

Glossary of Terms

Name of the account provider: Zero

Account name: Zero Account

Date: November 2024

Term	Definition
Maintaining the account	Zero operates and account for use by the customer.
Subscribing or renewing internet, mobile and telephone account services	Zero provides the customer with access for account services using the internet, mobile or telephone.
Requesting statements	The customer requests bank statements, in paper or on other Durable Medium, over and above those which Zero is required to send by law.
Cash withdrawal or deposit	The customer requests to deposit or withdraw cash in or from an account.
Standing order	Not available
Providing and renewing a debit card	Zero provides a payment card linked to the customer's account, enabling the latter to withdraw and pay, locally, abroad, and even online. The amount of each transaction made using the card is taken directly and in full, from the customer's account.
Providing and renewing a credit card	Not available
Making payments using an international debit or credit card	Zero enables the customer to make payments using an international debit or credit card.
Making payments using a local debit or credit card	Not available

Replacing a card	The customer requests a replacement of a card that was lost, stolen or damaged.
Sending money in GBP to other accounts in the UK	Zero transfers money, in GBP, on the instruction of the customer, from the customer's account to another account in the UK.
Sneding money in other currencies to any other account	Not available
Receiving money – GBP	The customer receives money in GBP from a GBP account.
Receiving money – other currencies	Not available
Arranged overdraft	Not available
Direct Debit	Not available