interest

These changes will not increase the total amount of interest we charge you. The interest rates on personal current accounts are variable.

We will also make these changes to other leaflets and documents we issue to customers (such as our 'Interest rates' leaflet, our 'Fees and service charges explained' leaflets and our 'General Terms and Conditions - Personal Accounts').

This change varies the General Terms and Conditions – Personal Accounts from 1 April 2009.

Referral fees and unpaid fees – personal current accounts

You should always try to have enough money in your account to cover any payments. If an item (such as a cheque) is presented for payment and you do not have enough money in your account or it would take you beyond your arranged overdraft or arranged excess, we may charge you a referral fee or an unpaid fee.

It is important to note that from 1 April 2009, we will no longer make these service charges at the time they become due. Instead, we will write to you at the end of the month and tell you the amount we will charge and when. We will charge your account on the 12th working day of the following month. For example, if you are due to pay fees or service charges or debit interest for the month of April 2009, we will write to you at the end of April telling you how much you are due to pay, and then we will charge your account on 19 May 2009. You should make sure you have enough money in your account to cover these amounts.

Pre-notification of maintenance fees on Principal, ChequeMaster and CashMaster accounts

At the moment, if the balance on your account has been overdrawn during that month, we will charge a maintenance fee at the end of the month. Instead, from 1 April 2009, we will write to you at the end of the month and tell you the amount that we will charge and when. We will charge your account on the 12th working day of the following month.

A working day is any Monday, Tuesday, Wednesday, Thursday or Friday which is not a bank holiday in Northern Ireland.

Important customer information on our variable rate savings accounts

Whether you already hold a savings account with us, or are considering opening or moving your savings account to us, this information should help you identify which of our accounts is best for you.

If you would like to open a new savings account or change to a different savings account please contact your branch.

Would you like to receive your statements faster online?

Northern eBanking# and 24 Hour Telephone Banking# also mean managing your finances is quicker and easier than ever – you also help do a little bit for the environment with online statements!

With eBanking we can send your account statements to your secure electronic mailbox – paper-free banking! You can also, if required, print your statements.

If you would like to check your balance or transfer money into or out of your account you can do this via our telephone and internet banking services.

Register for 24 Hour Telephone Banking by either visiting or telephoning your branch and register for eBanking by either visiting your branch or visiting www.northernbank.co.uk/PersonaleBanking

This service may be temporarily unavailable when we are carrying out routine maintenance

Savings account features

Northern Bank has a range of savings products. The following table sets out the main features of our variable rate savings accounts.

Account	Minimum Balance	Age	When is credit interest paid?	Can I access the account using internet and telephone banking?	Can I access the account in my branch?	Special features
Northern Prestige Savings Account	£1	18 and over	In October each year	Yes	No	Available only to customers who have a Northern Prestige current account
Northern Choice Plus Savings Account	£1	18 and over	In October each year	Yes	No	Available only to customers who have a Northern Choice Plus current account
Savings Account Plus	£1	16 and over	In October each year	Yes	No	Available to customers who have any Northern current account
Midas Gold	£1	50 and over	Either every month or in October each year	Yes	Yes	Midas Gold customers are entitled to commission-free travellers cheques and free safe custody.
Summit	£1		In October each year	Yes	Yes	
Junior Savings	£1	16 and under	In October each year	Yes	Yes	
Cash ISA	Does not apply	16 and over	In December each year	Yes	Yes	Maximum amount that can be paid into a Cash ISA each tax year is £3,600. If you are also paying into a Stocks and Shares ISA, the overall total you can pay in to both is £7,200 in each tax year. Other terms and conditions apply.

If you have given us a valid Not Ordinarily Resident (NOR) declaration form to tell us that you are not a UK resident, we will not pay interest on balances below £10,000, except in the case of a Cash ISA where interest is paid no matter what the balance in the account.

Northern Bank also offers a range of fixed term savings products. Information on the terms available can be found on our website www.northernbank.co.uk.

Interest rates on our variable rate savings accounts

The information below shows the interest rates on all our variable rate savings products. The current rates are correct as at 8 December 2008.

