

Glossary

Abbey	Abbey National plc. Abbey is a UK-registered subsidiary of the Spanish-registered Grupo Santander Central Hispano, S.A. A non-clearer .
The Act	The Enterprise Act 2002.
Agency	An entity, other than a bank branch, which provides branch-type facilities to personal customers on behalf of the bank .
A&L	Alliance & Leicester plc. A non-clearer .
APACS	Association for Payment Clearing Services. It was set up in 1985 as a non-statutory association of the major banks and building societies. Its principal task is to manage the main UK payment clearing systems which allow banks and building societies to exchange payments in the UK. This task is carried out by three operational clearing companies under its umbrella: BACS , CHAPS and CCCC .
ATMs	Automated teller machines, also known as cash machines.
BACS	BACS Limited is the automated clearing house responsible for bulk clearing of electronic payments between bank accounts by means of direct credits, direct debits and standing orders . It is a constituent of APACS .
Bank	An institution which offers current accounts and other accounts and pays, and collects payment of, monies for customers.
Banks, the	The clearers and non-clearers collectively.
Barclays	Barclays Bank plc, a UK banking group, trading as 'The Woolwich ' in Northern Ireland. A non-clearer .
Basel 1	The current Capital Accord prescribing the international standards for capital adequacy agreed by the Basel Committee on Banking Supervision.
Basel 2	Basel 2 is a revision of the existing framework, which aims to make the framework more risk-sensitive and representative of modern banks' risk management practices.
Basic Bank Account	A bank account that allows money to be paid, standing orders and direct debits to be set up and money to be taken out using a cash card. It has no overdraft facility.
BBA	British Bankers' Association.
BCSB	The Banking Code Standards Board. An independent body formed in 1999 to ensure banks and building societies comply with the Banking Codes .
BoE	Bank of England.

BoI	Governor & Company of the Bank of Ireland. A clearer .
BoS	Governor & Company of the Bank of Scotland.
cahoot	The Internet banking division of Abbey .
CASS	Consolidated annual summary statement.
CC	Competition Commission.
CCCC	Cheque and Credit Clearing Company Limited oversees the bulk clearing of cheques and paper credits in Great Britain. It is a constituent of APACS .
CHAPS	Clearing House Automated Payment Scheme.
Clearers	A bank that is a member of the Belfast Clearing Committee which operates clearing arrangements in Northern Ireland. BoI , First Trust , Northern and Ulster are all clearers.
The Code	The Banking Code is a voluntary code followed by banks and building societies in their relations with personal customers in the UK. It covers current accounts, personal loans, savings (including cash ISAs) and credit cards.
Co-operative Bank	The Co-operative Bank plc, which is owned by Co-operative Financial Services Limited. A non-clearer .
Credit Union	Cooperative financial organization owned and run by its members for its members. Members save with their Credit Union and can borrow from it.
Credit Union account	An account that is specially designed to provide banking services for Credit Unions .
Cross-selling	Using a relationship with a customer based on one product (for example, a PCA) to sell other products to that customer.
Cruickshank report	Don Cruickshank, <i>Competition in UK Banking: A Report to the Chancellor of the Exchequer</i> , The Stationery Office, March 2000.
Danske Bank	Danske Bank A/S, the ultimate parent company of Northern .
Direct debit	The automatic payment of regular bills by the transfer of funds from a current account into a third party account on a pre-set basis both as to the amount to be paid and the date of payment, such that these may be varied at the third party's discretion, subject to giving prior notification to the holder of the current account.
EDS	Electronic Data Systems Corporation.
Fee-free banking	A PCA free of most money transmission and account charges when in credit.
first direct	The telephone banking business of HSBC .

First Trust	A division of AIB Group (UK) plc (trading as First Trust in Northern Ireland). A clearer .
FSA	Financial Services Authority.
FSMA	Financial Services and Markets Act 2000.
GCCNI	General Consumer Council for Northern Ireland is a statutory body whose aims are to promote and safeguard the interests of all consumers in Northern Ireland.
Good Friday Agreement	The Good Friday Agreement (or Belfast Agreement) was reached in Belfast on Friday, 10 April 1998. It sets out a plan for devolved government in Northern Ireland on a stable and inclusive basis and provided for the creation of Human Rights and Equality commissions, the early release of terrorist prisoners, the decommissioning of paramilitary weapons and far-reaching reforms of criminal justice and policing.
Halifax	Halifax plc, a subsidiary of BoS . A non-clearer .
HBOS (Group)	HBOS plc; a group created from the merger between Halifax and BoS . It sells PCAs in Northern Ireland only under the Halifax brand.
HHI	Herfindahl-Hirschman Index. A measure of market concentration derived from the sum of the squares of the percentage market shares of each firm.
HMT	HM Treasury.
HSBC	HSBC Bank plc, Its ultimate parent company is HSBC Holdings plc. A non-clearer .
IFSRA	Irish Financial Services Regulatory Authority.
Instant Access Savings Account	An account that allows immediate withdrawals without incurring a penalty. Some accounts also offer banking facilities such as cheque books, cheque guarantee and credit cards.
Intelligent Finance	Intelligent Finance, the telephone and Internet banking operation of Halifax .
Issues Statement	Competition Commission <i>Personal Current Account Banking Services In Northern Ireland: Statement of issues</i> , published 28 October 2005.
Julius Review	<i>Cracking The Codes For Banking Customers; Banking Services Consumer Codes Review Group</i> , published May 2001, Chaired by Dr DeAnne Julius.
LINK	Link Interchange Network Ltd, a company jointly owned by banks and building societies which was set up to share the costs of building and operating an ATM network.

