

Reward Saver



Money®

# A sweeter way to save

The savings account that rewards you for planning ahead



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Post Office Money® Reward Saver is provided by Bank of Ireland UK

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# Plan ahead and watch your savings bloom

Great things come to those who wait and if you're a dedicated saver who carefully plans their withdrawals, our Reward Saver could be perfect.

**Post Office Money® Reward Saver is provided by Bank of Ireland UK.**

It offers free withdrawals where you're able to give us 30 days' notice before accessing your savings. But comes with the reassurance that if you need to get hold of your money quicker, you can, subject to a fee equivalent to 30 days' gross interest on the amount withdrawn (minimum fee £1).

What's more, you can choose between monthly interest if you'd like a regular income from your savings or annual interest.

## Post Office Money® Reward Saver at-a-glance

- ✓ Free withdrawals if you are able to wait 30 days before accessing your money. The reassurance of emergency access, if you need it, is subject to a fee equivalent to 30 days' gross interest on the amount withdrawn (minimum fee £1). Please bear in mind only one 30-day notice withdrawal can be pending at a time.
- ✓ Save from £500 to £2 million
- ✓ Choose from monthly or annual interest
- ✓ Access your account in-branch, by phone, post or online

## Is this the account for you?

### ✓ The right choice if you...

- Want to save for a rainy day and keep building up your savings
- Don't want to lock your savings away for a fixed term
- Want the option of monthly interest

### ✗ Choose something else if you...

- Need to make withdrawals often
- Have less than £500 ready to save
- Need instant in-branch or ATM access to your savings

# How to apply

## Your step-by-step checklist

- 1 If you're applying in branch, make sure you've picked up the summary box leaflet which includes important information you should read. This information is also available online at [www.postoffice.co.uk/savings](http://www.postoffice.co.uk/savings)
- 2 Make sure you've read and understood the information in this brochure (including the Terms & Conditions).
- 3 Complete the application form. Please ensure you complete all mandatory fields – this will help avoid delays to your application.
- 4 If you're paying by cheque, make sure it's payable to your name (e.g. Mrs Jean Smith or Mr John and Mrs Brenda Jones) matching the name(s) you've written on the application form. You also need to write your name and address clearly on the back of the cheque.
- 5 Either hand the completed application form, together with your initial deposit (if applicable – see 'Questions and Answers' for details) to a member of staff or post it to us using the envelope provided.

## What happens next?

- 1 We'll use electronic checks to confirm your identity and will typically open your Account within 2 to 3 business days. In limited cases, where we have been unable to confirm your identity electronically, we will contact you by post to request identity documents before we can open your Account.  
Please note – interest is payable once your Account has been opened and your deposit has cleared.
- 2 Within 5 to 10 business days of your Account being opened you will receive:
  - Your Welcome Pack – this contains all the information you need to know to use your Account
  - Your Transaction Card – so you can make deposits and notice withdrawals at Post Office branches
  - Your Online and Telephone Banking User ID and 6 Digit Security Number these allow you to manage your savings online and by phone

# Questions and Answers

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## For the key things on your mind

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### Who can open an account?

Anyone over the age of 18 can open a Reward Saver – individually or jointly with someone else. You need to be resident in the UK.

### You can open your Account by:

#### Cash:

Up to £1,000 can be paid in by cash at a Post Office branch. Please do not send cash in the post.

#### Cheques:

Can be paid in at a Post Office branch or by post. The following cheques are accepted as an initial deposit: a personal cheque drawn in your own name from your own bank account, or one drawn by a financial institution with you as the payee, e.g. a building society cheque made payable to you. Other than those drawn by a financial institution, we cannot accept third party cheques to open an account.

#### Transfers from an existing Post Office Money Savings Account:

Simply complete your existing Post Office Money Savings Account details as part of your application and we'll arrange the transfer on your behalf.

### Once your Account is open:

#### Cash:

You can pay in up to £10,000 per day at a Post Office branch. Please do not send cash in the post.

#### Cheques:

Can be paid in at Post Office branches or by post. As well as the types of cheques accepted for initial deposits, third party cheques are only accepted once the account has been opened and must have your name and registered address written clearly on the back.

#### Electronic payments:

You can instruct your current bank or building society to send one-off or regular payments to your Reward Saver. You could also set up a standing order to save regularly.

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### How do I pay money in?

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## For the key things on your mind

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### 1. 30-day notice withdrawals:

For a 30-day notice withdrawal you can phone us (for withdrawals up to £50,000 each day), let us know in writing, access online or come in to a branch with your transaction card and photographic ID (such as your passport or driving licence). At the end of the 30-day notice period, your money will be in your Nominated Account in one business day.

### How do I take money out?

30-day notice withdrawals are free. You can make as many as you like, but you can only have one notice withdrawal pending at a time. We can't accept further withdrawal requests unless you cancel the pending one.

### 2. No notice withdrawals:

You can request a no notice withdrawal (up to £50,000 a day) by phone, online or in writing. We'll then transfer your money to your Nominated Account in one business day. These types of withdrawals are subject to a fee equivalent to 30 days' gross interest on the amount withdrawn (minimum fee £1).

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### How will my money be paid back to me?

You'll need to choose a Nominated Account into which we'll pay withdrawals electronically. You can change this account, but we'll need to freeze your Reward Saver for five business days. During this time you won't be able to make withdrawals. This is to protect your security.

You need to withdraw a minimum of £50. And by phone you can withdraw a maximum of £50,000 per day.

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### When is interest paid?

When you apply, we'll ask if you'd like monthly or annual interest payment. If you choose annual, we'll pay it on the anniversary of your Account opening – or the closest business day. If you select monthly interest, it's paid on each month on the same day your Account was opened or the closest business day.

We'll pay interest into your Reward Saver, unless you ask us to send it to your Nominated Account.

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### When will I receive statements?

We'll send you a statement annually.

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### What happens if I change my mind?

If you change your mind within 14 days of your Account being open, just write to us and let us know. We'll then help you switch to another Post Office Money Savings Account without charge or we will give you your money back together with any interest it has earned.

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# Other Information

## About us

Post Office Money® Savings Accounts are provided by Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 512956. You can confirm our registration at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768. Registered in England & Wales (No. 7022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE. Post Office Limited is registered in England and Wales. The Registered Number is 2154540 and the Registered Office is at Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ. Post Office and the Post Office Money logo are registered trade marks of Post Office Limited.

## Making a complaint

If you're unhappy about something, we'll do our very best to sort it out. To make a complaint, get in touch using the contact details on the back page. We'll try to resolve things quickly and will get back to you within five working days.

When you first hear from us, we'll send a written summary of the steps we'll be taking to resolve the issue. But you can request a copy of these at any time.

We hope to be able to offer a satisfactory solution to any complaint. But if you feel you need to, you may be able to refer things to the Financial Ombudsman Service. Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service,  
Exchange Tower,  
London E14 9SR

0800 0234 567

[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

[complaint.info@](mailto:complaint.info@financial-ombudsman.org.uk)

[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

If we have not been able to resolve your complaint to your satisfaction AND you have bought our product or services online:

The European Commission has established an online dispute resolution platform (ODR platform) which is specifically designed to help customers resident in the European Union who have been unable to resolve a complaint with traders established in the European Union from which they purchased goods or services online.

You can submit your complaint online through the ODR platform in any of the official languages of the European Union. The platform will then send your complaint to the Financial Ombudsman Service for an independent review within 90 days.