We are obliged to advise you of the changes to the Bank of England Base Rate in the past 12 months

	As at 06/12/2007	As at 07/02/2008	As at 10/04/2008	As at 08/10/2008	As at 06/11/2008	Current rate with effect from 04/12/2008
Bank of England Base rate*	5.50%	5.25%	5.00%	4.50%	3.00%	2.00%

* Base rate means the rate published by the Bank of England in connection with its open money market operations.

Accounts currently available:

Account	Balance	As at 11/12/2007	As at 08/02/2008	As at 14/04/2008	As at 13/10/2008	As at 10/11/2008	Current rate with effect from 08/12/2008	
		Gross*	Gross*	Gross*	Gross*	Gross*	Gross*	AER**
Northern Prestige Savings Account	All credit balances	5.45%	5.20%	4.95%	4.45%	2.95%	1.95%	1.95%
Northern Choice Plus Savings Account	All credit balances	5.20%	4.95%	4.70%	4.20%	2.70%	1.70%	1.70%
Savings Account Plus	All credit balances	4.95%	4.70%	4.45%	3.95%	2.45%	1.25%	1.25%
Summit	Under £500	2.00%	1.75%	1.50%	1.00%	0.10%	0.10%	0.10%
	£500 - £1,999	2.15%	1.90%	1.65%	1.15%	0.10%	0.10%	0.10%
	£2,000 - £24,999	2.15%	1.90%	1.65%	1.15%	0.10%	0.10%	0.10%
	£25,000 - £99,999	3.25%	3.10%	2.75%	2.25%	0.75%	0.10%	0.10%
	£100,000 - £249,999	3.60%	3.35%	3.10%	2.60%	1.10%	0.10%	0.10%
	£250,000+	3.75%	3.50%	3.25%	2.75%	1.25%	0.10%	0.10%
Midas Gold (monthly interest)	Under £2,000	2.65%	2.40%	2.15%	1.65%	0.15%	0.10%	0.10%
	£2,000 - £4,999	2.65%	2.40%	2.15%	1.65%	0.15%	0.10%	0.10%
	£5,000 - £9,999	3.35%	3.10%	2.85%	2.35%	0.85%	0.10%	0.10%
	£10,000 - £24,999	3.55%	3.30%	3.05%	2.55%	1.05%	0.10%	0.10%
	£25,000 - £99,999	3.65%	3.40%	3.15%	2.65%	1.15%	0.10%	0.10%
	£100,000 - £249,999	4.40%	4.15%	3.90%	3.40%	1.90%	0.70%	0.70%
	£250,000+	4.55%	4.30%	4.05%	3.55%	2.05%	0.85%	0.85%
Midas Gold (yearly interest)	Under £2,000	2.65%	2.40%	2.15%	1.65%	0.15%	0.10%	0.10%
	£2,000 - £4,999	2.65%	2.40%	2.15%	1.65%	0.15%	0.10%	0.10%
	£5,000 - £9,999	3.35%	3.10%	2.85%	2.35%	0.85%	0.10%	0.10%
	£10,000 - £24,999	3.55%	3.30%	3.05%	2.55%	1.05%	0.10%	0.10%
	£25,000 - £99,999	3.65%	3.40%	3.15%	2.65%	1.15%	0.10%	0.10%
	£100,000 - £249,999	4.40%	4.15%	3.90%	3.40%	1.90%	0.70%	0.70%
	£250,000+	4.55%	4.30%	4.05%	3.55%	2.05%	0.85%	0.85%
Junior Savings	All credit balances	5.25%	5.00%	4.75%	4.25%	2.75%	1.75%	1.75%

Account	Balance	As at 07/12/2007	As at 08/02/2008	As at 11/04/2008	As at 09/10/2008	As at 07/11/2008	Current rate with effect from 05/12/2008	
		Gross*	Gross*	Gross*	Gross*	Gross*	Gross*	AER **
Cash ISA	All credit balances	5.50%	5.25%	5.00%	4.50%	3.00%	2.00%	2.00%

* The gross interest rate is the rate of interest we pay before taking off income tax at the rate set by law [currently 20%, except for Cash ISAs which are tax-free]

** AER stands for 'annual equivalent rate' and shows what the yearly rate of interest would be, after taking into consideration how often interest is added to the account.

