

# Frequently Asked Questions for Statement of Fees



RBC Europe Limited  
Royal Bank of Canada, London Branch

### Q What is a Statement of Fees and why is it being sent to me?

A All UK banks are now required to send customers a yearly statement of fees. The aim being to make the charges and fees you've paid accessible in one place and easy to understand, and to help you compare banking costs with other providers.

From 31 October 2018, our RBC Europe Limited payment account customers will receive a Statement of Fees.

The Statement of Fees shows:

- Any fees or charges that have been applied and, any fees not charged in the statement period 1st November 2018 to 31st October 2019.
- The amount of interest paid and received, together with the interest rates applicable for the period.
- Please note, in the future we will be issuing statements annually commencing 6th April 2020, which will cover the United Kingdom tax year.

### Q How will I receive a Statement of Fees?

A You'll receive the statement every year with the period covered by the statement reflected on the front page. These statements will also be available to view via RBCHub, our internet banking solution.

If you're not already an RBCHub user and wish to take up this option, please contact your relationship manager.

### Q I have more than one payment account with you. Will I receive a Statement of Fees for each account?

A Yes, you'll receive one statement for each payment account you have with us.

### Q Do I still receive a Statement of Fees if I change my payment account?

A Yes. If you change your payment account during the year, you'll receive a separate Statement of Fees for the old and the new account.

### Q Can I request a Statement of Fees from previous years?

A The Statement of Fees was first introduced by us in

October 2019, therefore Statements of Fees will not be available for prior years. You will of course have received regular account statements which include fees and interest paid and received.

### Q You refunded some charges to me in the last 12 months. Are these included in the totals shown on my Statement of Fees?

A Yes. The Statement of Fees will show the combined total of all fees paid, fees refunded or not charged together with interest paid during year.

You'll also be able to see the total amount charged for each service. There is a separate total for all refunds and corrections; you'll find this under the 'Additional Information' section.

### Q Why do some of the services in the Statement of Fees show 'fee not charged'?

A There are a number of services that we don't charge for. We'll still show these on your statement. For example Direct Debits and Standing Orders will be displayed as 'fee not charged'.

### Q I've lost my Statement of Fees. Can I get another copy?

A Yes. You can get a copy through RBCHub at any time. If you're not already a RBC Hub user and you wish to take up this option, or wish to have an additional copy sent to you, please contact your relationship manager.

### Q Where can I find details about your fees and charges on Payment Accounts?

A A full list of our banking rates and charges and fees can be found on our internet page at: <https://www.rbcwealthmanagement.com/gb/en/terms-and-conditions>

Alternatively you can obtain a copy of these documents by contacting your relationship manager.

### Q If I have held an account in a currency that applies a negative interest rate, how will this be displayed?

A Any negative interest applied during the period will be displayed on the interest received section.

**Q Will I receive a Statement of Fees if my payment account is closed during the period?**

**A** Yes, you will receive a statement of fees when a payment account is closed.

**Q Will I receive a Statement of Fees for my Fixed Term Deposit or Notices accounts?**

**A** No, Statements of Fees are only provided for Payment Accounts\*, please see definition below

\*A “payment account” means an account held in the name of one or more consumers through which consumers are able to place funds, withdraw cash and execute and receive payment transactions to and from

third parties, including the execution of credit transfers, but does not include any of the following types of account provided that the account is not used for day-to-day payment transactions: savings accounts; credit card accounts where funds are usually paid in for the sole purpose of repaying a credit card debt; current account mortgages or e-money accounts. For RBC, payments accounts are: Executive Plus, Current Accounts and Client Settlement Accounts.

**Q Will I receive a Statement of Fees for payment accounts held in the name of a Company or Trust?**

**A** No, Statements of Fees are only produced for accounts maintained in the name(s) of individuals.

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**To find out more, please contact your Relationship Manager\*\***

\*\* Calls may be recorded



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