You can access the ODR platform at <http://ec.europa.eu/odr>

# Deposit Guarantee Scheme - Depositor Information Sheet

## Basic Information about the protection of your eligible deposits

Eligible deposits in Bank of Ireland (UK) plc are protected by:	the Financial Services Compensation Scheme ("FSCS") <sup>1</sup>
Limit of protection:	£75,000 per depositor per bank / building society / credit union <sup>2</sup> The following trading names are part of your bank / building society / credit union: <b>'Bank of Ireland UK'</b> and <b>'Post Office Money'</b> and savings accounts under the <b>'AA Savings'</b> brand deposited with Bank of Ireland UK.
If you have more deposits at the same bank, building society or credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £75,000 <sup>2</sup>
If you have a joint account with other person(s):	The limit of £75,000 applies to each depositor separately <sup>3</sup>
Reimbursement period in case of bank, building society or credit union failure:	20 working days <sup>4</sup>
Currency of reimbursement:	Pound sterling (GBP, £), or, for branches of UK banks operating in other EEA Member States, the currency of that State.
To contact Bank of Ireland (UK) plc for enquiries relating to your account:	<b>Post Office Money Savings</b> PO Box 87, Armagh, BT61 0BN Tel: 0345 602 3409
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU <b>Tel:</b> 0800 678 1100 or 020 7741 4100 <b>Email:</b> <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>

### **1 Scheme responsible for the protection of your eligible deposit**

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £75,000 by the Deposit Guarantee Scheme.

### **2 General limit of protection**

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £75,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £75,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Bank of Ireland (UK) plc also trades under Bank of Ireland UK, Post Office Money and AA Savings. This means that all eligible deposits with one or more of these trading names are in total covered up to £75,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £75,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- a) Certain transactions relating to the depositor’s current or prospective only or main residence or dwelling;
- b) A death, or the depositor’s marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- c) The payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

### **3 Limit of protection for joint accounts**

In case of joint accounts, the limit of £75,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £75,000.

### **4 Reimbursement**

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: [ICT@fscs.org.uk](mailto:ICT@fscs.org.uk). It will repay your eligible deposits (up to £75,000) within 20 working days until 31st December 2018; within 15 working days from 1st January 2019 until 31st December 2020; within 10 working days from 1st January 2021 to 31st December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request. Again, there are specific exceptions to this obligation.

In the case of a depositor which is a large company, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 December 2016, ensure that you have access to your covered deposits within fifteen working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

In the case of a depositor which is a small local authority, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 June 2016, ensure that you have access to your covered deposits within fifteen working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>

### **Other important information**

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

# Exclusions List

## A deposit is excluded from protection if:

- 1 The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- 2 The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- 3 It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund<sup>1</sup>
  - public authority, other than a small local authority.

The following are deposits, categories of deposits or other instruments which will no longer be protected from 3 July 2015:

- deposits of a credit union to which the credit union itself is entitled
- deposits which can only be proven by a financial instrument<sup>2</sup> unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which exists in a Member State on 2 July 2014
- deposits of a collective investment scheme which qualifies as a small company<sup>3</sup>
- deposits of an overseas financial services institution which qualifies as a small company<sup>4</sup>
- deposits of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company<sup>5</sup> - refer to the FSCS for further information on this category

For further information about exclusions, refer to the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk)

<sup>1</sup>Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

<sup>2</sup>Listed in Section C of Annex 1 of Directive 2014/65/EU

<sup>3</sup>Under Companies Act 1985 or Companies Act 2006

<sup>4</sup>See footnote 3

<sup>5</sup>See footnote 3

# Terms and Conditions

## Please retain for future reference.

These terms and conditions regulate the operation of your Post Office Money Savings Account (your 'Account').

Unless you have opened an Online Savings Account, a current copy of the Guide to Saving will be provided to you with your welcome pack. It is essential that you refer to the Terms and Conditions and all other documents in the Agreement for a full understanding of your rights and obligations regarding the operation of our Account. If you access your Account over the telephone or through the internet, you will also be bound by our Telephone & Internet Terms and Conditions (which can be found on the Website and are included within the document "Guide to Using our Telephone and Internet Service").

These are our standard terms and conditions upon which we intend to rely. For your own benefit and protection, you should read these terms and conditions carefully. If you do not understand any point, please ask us for further information.

You should also retain these terms and conditions in case you need to refer to them later. Additional copies are available on request.

These terms and conditions are broken down into the following sections:

- Meaning of Words
- General Conditions and
- Product Specific Conditions

## Section 1 – Meaning of Words\*

\* This is a complete list of all words used across all of our savings products and some of them may not apply to you.

- 1.1 The purpose of this section is to help you understand these terms and conditions by explaining the meaning of certain words and phrases which we have used. Unless otherwise stated, any capitalised words and phrases used within these terms and conditions will have the meanings given to them below:

**'Account'** means the Post Office Money Savings Account held by us in your name.

**'Account Holder'** means the individual(s) in whose name(s) the Account is held.

**'Account Number'** means the 8 Digit number that identifies the Account.

**'Adult Representative'** means parent, grandparent or legal guardian aged 18 or over of an applicant who is a Minor.

**'Agreement'** means:

- (a) these terms and conditions;
- (b) Telephone & Internet Terms and Conditions;
- (c) the Mandate; and
- (d) the Operating Instructions;

which together make up our Agreement regulating the operation of your Account.

**'ATM'** means an Automated Teller Machine (also known as a cash machine) at which you can withdraw money and access services using your ATM Card and ATM PIN.

**'ATM Card'** means the card we will send to each Account Holder that allows you to withdraw cash at an ATM or via the Post Office network.

**'ATM PIN'** means the Personal Identification Number we will issue to you that will allow you to authorise certain transactions on your Account e.g. when using your ATM Card either in a Post Office branch or withdrawing money at an ATM. Not to be confused with a 6 Digit Security Number.

**'Bank Base Rate'** means the base lending rate published from time to time by the Bank of England.

**'Bank of Ireland UK'** means Bank of Ireland (UK) plc, a company incorporated in England and Wales under Company No. 07022885.

**'Bank Holiday'** means any UK (including NI) Bank Holiday where we are not open for business for the execution of a payment transaction.

**'Business Day'** means any day from Monday to Friday (excluding Bank Holidays) when we are open for business for the execution of a payment transaction.

**'Cleared Funds'** means money credited to your Account after it has been through the relevant money transmission and clearing system, providing this is not recalled in accordance with the rules of that money transmission and clearing system.

**'Credit Reference Agency'** means Experian Ltd.

**'Customer Service Centre'** means the service centre we have set up to help you administer your Account.

**'Cut-off Time'** means the latest point in time during any Business Day when we can receive and process Payment Orders. The Cut-off Times will vary for each type of Payment Order used and may change from time to time. The current Cut-off Times for the Account are set out in the Transaction Information Box.

**'Email Address'** means the email address we have recorded in our records for corresponding with you, which will be the email address of the First Applicant as stated on the application form.

**'First Applicant'** means the name of the first named individual on the application form.

**'First Party Cheque'** means a cheque payable to the Account Holder(s) and drawn from your personal bank account at another bank/building society or a cheque drawn by a bank/building society with you as the payee.

**'Fixed Rate Interest'** means the fixed rate of interest payable on your Account during the Fixed Term.

**'Fixed Term'** means the period of time that you choose for the investment to be held in the Account. The period begins from the date we have received Cleared Funds and your Account is subsequently opened. We will send you a written confirmation of deposit notifying you of the Fixed Term for your Account.

**'Fixed Term Account'** means an Account where Fixed Rate Interest is paid for all or part of the term.

**'General Conditions'** means the terms and conditions set out in Section 2 of these terms and conditions (as may be amended from time to time).