Millward Brown	Millward Brown Ulster, a market research company. Undertook qualitative survey dated January 2006.
Mintel	Mintel International Group Ltd, a market research company.
MORI	Market & Opinion Research International Ltd/MORI Financial Services, a market research company.
MORI survey	MORI MFS survey. The Northern-Irish-clearing banks all subscribe to the MORI survey, which is their primary source of information on market share and share of new account openings. The survey reports rolling annual averages of four quarterly financial surveys of 1,500 Northern Irish respondents.
Multiple channels	The manner in which PCAs may be delivered and managed using multiple delivery channels (for example, Internet, or telephone, post and/or branch).
NAB	National Australia Bank Ltd.
Nationwide	Nationwide Building Society, a building society. A non-clearer .
NII	Net interest income.
Non-clearers	A bank , operating in Northern Ireland, which is not a member of the Belfast Banking Clearing System which operates clearing arrangements in Northern Ireland. Such banks are referred to as non-clearers.
NOP	GfK NOP, market research company.
Northern	Northern Bank Limited, a subsidiary of Danske Bank acquired in March 2005 from NAB . A clearer .
Offset mortgage account	An account where positive balances in the current account are used to reduce the sum owed on the mortgage.
OFT	Office of Fair Trading.
ORC	ORC International, a market research company. Undertook quantitative survey dated January 2006.
Overdraft	A negative balance on a bank account. Overdrafts are said to be unauthorized if the debit balance exceeds a limit agreed between the customer and the bank or if no such limit had been agreed.
Packaged PCA	A PCA , offering additional financial and non-financial benefits, for example discounts on loans or travel insurance, for which a monthly or annual fee may be chargeable.
Payment system	A payment system consists of a set of instruments, banking procedures and, typically, interbank funds transfer systems which facilitate the circulation of money.

PCA	Personal Current Account. In this report a PCA is ‘an account, marketed to individuals not businesses, which provides the facility to hold deposits, receive and make payments (cheque and credit cards), use automated teller machine (ATM) facilities and make regular payments (direct debits and standing orders)’.
Personal banking	Banking aimed at individuals. This may include products such as PCAs , mortgages, loans, credit cards, or savings accounts.
Post Office Card Account	Account offered by Citibank International Plc through the Post Office Limited which can be used only to receive state benefits (such as pensions, income support and tax credits).
RBS	The Royal Bank of Scotland plc, a UK bank which is a subsidiary of RBS Group .
RBS Group	The Royal Bank of Scotland Group plc, the parent company of RBS .
Remote channels	Banks that provide a remote banking service by Internet or telephone (the remote providers such as cahoot , first direct , Intelligent Finance and smile).
smile	The Internet bank of the Co-operative Bank . A division of Co-operative Financial Services Limited.
Standing Order	Regular transfer of funds automatically from one account to another on a pre-agreed basis as to regularity and date of transfer and the amount to be transferred.
Supercomplaint	A supercomplaint, as defined in section 11(1) of the Act , is a complaint submitted by a designated consumer body that ‘any feature, or combination of features, of a market in the UK for goods or services is or appears to be significantly harming the interests of consumers’. The supercomplaint process is intended to be a fast-track system for designated consumer bodies to bring to the attention of the OFT and the Regulators, market features that appear to be significantly harming the interests of consumers.
Switching services	Services provided by banks to customers to facilitate switching accounts to another financial institution.
Task Force	The Payment Systems Task Force.
Traditional PCA	A PCA that utilizes the historical charging structure.
Transaction charges	Transaction charges are levied on traditional PCAs on a per-transaction basis. They apply to a variety of regular transactions such as cheques, ATM withdrawals, debit card payments, standing order and direct debit payments.
Ulster	Ulster Bank Limited, a subsidiary of RBS . A clearer .

Unauthorized overdraft

Drawings on the **PCA** beyond the authorized limit are referred to as being unauthorized.

Which?

The Consumers' Association, which trades as *Which?*; it is registered in England and Wales.

Woolwich

Woolwich PLC, a trading name of **Barclays** and a **non-clearer**.