

Glossary of Standardised Terms

TERM	DEFINITION
Maintaining the account	We operate the account for your use.
account fee	A fee that you pay regularly for your account or account package
arranged overdraft	When we agree in advance that you can borrow up to a certain amount of money if you have no money left in your account
Unarranged overdraft	When you borrow money when there is no money left in your account (or when you have gone past your arranged overdraft limit) and this has not been agreed with us in advance
refusing a payment due to lack of funds	When we refuse a payment from your account because there is not enough money in it (or it would take you past your arranged overdraft limit).
allowing a payment despite lack of funds	When we allow a payment to be made from your account although there is not enough money in it (or it would take you past your arranged overdraft limit).
direct debit	When you agree that someone else (usually a company) can take money from your account on agreed dates. The amount can vary.
standing order	When you ask us to make regular payments for a fixed amount to another account.
sending money within Gibraltar	When you make a payment from your account to another account in Gibraltar
sending money outside the Gibraltar	When you make a payment from your account to an account outside the Gibraltar
receiving money from outside Gibraltar	When money is sent to your account from an account outside Gibraltar
withdrawing Pound Sterling in Gibraltar	When you withdraw Pound Sterling at a cash machine, bank or Post Office in Gibraltar
withdrawing foreign currency outside Gibraltar	When you withdraw foreign currency at a cash machine or, where available, at a bank outside Gibraltar
debit card payment in Pounds Sterling	When you use your debit card to make a payment in Pounds Sterling. This can be in a shop, online or over the phone
debit card payment in a foreign currency	When you use your debit card to make a payment in foreign currency. This can be in a shop, online or over the phone
cancelling a cheque	When you ask us to cancel a cheque that you have written.
Chargeback processing services	When you ask us to reverse a transaction.