**'Guide'** means the Guide to Saving or Guide to Reward Saver as updated and as re-issued by us.

**'IBAN'** means the 22 character international bank account number, which incorporates the Account Number and codes to identify the country, bank and branch of the Account Holder.

**'Introductory Bonus'** means a fixed interest rate that may be applied to a Variable Rate Account for a fixed period. The fixed period commences from the date the Variable Rate Account is opened.

**'Losses'** means any costs, claims, losses, damages, demands, fines, expenses (including, without limitation, any court costs and other reasonable legal expenses) and any other form of liability.

**'Mandate'** means the written or electronic form of authority given by you authorising us to accept and act on your instructions (as may be amended by you from time to time).

**'Maturity'** means the end of the Fixed Term.

**'Maturity Account'** means the Post Office Money Savings Account(s) set up by us in your name(s) to receive maturing funds.

**'Minor'** means an applicant aged 16 or under.

**'Nominated Account'** is a current account that we link to your savings account so that you can transfer money between accounts safely and securely whenever you like. It should be a UK personal bank or building society account in your name(s) that accepts Direct Debits.

**'Normal Working Hours'** means the hours between 9am and 5pm on a Business Day.

**'Notice Withdrawals'** means a withdrawal of funds from your Account which is permitted penalty free at the end of the specified Notice Period.

**'Notice Period'** means any minimum period of calendar days' notice you must give us for withdrawals or closure as set out in the specific product conditions.

**'Operating Instructions'** means any instructions issued by us from time to time in relation to the operation of the Account or the Website, which will form part of the Agreement.

**'Payment Order'** means any instruction (whether given verbally, in writing or electronically) requesting the execution of an instruction to make payment into your Account or withdraw money from your Account.

**'Post Office'** means Post Office Limited, a company registered in England and Wales with company number 2154540 whose registered office is Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

**'Registered Address'** means the postal address we have recorded in our records for corresponding with you, which will be the postal address of the first named applicant as named in the original application.

**'Security Information'** means the User ID, 6 Digit Security Number and Account Number you will receive that will allow you to manage and operate your Account via the Customer Service Centre or the Website.

**'Security Procedures'** means the personalised set of security procedures as prescribed by us from time to time that you must complete in order to execute certain types of Payment Order.

**'Third Party Cheque'** means a cheque payable to the Account Holder(s) but not drawn from your personal bank account at another bank/ building society.

**'Transaction Card'** means the card we will send to each Account Holder that allows you to make deposits and request Notice Withdrawals via the Post Office network.

**'Transaction Information Box'** means the summary box of information which sets out the full range of payment transactions that may apply to your Account.

**'Unique Identifier'** means the information we require from you in order to initiate certain payment transactions on your Account (for instance, the IBAN, Bank Identifier Codes (BIC), Account Number or sort code).

**'User ID'** means the personal identification issued to you that will allow you to manage and operate your Account via the Customer Service Centre or the Website.

**'Variable Rate Account'** means the variable rate of interest payable on your Account and which may be amended by us.

**'Website'** means the website located at [www.postofficemoney.co.uk](http://www.postofficemoney.co.uk) or such other URL as may be designated from time to time for this purpose.



**'Year'** means the period of 12 months starting on (and including) 21st March and each consecutive period of 12 months thereafter. The term 'Yearly' shall be construed accordingly (Reward Saver & Instant Saver) or;

**'Year'** means the period of 12 months starting on (and including) the date of Account funding and each consecutive period of 12 months thereafter.

**'6 Digit Security Number'** means the 6 Digit personal identification number you will be issued that will allow you to manage and operate your Account through the telephone or internet via our Customer Service Centre or the Website.

- 1.2 Any reference to **"you/your"** in these terms and conditions means the Account Holder whether on your own or jointly with others. If your Account is in joint names, the reference to **"you"** includes each of **"you"** together and separately.
- 1.3 Any reference to **"we"** in these terms and conditions means Bank of Ireland UK, and references to **"us"** and **"our"** shall be construed accordingly. Such references will also include our successors in title and permitted assigns and transferees.

## Section 2 – General Conditions

### Opening your Account

1. We will only open and activate an Account for you when:
  - (a) we hold a correctly completed and valid application and Mandate from you; and
  - (b) we have received at least the minimum amount of Cleared Funds required to open the Account; and
  - (c) we have confirmed the identity and address of all Account Holders
2. We will verify your identity and permanent address through electronic verification processes and/or by such other checks as we believe necessary. If we cannot verify you electronically we may require you to provide us with proof of your identity and permanent address. If you fail to provide the necessary identity and address verification documentation an Account will not be opened.
3. Until we have opened your Account and received your deposit into your Account in Cleared Funds no interest will be payable.
4. When we receive any cheque made payable to your Account, we will bank any cheque when we have completed our initial review of your application.
5. We will put a hold on your initial deposit until we have satisfactorily carried out the checks we believe necessary.

6. If the value of any initial deposit is recalled in accordance with the rules of the clearing or money transmission system through which it was made, we may not open the Account.
7. If we so decide we may, without giving any reason
  - (a) withdraw the Post Office Money Account so that it is not available to new investors generally
  - (b) decline to open an Account for you or to accept any deposit at any time and at our sole discretion. If this occurs, we will advise you in line with legal and regulatory requirements.
8. If we are unable to open and activate an Account for you, your deposit will be returned to you within 28 calendar days without any interest.
9. If you are unhappy about your choice of Account you must within 14 days of the date you receive notification of your Account being opened contact our Customer Service Centre and we will help you switch, without charge, to another of our Accounts or we will give you all your money back with any interest it has earned.
10. This Agreement becomes binding when your Account is opened.

### Account Holders

11. The Account may be held either in a sole name or in joint names with a maximum of two named Account Holders.
12. The Account is only open to individuals who are resident in the United Kingdom and who are investing as beneficial owners (that is, on their own behalf).
13. The Account is not open to trustees, charities, clubs, associations, companies, limited liability partnerships, partnerships or other business entities nor it be used for business purposes.

### Deposits

14. All deposits to your Account must be in sterling.
15. We do not accept direct wage or salary payments into your Account.
16. If the value of any deposit is subsequently recalled in accordance with the rules of the clearing or money transmission system through which it was made, we may deduct it from your Account.
17. The Guide to Saving explains how long it takes for us to received Cleared Funds for a deposit.

### Cash Deposited

18. In respect of any cash deposited to the Account by you or a third party, we will ensure that the amount of any such deposit is credited to the Account immediately upon receipt of the same by us. However, please note that cash deposits may have to pass through third party money

transmission and clearing systems that we use for certain types of transactions, which may affect the date of receipt of such funds by us. You should refer to the Transaction Information Box for further detail in respect of when cash deposits transactions will be credited to your Account and when the funds will be made available to you. Once a cash deposit has been credited to your Account, it will be treated as Cleared Funds for the purposes of paying interest (if applicable).