Accounts held by some customers that are no longer on sale:

Account	Balance	As at 11/12/2007	As at 08/02/2008	As at 14/04/2008	As at 13/10/2008	As at 10/11/2008	Current rate with effect from 08/12/2008	
		Gross*	Gross*	Gross*	Gross*	Gross*	Gross*	AER**
Summit Extra Savings Account	Under £1,999	2.00%	1.75%	1.50%	1.00%	0.10%	0.10%	0.10%
	£2,000 - £9,999	3.30%	3.05%	2.80%	2.30%	0.80%	0.10%	0.10%
	£10,000 - £24,999	3.55%	3.30%	3.05%	2.55%	1.05%	0.10%	0.10%
	£25,000 - £49,999	3.95%	3.70%	3.45%	2.95%	1.45%	0.25%	0.25%
	£50,000 - £99,999	3.95%	3.70%	3.45%	2.95%	1.45%	0.25%	0.25%
	£100,000 - £249,999	4.30%	4.05%	3.80%	3.30%	1.80%	0.60%	0.60%
	£250,000+	4.65%	4.40%	4.15%	3.65%	2.15%	0.95%	0.95%
Saverplus Account	Under £100	1.25%	1.00%	0.75%	0.25%	0.10%	0.10%	0.10%
	£100 - £999	1.25%	1.00%	0.75%	0.25%	0.10%	0.10%	0.10%
	£1,000 - £1,999	1.25%	1.00%	0.75%	0.25%	0.10%	0.10%	0.10%
	£2,000 - £9,999	1.25%	1.00%	0.75%	0.25%	0.10%	0.10%	0.10%
	£10,000 - £24,999	1.25%	1.00%	0.75%	0.25%	0.10%	0.10%	0.10%
	£25,000 - £49,999	2.10%	1.85%	1.60%	1.10%	0.10%	0.10%	0.10%
	£50,000+	2.10%	1.85%	1.60%	1.10%	0.10%	0.10%	0.10%

Interest on these accounts is applied annually in October

The rates on the following Savings Products are fixed and these products are no longer on sale:

Account	Balance	Interest Rate	
		Gross*	AER**
Savings Account	Under £1,000	0.10%	0.10%
	£1,000 - £9,999	0.10%	0.10%
	£10,000 - £24,999	0.10%	0.10%
	£25,000+	0.25%	0.25%
PAWS Club	Under £100	0.10%	0.10%
	£500 - £999	0.10%	0.10%
	£1,000+	0.10%	0.10%

Rates on the above accounts have been fixed since 01 May 2004.

Interest on these accounts is applied annually in October

* The gross interest rate is the rate of interest we pay before taking off income tax at the rate set by law (currently 20%).

** AER stands for 'annual equivalent rate' and shows what the yearly rate of interest would be, after taking into consideration how often interest is added to the account.

Where to find up to date interest rates

The interest rates on our variable rate savings account may change from time to time. Information on our current interest rates is available in all Northern Bank branches and on our website www.northernbank.co.uk/personal

In addition, when we change our interest rates we will either notify you personally or via press, and in branch.

Financial Services Compensation Scheme

We, Northern Bank Limited, are a member of the Financial Services Compensation Scheme (FSCS) set up under the Financial Services and Markets Act 2000. You may be entitled to compensation from the scheme if we cannot meet our responsibilities. Most people who make deposits are covered. There are exceptions and you should contact us or FSCS to get more information.

For deposits you make with a UK bank, payments under the scheme are limited to 100% of the first £50,000 of your total credit balances with the bank. Deposits in all currencies are treated the same.

You can get more details about the scheme from us or from the FSCS. Their address is Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN.

Website: www.fscs.org.uk

Putting things right for you

We are committed to providing a high standard of customer service. However, if you are not satisfied with any part of our service, we have procedures in place to deal with your concerns effectively and in the correct way. If you want to make a complaint, please speak to a member of staff at your local branch.

This publication is also available in Braille, large print, on tape and disk. Speak to a member of staff for details.



Plain English Campaign's Crystal Mark only applies to page 2, 3, 4, 5 and 6 of this publication.

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