



Name of the account provider: Contis Financial Services Ltd

Account name: Naga Pay Basic GBP

Date: 01 November 2021

- This document informs you about the fees for using the main services linked to the payment account. It will help you to compare these fees with those of other accounts.
- Fees may also apply for using services linked to the account which are not listed here. Full information is available in your terms and conditions (<https://pay.naga.com>).

| Service | Fee | |
|--|-------------------------|---|
| General account service | | |
| maintaining the account | | |
| Basic Monthly account | Monthly maintenance fee | £1.00 |
| | Total annual fee | £12.00 |
| Payments (excluding cards) | | |
| Sending and receiving money within the UK | | |
| Sending money via Faster Payments (same day) | Per payment | £0.25 |
| Sending money via Faster Payments (next day) | Per payment | £0.25 |
| Sending money via Faster Payments (3 days) | Per payment | £0.25 |
| Sending money via CHAPS | Per payment | £15.00 |
| Receiving money in pounds | Per payment | £0.20 |
| Sending and receiving money outside the UK | | |
| Sending money in pounds | Per payment | £20.00 |
| Receiving money in pounds | Per payment | £1.00 |
| Receiving money in a foreign currency | Not Applicable | |
| Unpaid direct debit | Per payment | £7.50 |
| Cards and cash | | |
| Issuing of debit card | Per card | £0.00 |
| Issuing of additional debit card | Not Applicable | |
| Replacement debit card | Per card | £10.00 |
| Card cancellation | Per card | £0.00 |
| Debit card payment in pounds | Per transaction | £0.00 |
| Debit card payment in a foreign currency | Per transaction | £0.50 plus 1% of the transaction value (Europe) £0.00 plus 2% of the transaction value (International) |
| Cash withdrawal in pounds in the UK | Per withdrawal | £0.00 plus 2.5% of the transaction value |
| Cash withdrawal in foreign currency outside the UK | Per withdrawal | £0.00 plus 2.5% of the |

| | | |
|--|----------------|--|
| | | transaction value |
| Refusing a payment due to lack of funds | Per payment | £0.10 |
| Allowing a payment despite lack of funds | Not Applicable | |
| Overdrafts and related services | | |
| Arranged overdraft | Not Applicable | |
| Unarranged overdraft | Not Applicable | |
| Other services | | |
| PayPoint load | Per load | £0.50 plus 2.5% of the transaction value |
| Post Office load | Not Applicable | |
| ATM balance enquiry | Per enquiry | £0.30 |

Glossary of terms

| Term | Definition |
|---|--|
| Allowing a payment despite lack of funds | 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). |
| Arranged overdraft | 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. |
| ATM balance enquiry | The customer views the account balance at a cash machine. |
| Card cancellation | The account provider charges a cancellation fee if the customer cancels the card order within the first 14 days and a card has already been ordered in the customer's name. |
| Cash withdrawal in foreign currency outside the UK | The customer takes cash out of the customer's account in foreign currency at a cash machine outside the UK. |
| Cash withdrawal in pounds in the UK | The customer takes cash out of the customer's account in pounds at a cash machine in the UK. |
| Debit card payment in a foreign currency | The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the phone. |
| Debit card payment in pounds | The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the phone. |
| Issuing of debit card | The account provider sends a debit card to the customer. |
| Issuing of additional debit card | The account provider sends a debit card to the customer for an additional user. |
| Maintaining the account | The account provider operates the account for use by the customer. |
| PayPoint Load | PayPoint offers customers the ability to make cash deposits across a UK retail network. |
| Receiving money in a foreign currency | When money is sent to the customer's account from an account not in pounds. |
| Receiving money in pounds | When money is sent to the customer's account from an account in pounds. |
| Refusing a payment due to lack of funds | The account provider refuses a payment from the customer's account because there is not enough money in it. |
| Replacement debit card | The account provider sends a replacement debit card to the customer. |
| Sending money outside the UK in pounds | The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside the |

| | |
|--|---|
| | UK in pounds. |
| Sending money within the UK via CHAPS | The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK. |
| Sending money within the UK via Faster Payments | The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK. |
| Standing order set up | The customer requests that the account provider makes regular transfers of a fixed amount of money from the customer's account to another account. |
| Unarranged overdraft | The customer borrows money when there is no money left in the account (or the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance. |
| Unpaid direct debit | The customer has permitted someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider attempts to transfer money to the recipient on a date agreed by the customer but there are insufficient funds available. |