### Joint Accounts

19. Where your Account is in joint names:
  - (a) we will only accept one Registered Address for the Account;
  - (b) you agree to be bound jointly and severally (that is, both individually and together) by these terms and conditions and you acknowledge that you will be jointly and severally liable for any obligations, duties or liabilities under, or in connection with, the Agreement;
  - (c) we will accept and may act on the instructions of either one of you and the signature of any one Account Holder will be sufficient for any withdrawal of the balance from the Account and you cannot place any restrictions whatsoever on how a joint Account Holder shall operate the Account;
  - (d) if one of you dies, any funds in the Account will automatically belong to the surviving Account Holder;
  - (e) each of you will be equally entitled to all the funds in the Account and we will not be concerned as to the division of the funds between you;
  - (f) if we have reason to believe that there is a dispute between you as to the ownership of the funds in the Account, we may freeze the Account until we receive satisfactory evidence or both of you notify us in writing that the dispute has been resolved;
  - (g) a joint Account may be converted to a sole Account where the second named Account Holder ceases to be party to the Account, but the joint Account will be closed if the first named Account Holder ceases to be party to the joint Account. We will only allow the closure of a joint Account or converting the joint Account to a sole Account following receipt of written notification from all Account Holders to this effect;
  - (h) if the second named Account Holder ceases to be party to the Account, ownership of the Account will be maintained by the first party. If the first named Account Holder ceases to be

party to the Account, requiring the Account to be closed, the amount in the Account (together with any interest accrued up to the date of withdrawal), will be paid into the first and second Account Holders Nominated Accounts in the proportion agreed by the Account Holders. If there is dispute between Account Holders on how the amount should be distributed we will apply paragraph (f).

### Charges

20. You agree to pay our reasonable charges for services related to your Account or for work we are required to do specifically in relation to your Account or for any work we are required to do specifically in relation to your Account to comply with any order, requirement or ruling by any court, regulator or government body.
21. Our charges are subject to variation from time to time. If we agree to provide any service (or if we are required to do any work) other than a standard service we will tell you in advance of any charge that you will have to pay us. We may deduct our charges from your Account. If you do not agree to the charges you can tell us and close your Account. If you do not tell us or close your Account we will assume you have agreed to the charges.
22. Our current charges for our basic services are detailed below:
  - When you request a balance certificate: £5
  - When you request a duplicate tax certificate: £5
  - When you request a duplicate (copy) statement: £5

### Account Information/Statements

23. For your Variable Rate Account we will issue statements detailing the amounts of any deposits and withdrawals, the amount of any interest and the charges deducted throughout the previous year. We will provide you at least one statement each Year. This information is also available to you in a printable format via a secure webpage on the website. Alternatively, if you cannot access the Website, you can call the Customer Service Centre and request an ad hoc statement.
24. For Fixed Term Accounts, we will send you a confirmation of deposit letter notifying you of the date of Account opening.
25. For online Accounts, you can view and print off your balance 24/7 using our online banking service.

### Operating your Account

26. It is important that your contact details are correct and kept up-to-date. Therefore, if you change your correspondence address, telephone numbers or other contact details that you have given us,

you must notify us as soon as possible in writing or via the website. Failure to do so may mean that we are unable to provide you with information regarding the operation of your Account or any transactions carried out on it.

27. For security reasons, following any material changes to your Account details (such as Nominated Account or Registered Address) we will issue a confirmatory letter and place a 5 Business Day freeze on your ability to transfer funds to a new Nominated Account or order replacement Security Information. The 5 Business Day freeze starts on the next Business Day after you notify us of the material change. For example if you notify us of the material change on a Wednesday no transactions can take place on your Account until the following Thursday (excluding Bank Holidays).

### Third party authority

28. You agree not to give anyone else authority over your Account except under an Enduring Power of Attorney or a Property and Financial Affairs Lasting Power of Attorney registered with the Court of Protection. Only in exceptional circumstances will we accept unregistered forms of Attorney or other third party authorities to operate your Account. If you believe this applies to you please contact the Customer Service Centre for further information. You must send the original or certified copy of the Enduring Power of Attorney or Property and Financial Affairs Lasting Power of Attorney documents to us. Both the donor and representative will be subject to our standard checks to confirm your identity and address as stated in these terms and conditions.
29. We will not be bound to pay interest or recognise the claims of any person other than you in relation to the Account, except for a trustee in bankruptcy or a deputy duly appointed by the Court of Protection.

### Payment Orders

30. A Payment Order is any instruction (whether given verbally, in writing or electronically) requesting the execution of an instruction to make payment into your Account or withdraw money from your Account. Where we receive a Payment Order:
- before the Cut-off Time on any Business Day, we will treat your instruction as being received by us on the **same** Business Day;
  - after the Cut-off Time on any Business Day, we will treat your instruction as being received by us on the **next** Business Day;
  - out of Normal Working Hours, we will treat your instruction as being received by us on the **next** Business Day.

31. For the purposes of this provision, we will be deemed to have received a Payment Order when we hold a properly authorised form of instruction from you and, in the case of outgoing payments, we have been provided with the relevant Unique Identifier. You acknowledge and agree that we will not be able to process any transaction in the absence of the same.
32. You are responsible for ensuring the correctness and accuracy of all Payment Orders for outgoing payments on the Account and you acknowledge that we are under no obligation to check whether the Unique Identifier or other information provided with a Payment Order is correct. Payment Orders over £99,999.99 will be made by CHAPS payments and you acknowledge that we are under no obligation to check whether the account to which the money is being made can receive incoming CHAPS payments.
33. Where a Notice Period applies, the Payment Order will be processed on the 1st Business Day following expiry of the Notice Period.
34. All payments you instruct us to make from your Account will be credited to the beneficiary bank within 1 Business Day following the date of receipt of the Payment Order. Please refer to the Transaction Information Box for further details.
35. In respect of payments into the Account (i.e. credit payments), the Account will be credited with the amount of any such payment on the same Business Day as the payment value is received by us.
36. Any incoming payment to the Account (whether made by you or a third party) is determined by us solely on the basis of the Account Number accompanying the payment. Where the Account Number is incorrectly stated on a Payment Order, we will take reasonable steps to recover the payment but you acknowledge that we shall have no liability for the non execution of the payment to the Account.
37. We may refuse to act on any (incoming or outgoing) Payment Order where:
- your instructions are unclear, incomplete or are not in the required form (e.g. they do not contain the sort code, Account Number or any other information that we need to process the transaction); or
  - your instructions are not authorised in accordance with the Mandate; or
  - we suspect fraudulent or other unlawful activity on the Account; or
  - there are unavailable Cleared Funds; or
  - to do so would put us in breach of a legal or regulatory requirement which applies to us.

Where we refuse to process a Payment Order for any reason, we will inform you accordingly.

38. The way in which you must authorise individual instructions on your Account is detailed within the relevant section of the Transaction Information Box. In order to protect your Account, we have designed various Security Procedures for use in connection with certain types of payment transactions which you must complete to authorise these payment transactions. Where Security Procedures apply, you will be told what the relevant Security Procedures are when you instruct us to carry out a payment transaction. If a payment transaction is authorised in accordance with the relevant Security Procedures you will, in the absence of any evidence to the contrary, be liable for any such transactions. We may change our Security Procedures from time to time but, if we do this, you will be notified in advance.

### Interest

39. You can find out about our interest rates including any introductory bonus or tiers by:
- visiting the Website – [www.postofficemoney.co.uk](http://www.postofficemoney.co.uk);
  - contacting or visiting your local Post Office branch; or
  - contacting the Customer Service Centre
40. Interest is payable on any deposit, in accordance with these terms and conditions, from the date we receive your deposit and we subsequently open an Account for you. No interest will be paid in the event that we are unable to open an Account for you.
41. In most cases, interest is calculated daily and paid:
- Annually between the 20th and 25th March; or
  - Annually on anniversary of Account opening; or
  - Monthly on the first Business Day of each month; or
  - Monthly on the same day each month that the account was opened.
42. Annual or monthly interest can be credited to your Account or paid to a Nominated Account of your choice as per product specific conditions.
43. Interest is calculated on the closing balance on your Account each day at 1/365 of the annual interest rate for each day and in a leap year an additional days interest will be paid and is rounded to 2 decimal places.
44. Interest is calculated and payable up to the close of business the day before any withdrawal or closure.

45. If you transfer funds between your Post Office Money Accounts on a non-Business Day (or outside the Cut-off Time of a Business Day), interest will not start to be earned on adjusted balances until the next Business day.

### Changes in the Interest Rates on Variable Rate Accounts

46. A variable interest rate will be paid. This Variable Rate will only be changed for one or more of the following reasons:
- to reflect changes to the Bank of England Base Rate;
  - to reflect UK deposit market rates;
  - to reflect any changes in the law (including tax law), or the Rules and Regulations, or to relevant industry guidance or codes of practice, or to respond to a decision or recommendation of any court, ombudsman or regulator, where these changes or decisions affect the interest rates that we pay to depositors;
  - to ensure our business is sustainable in the long term;
  - to reflect the rates being paid on our other Accounts to make sure that the variable rates we pay reflect the features of those Accounts (so that, for example, Accounts with longer notice periods receive a higher rate of interest, other features being the same).
47. We will give you notice of any change we make to the interest rates we pay on credit balances as follows:
- If we are changing the interest rates in a way that is to your advantage we will give you notice of the change either before the change comes into effect or at the earliest opportunity afterwards.
  - If we are changing the interest rates in a way that is to your disadvantage, we will notify you personally not less than 14 days before the change comes into effect. This will only apply where your Account has a balance of £100 or more.

When we personally notify you we will also:

- tell you about our other Post Office Money savings Accounts (and, if available, we will help you to switch to one of these if you want to); and
- remind you that for a period of 30 days from the date of this notification you can close your Account without providing a Notice Period penalty free or pay any charges to us apart from any charges you have already accrued in the Account.



We will give you notice under condition 47 a) by advertising the change in at least two national daily newspapers or on our website [www.postofficemoney.co.uk](http://www.postofficemoney.co.uk) and by updating information provided through the Customer Service Centre.

An accidental error or omission in notifying you of a change to the interest rate on your Account will not invalidate the change.

## Taxation

48. Interest will be paid gross without the deduction of tax. We do not require any parties registered on this account to declare they are a non-tax payer.

## Closing your Account

49. Only in exceptional circumstances may you close a Fixed Term Account before the end of the Fixed Term. All closure requests must be sent by you in writing to us. Account closure before the end of the Fixed Term is usually subject to a breakage fee (outlined in product specific conditions).
50. For Variable Rate Accounts, you may close the Account online or by writing to us.
51. We may close your Account by giving you at least 30 days' notice if:
- (a) you cease to be resident in the United Kingdom or if you cease to be a beneficial owner of the funds in your Account; or
  - (b) your Account has the minimum allowable balance as per your product specific terms and conditions and /or has not been used in the last 12 months; or
  - (c) you have breached any terms of the Agreement (including these terms and conditions); or
  - (d) continuing your Account would cause us to breach the requirements of any judicial, regulatory or governmental body having jurisdiction over us (or would cause us disproportionate difficulty or cost in complying with such requirements); or
  - (e) we are required to do so under applicable law or regulation; or
  - (f) it is no longer economic for us to provide your Account and/or we offer you another Account which is (so far as practicable) comparable and is available either with us or with another bank or building society.
52. We may close your Account immediately if:
- (a) we suspect fraud or other criminal or unlawful activity;
  - (b) you are in material or persistent breach of these terms and conditions;

- (c) the Account is being used for a purpose or business with which we do not wish to be associated;
- (d) we are required to do so by law, court order or other regulations;
- (e) you have acted without reasonable care in conducting any business with us;
- (f) you deliberately provide inaccurate or misleading information to us.

## Death of an Account Holder

53. Where one or both Account Holders dies during the life of the Account, the personal representatives of the deceased Account Holder(s) must notify us in writing and provide us with a copy of the death certificate to close the Account.
54. In the event of the death of a sole Account Holder, at the request or with the agreement of the deceased's personal representatives, the Account may continue in the name of the deceased. Alternatively, the Account may be closed and any funds in the Account (together with any interest accrued up to the date of withdrawal) will be paid to the personal representatives.
55. Where your Account is held in joint names, the Account may, at the request or with the agreement of the surviving Account Holder, continue in the name of the deceased Account Holder and the surviving Account Holder.

## Deactivated Accounts (Variable Rate Products)

56. If you do not make any transactions on your savings Account for three years, then we may deactivate your Account. We will notify you in advance of the intended deactivation and provide you with options to prevent your Account from being deactivated. If you do not respond to the notification, your Account may be deactivated and this will mean that we may stop sending you account-related correspondence and if relevant to your Account/ATM Cards. In addition we may also restrict your ability to transact on your Account. You can reactivate your Account by phoning us or writing to us; as part of the reactivation process we may have to undertake an identity check with a Credit Reference Agency, but this will not impact your credit rating. The Account will always belong to you and will continue to accrue interest at the applicable rate.

## Changes to our Agreement

57. We can make a change to the Agreement but only for the following reasons:
- (a) to make them easier to understand, fairer or to correct mistakes;
  - (b) to improve the service to you or make it more efficient or cost-effective;
  - (c) to enable us to comply with the law (including tax law), or the Rules and Regulations, or to relevant industry guidance or codes of practice, or to respond to a decision or recommendation of any court, ombudsman or regulator; or
  - (d) to enable us to make reasonable changes to the way we manage your Account as a result of changes in technology or in the systems we use;
  - (e) to reflect changes in market conditions or banking practice or the costs of maintaining your Account; or
  - (f) to ensure that our business is run prudently.
58. For the purpose of this provision, a 'change' will include any proposed amendment, deletion or addition to the terms and conditions of the Agreement. Where we reasonably believe a change is not to your disadvantage it will be applied immediately without prior notice and we may notify you of any such change in accordance with condition 47.
59. For all disadvantageous changes to the terms and conditions of the Agreement, we will notify you of the proposed change at least 2 months before it takes effect by the means set out in condition 47 and if the change is material we will notify you personally. If you object to any change you must inform us of this within 2 months by writing to us and we will treat this as notice of your intention to terminate the Agreement and close or switch your Account. You will not be charged for closing or switching your Account during the 2 month period in these circumstances. In the absence of notice to the contrary, you will be deemed to have accepted such a change with effect from the notified date.
60. Where applicable, we will notify you of any change by:
- (a) placing notices on the Website, or
  - (b) taking out adverts in any two daily newspapers circulating throughout the UK; or
  - (c) emailing you personally at your Email Address; or
  - (d) placing notices within the Post Office branches; or
  - (e) writing to you personally at your Registered Address; or
  - (f) a combination of any of the above.

61. If we decide to add a new payment service or feature to your Account, this will not be treated as change and any such addition will be applied immediately without prior notice.
62. An accidental error or omission in telling you about a change to the terms and conditions of the Agreement shall not invalidate the change.

## Complaints

63. If you have a complaint, we want to know. In the first instance you should contact the Customer Service Centre on 0345 602 3409\* or write to us at FREEPOST POST OFFICE MONEY CUSTOMER CARE TEAM, BS1 9HY, and they will be happy to help. If you have made a complaint but are still not satisfied with the response the Financial Ombudsman Service may be of assistance and they can be contacted at The Financial Ombudsman Service, Exchange Tower, London E14 9SR. If you would like full details of our complaints procedure, we will provide these to you on request. If we have not been able to resolve your complaint to your satisfaction AND you have bought our product or services online: The European Commission has established an online dispute resolution platform (ODR platform) which is specifically designed to help customers resident in the European Union who have been unable to resolve a complaint with traders established in the European Union from which they purchased goods or services online. You can submit your complaint online through the ODR platform in any of the official languages of the European Union. The platform will then send your complaint to the Financial Ombudsman Service for an independent review within 90 days. You can access the ODR platform at <http://ec.europa.eu/odr>

## Important information about compensation arrangements

64. The Financial Services Compensation Scheme is the UK's deposit protection scheme. Eligible deposits with Bank of Ireland (UK) plc are protected up to a total of £75,000, this is the limit applied to the total of any deposits you have with the following brands: 'Bank of Ireland UK', 'Post Office Money' and savings accounts under the 'AA Savings' brand provided by Bank of Ireland UK. Any deposits you hold above the £75,000 limit between these brands are unlikely to be covered. For further information about the compensation provided by the FSCS, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)
- Any deposits made at a Post Office branch (including by cheque) will not initially be protected by the FSCS in the event of the failure of Post Office Limited, until that deposit is transferred by Post Office Limited to Bank of Ireland UK.

## Data Protection – using your information

- i** 65 Your Account is provided by Bank of Ireland UK, distributed and marketed under the Post Office Money brand. Bank of Ireland UK and Post Office are data controllers and will use your information in the ways described by this Agreement including that which you provide us with and we obtain from Credit Reference Agencies and other authorised agencies to assess your application and provide the product.
66. Bank of Ireland UK is a member of the Bank of Ireland Group. In this statement, 'our Group' means the Governor and Company of the Bank of Ireland and any of our subsidiary or associated companies. For a full list of our Group, write to us at FREEPOST POST OFFICE MONEY SAVINGS. We may hold your information and it may be used by another member of our Group.
67. Information you provide us with must be true and accurate to the best of your knowledge and belief.
68. Information about you (including transactional information) that you supply in the application form and elsewhere, and which we otherwise obtain, may be held by us on paper and on computer and/or other electronic means. Information about you may be kept by us and held even after your Accounts are closed in order to comply with our legal obligations or business record requirements.
69. We will use your information as necessary to:
- assess your application;
  - verify your identity;
  - provide service(s) to you, manage your Account and our business;
  - prevent and detect crime including fraud and money laundering;
  - understand customer preferences and behaviour(s);
  - conduct confidential research and analysis to develop our products and services and
  - comply with any regulatory, legal or statutory demands placed on us.

We may use electronic identification methods to verify your identity using a Credit Reference Agency. This is not the same as a credit search. Credit searches leave footprints and have the potential to impact your ability to obtain credit. Electronic identification checks do not leave footprints.

70. We will not disclose your information to anyone else unless:
- we are provided services in relation to your Account by agents or third parties under this agreement;

- we have your agreement to do so;
  - we are required by law, regulation or statutory provision;
  - it is necessary for authorised parties maintaining registers of assets and their interests in them.
71. You agree that the information you provide to us for the purposes of your Account may be disclosed to joint Account Holders.
72. We may use authorised third parties, selected by us, to process your information and provide us with services and/or act as our agent. In some cases such third parties are based in countries outside the European Economic Area (EEA). Where we do this, we will ensure they agree to give your information the same protections we are required to and they act only upon our instructions.
73. We and other authorised organisations may use your information to prevent and detect crime including fraud and money laundering. We may pass information to authorised third parties including law enforcement organisations and fraud prevention agencies.
74. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering; for example, when: Checking details on applications for credit and credit-related or other facilities; Managing credit and credit-related Accounts or facilities; Recovering debt; Checking details on proposals and claims for all types of insurance, and; Checking details of job applicants and employees. You have the right to access your information held by fraud prevention agencies. Please contact us at Fraud Unit, Post Office Money Savings, 1 Donegall Square South, Belfast BT1 5LR if you want to receive details of the relevant fraud prevention agencies we and other organisations may access and use from other countries.

## Sensitive Information

75. Information, defined as sensitive under UK data privacy law, includes information pertaining to disability and/or health. There may be occasions where it is appropriate you provide us with relevant sensitive information, for example, a disability that you consider we need to know of, to ensure we offer a service to meet your needs. If you chose to do so it will only be used for legitimate purposes in accordance with UK data privacy law.

## Your right to information

76. You have a legal right to receive a copy of the information we hold about you. This may be obtained by writing to: Data Protection Officer, Customer Care Manager, Bank of Ireland UK, 1 Donegall Square South, Belfast BT1 5LR and paying any fee that may be applicable.

## Marketing preferences

77. Post Office and our trusted partners would like to contact you about other products, services and offers that might be of interest to you. By submitting this form you will be indicating your consent to receiving marketing communications by post, telephone and email unless you have indicated an objection to receiving such communications by ticking the relevant box(es) provided. The trusted partners include providers of products and services that are available through Post Office Limited.
78. The marketing preferences you give will not prevent you from receiving information about the benefits and features of the products or services we already supply you.
79. At any time you can ask us to stop or change the method(s) by which we may send you marketing material. This can be done by calling our Customer Service Manager on 0345 602 3409\* or writing to us at Post Office Money Savings, PO Box 87, Armagh, BT61 0BN.

## Legal Orders

80. You acknowledge that we are bound to give effect to any legal order to which we are subject and which affects your Account. You agree that you will pay us (and we may debit to your Account) any reasonable costs or expenses which we incur in complying with any such order (but subject to any provisions made by such order in relation to our costs). You acknowledge that we must abide and comply with the legal and statutory requirements of the relevant jurisdictions in which we operate.

## Errors

81. Whilst we will try to operate your Account accurately, mistakes may occur. If you are aware that an amount has been incorrectly credited or debited to your Account you should notify us immediately. If you use funds with the knowledge that they were incorrectly transferred into your Account, we may take steps to recover the money from you or take it from your Account and take such other proceedings or actions as may be appropriate.

82. If we become aware of an error we will notify you and amend the error accordingly, including removing any money incorrectly transferred into your Account.
83. If we, or any other person, debit or credit an amount to your Account in error, you agree that we may make a necessary correcting entry to your Account without having to seek your prior approval. Where any amounts are debited to your Account in error, our total liability to you shall, unless otherwise stated, be limited to payment to you of an equivalent amount.

## Our Liability

84. We will not be liable to you in respect of any Losses that you or any other person may suffer or incur in connection with, or relating to your Account except where such Losses are due solely to our or our agents acts, errors or omissions. In particular, we will not be liable to you or any other person for any Losses due to:
- your instructions not being sufficiently clear;
  - your acts, errors or omissions (for instance, where you have failed to provide correct information or to keep your information up-to-date);
  - any actions, limits or regulations imposed by any governmental, regulatory or other official body of any kind from time to time;
  - any acts, errors or omissions of a third party (e.g. an ATM operator or retailer); or
  - anything which is expressly excluded or limited in the Agreement.
85. We will not be liable for any delay or failure in performing any of our obligations under the Agreement where such delay or failure arises because of civil disturbance, strike or industrial action or any other circumstances beyond our reasonable control. Furthermore, we will not be liable to you for any Losses whatsoever if we are prevented from providing banking or payment services by reason of acts of terrorism, failure of power supplies, interruption or breakdown of mobile phone networks, telecommunications networks or the internet, or the destruction, breakdown or malfunction of any third party systems, equipment or hardware.
86. Nothing in the Agreement will operate to limit or exclude our liability for any Losses where limitation or exclusion is prohibited by law.

## Legal action against you

87. If we receive a notice of a fine, a court order or a court judgement against you or any other Account holder, we may refuse to allow withdrawals or transfers from your Account until the fine is paid or

the legal process comes to an end. Any fine, court order or court judgement will not prevent us from exercising any right of set-off (using money which we hold for you, or which is due to you, to pay debts you owe us) or enforcing any other 'security interest' (a right over something which we can take if debts are not paid). You are responsible for any losses, costs or expenses we have as a result of any dispute or legal action with someone else involving your Account.

### Claims on your Account

88. If another person makes a claim for any funds in your Account (for example, if someone takes legal action to recover funds they believe belong to them), or if we know or believe that there is a dispute involving someone else about who owns or control funds in the Account, we may:

- put a hold on your Account and refuse to pay out any funds until we are satisfied that the dispute has ended;
- send the funds to the person who we have good reason to believe is legally entitled to them, or transfer the funds to the linked Account;
- continue to rely on the current records we hold about you;
- apply for a court order; or
- take any action we feel is necessary to protect us.

If we have acted reasonably, we will not be liable to you for taking any of these steps.

### General

89. Any notice we give you shall be deemed to have been received by you in the case of an email on the same day we send it to the last email address given by you to us; or
- of a letter on the same day when delivered personally or 48 hours after it has been sent by post to you at the last address given by you to us; or
- in the case of an advertisement in a newspaper on the day the newspaper is published.
90. If any part of the Agreement is found to be invalid, unlawful or unenforceable for any reason, that part will be separated from the remainder, which will continue to apply.
91. We may transfer to any other business or person any or all of our rights and/or obligations under the Agreement provided such other business or person continues to perform the obligations under the Agreement. We may do this without telling you but your legal rights will not be affected and your obligations will not be increased as a result. You may not transfer any of your rights or obligations (in whole or in part) under the Agreement.

92. If we do not enforce, or delay in enforcing, some or all of our rights under the Agreement this will not prevent us from enforcing any such right at a later date. The fact that we allow you extra time to comply with your obligations does not mean that we cannot insist on strict application of our rights at a later date.

93. You and we agree that the only courts to have jurisdiction over any dispute relating to your Account or its operation will be:

- (a) the courts of Scotland, if your Registered Address is in Scotland at the time proceedings are commenced; or
- (b) the courts of Northern Ireland, if your Registered Address is in Northern Ireland at the time proceedings are commenced; or
- (c) if your Registered Address is anywhere else at the time proceedings are commenced, the courts of England and Wales;
- (d) Our Agreement with you is subject to the law applicable in that part of the United Kingdom (UK) in which you have your Registered Address.

94. The Agreement (and any other documents referred to within it) represents the agreement between you and us regarding operation of the Account and any amendment to this Agreement must be in writing. If there is any inconsistency between the provisions of the documents that together form the Agreement, the provision of the earlier mentioned document within the definition of Agreement at clause 1.1 will prevail to the extent of that inconsistency.

95. The Agreement is in English and all communications issued under, or in connection with, the Agreement will be in English.

96. The Contracts (Rights of Third Parties) Act 1999 shall not apply to the Agreement which means that no third party shall be entitled to benefit from, or enforce, any of its terms and conditions.

### Restriction on use of the Account

97. We may without prior notice to you or any additional Account Holder:

- refuse to accept or process any transaction on the Account;
- suspend, restrict or terminate your right or any additional Account Holder to use the Account;

If we do this, we may write to you and/or contact you by telephone and/or any other form of communication you have requested.

98. We will be entitled to take such steps as are reasonably necessary to effect any of the actions specified above if:

- we have reasonable grounds to suspect fraud, theft, dishonesty, any other criminal or potentially illegal activity; or
- where we have reasonable grounds to suspect that the Account is being used to facilitate activities which we would not wish to be associated with
- to comply with any legal or regulatory obligation; or
- we have any other justifiable reason to do so.

### Protecting Your Account

99. To help prevent fraud and protect your Account please take the following steps:

- (a) always take steps to keep your ATM PIN, User ID and 6 Digit Security Number secret at all times and never pass them to anyone else, including joint account holders. Failure to take reasonable security precautions may result in you suffering financial loss;
- (b) commit your ATM PIN, User ID and 6 Digit Security Number to memory and destroy any notification as soon as you receive it. If you do ever write down your ATM PIN, User ID or 6 Digit Security Number, you should never write them down in any way that could be understood or recognised by others;
- (c) do not change your PIN or 6 Digit Security Number to one which may be easy to guess;
- (d) monitor your account on a regular basis and report any suspicious money transfers, payments or unauthorised access immediately. One of the best ways to detect fraudulent activity quickly is by examining your account activity regularly;
- (e) keep receipts and statements safe and dispose of them safely i.e. by shredding;
- (f) never respond to emails requesting disclosure of your security information. We will never email you asking you to enter or confirm your security details. If you receive an email claiming to be from the Post Office asking for account information, do not respond to it. Instead please let us know immediately by calling us;
- (g) occasionally we may need to contact you by phone. If we do call you we will never ask you for your 6 Digit Security Number or ATM PIN in full. If you are uncomfortable with the call and do not want to reveal any security information over the phone please let the agent know that you will call them back and hang up. You can then call us to verify the authenticity of the call;

(h) if you have lost your ATM card or any of your security details, or you believe or are suspicious of fraudulent activity on your account please call us immediately to report this;

(i) only access internet banking when using a computer or other device which can be used to access the internet and which has installed on it up to date anti-virus and anti-spyware software and firewall and security patches.

Failure to take these security precautions may result in you suffering financial loss.

## Section 3 - Reward Saver Specific Conditions

To be read in conjunction with Section 2 (General Conditions)

### Account Holders

1. The Account is only open to individuals aged 18 or over.
2. You may not open more than one Account in your sole name and one Account jointly in your name and that of someone else.

### Deposits

3. The minimum deposit required to open an Account is £500. The maximum permitted balance (excluding credit interest) on your Account is £2,000,000. Any deposit received which increase the Account balance to more than £2,000,000 will be returned to you.
4. The minimum permitted balance (excluding credit interest on your Account) is £50.
5. The initial deposit must be by
  - (a) cash at a Post Office branch which must not exceed £1,000; or
  - (b) a First Party Cheque i.e. a cheque drawn on your own personal bank account or a cheque drawn by a financial institution with you as the payee as your name(s) are stated in the application (e.g. a building society cheque made payable to you).
6. You can make subsequent deposits (minimum value £10) into your Account at any time in one of the following ways:
  - (a) by cheque (as set out below and sent by post to the Customer Service Centre or paid in at a Post Office branch);
  - (b) by cash. Cash deposits can only be made through Post Office branches. You cannot deposit cash through the Customer Service Centre or the Website. The maximum subsequent cash deposit permitted is £10,000 per day;
  - (c) by electronic payment;
  - (d) by standing order (please note the Customer Service Centre can help you to set this up); and
  - (e) by transferring funds from an eligible Post Office Money Savings Account held in your name(s), subject to complying with the relevant terms and conditions of that Account.
7. Cheques must:
  - Be crossed 'Account payee' and made payable to your full name(s) (for example, John Smith or Mr John and Mrs Amy Jones);

- Have your name and Registered Address written clearly on the back.

### Nominated Accounts

8. You must register a Nominated Account for the purpose of paying interest and/or making withdrawals from your Account. Only one Nominated Account can be registered for each Account Holder. The Nominated Account must be in the same name(s) as the Account Holder(s).

### Interest

9. The rate of interest is variable.
10. You can find out about our interest rates including any tiers, where applicable, by:
  - visiting the Website – [www.postofficemoney.co.uk/rates](http://www.postofficemoney.co.uk/rates);
  - contacting or visiting your local Post Office branch; or
  - contacting the Customer Service Centre.
11. Annual interest (where chosen) is calculated daily and paid Yearly on the anniversary of Account opening or the closest Business Day.
12. Monthly interest (where chosen) is calculated daily and paid each month on the closest Business Day linked to the original date of Account opening.
13. Annual or monthly interest will be automatically capitalised into your Account unless you request it to be paid away to your Nominated Account.
14. Once you have chosen your interest posting frequency you cannot change it once the Account has been set up and is operational.

### Updating / Changing your contact details

15. You must notify us by letter if you change your name. Changes to your Registered Address, telephone number and Nominated Account details may be made in writing, by calling the Customer Service Centre and verifying yourself with your 6 Digit Security Number. Changes to your telephone number and Nominated Account can be done via the internet. We will not accept notification by fax or email.
16. For security reasons, following any material changes to your Account details (Such as Nominated Account or Registered Address) we will issue a confirmatory letter and place a 5 Business Day freeze on your ability to transfer funds to a new Nominated Account or order replacement Security Information. The 5 Business Day freeze starts on the next Business Day after you notify us of the material change. For example if you notify us of the material change on a Wednesday no transactions can take place on your Account until the following Thursday (excluding Bank Holidays).

### Withdrawals

17. Reward Saver offers you the ability to make both 30 days Notice Withdrawals and no-notice withdrawals.
  18. Provided you have sufficient Cleared Funds, all withdrawals can only be sent to your Nominated Account by electronic payment.
  19. The minimum withdrawal is £50 or the whole balance of the Account if the withdrawal takes the balance below £50.
  20. All withdrawals from the Account will be free of charge:
    - (i) if you successfully serve the required 30 days Notice Period.
    - (ii) on the death of a named Account Holder.
  21. You can give notice to make a Notice Withdrawal from your Account:
    - (i) Over the phone at our Customer Service Centre. The limit for withdrawals requested by telephone is £50,000 each day.
    - (ii) In writing by post, there is no limit to the amount you can withdraw by this method.
    - (iii) At any Post Office counter using your Transaction Card and identification documents.
    - (iv) Online. The limit for withdrawals requested online is £50,000 each day.
  22. Only one Notice Withdrawal can be pending at any one time. You must contact us to cancel a pending Notice Withdrawal before a new request can be submitted.
  23. A pending Notice Withdrawal can be cancelled either in writing or by phone up to the Business Day before the Notice Withdrawal is due to be actioned.
- ### No-notice Withdrawals
24. Any request to fund another Post Office Money Account will be treated as a No-notice withdrawal.
  25. No-notice withdrawals are subject to the payment of a withdrawal fee. All No-notice withdrawals are made by electronic payment.
  26. You can request No-notice withdrawals from your Account:
    - (i) over the phone to our Customer Service Centre. The limit for Withdrawals requested by telephone is £50,000 each Business Day.
    - (ii) in writing by post, there is no limit to the amount you can withdraw by this method.
  27. The withdrawal fee will be equivalent to 30 days gross interest on the amount withdrawn subject to a minimum fee of £1.00 deducted from your Account at the time the withdrawal is made.

28. A No-notice withdrawal request will be actioned on receipt of your request and any Notice Withdrawal you have requested will not be affected.

### Closing your Account

29. You may close your account online or by writing to us. This will be free of charge;
  - (i) if you successfully serve the required 30 days Notice Period
  - (ii) on the death of a named Account Holder.
30. We may close your Account where the balance drops below £50.
31. When your Account is closed we will send your closing balance plus any accrued interest less any due withdrawal fee via electronic payment to your Nominated Account.

### Reward Saver Transaction Card

32. The Transaction Card will be sent by post to your Registered Address.
33. The Transaction Card must be used by you at all times in accordance with these terms and conditions and any Operating Instructions issued by us from time to time.
34. The Account Holder named on the Transaction Card is the only person authorised by us to use the Transaction Card.
35. The Transaction Card shall remain our property. It must be returned at our request and we, or any person acting on our behalf or with our authority, may keep it.

### Security

36. New customers will be issued with a User ID and 6 Digit Security Number that will allow you to transact your Account.
37. For your protection, when telephoning our Customer Service Centre you will be required to provide your User ID and three digits from your 6 Digit Security Number and your call may be recorded.
38. To help prevent fraud and protect the Account we recommend that you:
  - commit your User ID and 6 Digit Security Number to memory and destroy the notification as soon as you receive it;
  - do not write down or record your User ID and 6 Digit Security Number; If you do ever write down your User ID or 6 Digit Security Number, you should try to record them so they will not be recognised by others for instance your birthday;
  - take steps to keep your Transaction Card, User ID and 6 Digit Security Number secret at all times;



- never allow anyone else to use your Transaction Card, User ID or 6 Digit Security Number.
39. You must ensure that your Registered Address, telephone number and Email Address are up to date and that the arrangements for receiving mail at your Registered Address and Email Address are secure.
  40. You must take care not to lose or damage your Transaction Card and you must not let anyone else have it.
  41. If you lose your Transaction Card or if it is taken from you even for a short period or if you suspect that someone knows your User ID or 6 Digit Security Number you must telephone us immediately on 0345 602 3409\*.
  42. Once you have told us that your Transaction Card has been lost or stolen or that someone else knows your User ID or 6 Digit Security Number, we will take immediate steps to prevent these from being used.
  43. If you act fraudulently in relation to your Account you will be liable for all Losses. If you act without reasonable care and Losses are caused, you may be liable for them. We may decide that you have not acted with reasonable care if you fail to follow the security safeguards set out above or elsewhere in the Agreement.

### Lost / Stolen Transaction Cards

44. If your Transaction Card is lost or stolen or taken from you even for a short period or if you suspect that someone else knows your User ID or 6 Digit Security Number, you must telephone the lost and stolen line immediately on 0800 783 5083 or our Customer Service Centre on 0345 602 3409\*.

### Disputed Transactions

45. If at any time you become aware of:
  - a transaction on your Account that has not been correctly executed, or
  - a transaction on your Account that has not been authorised by you, you must in each case notify us without undue delay
 by calling the Customer Service Centre so we can investigate the transaction for you.
46. The sooner you notify us and the more information you can provide about the transaction, the quicker we will be able to determine whether the transaction was in fact unauthorised or executed incorrectly. In some cases, we may ask you to put your query in writing. Failure to notify us promptly may mean that you are not entitled to a refund from us or other form of redress.
47. Once you have notified us of an alleged

unauthorised or incorrectly executed transaction on your Account, we will promptly investigate your claim. In some cases, we may ask you to give us further information about the transaction (for instance, to enable us confirm that the transaction was properly authenticated) or cooperate with the police or other enforcement bodies.

48. Where it is established that the transaction was not authorised by you, we will (subject to clauses 49 and 50) refund the full amount of the transaction and, if applicable, restore the Account to the state it would have been in had the unauthorised transaction not taken place.
49. Where an unauthorised transaction is made using your User ID or 6 Digit Security Number by someone other than you, and in each case you have reported it lost or stolen, you will not be liable for any unauthorised transaction, provided always that you have not acted fraudulently or failed with intent or gross negligence to protect the security of your Account in which case you will be liable for all unauthorised transactions and for any and all Losses incurred by us in respect of such unauthorised use.
50. Where it is established that the transaction was incorrectly executed by us, we will refund the full amount of the transaction and, if applicable, restore the Account to the state it would have been in had the incorrectly executed transaction not taken place.
51. You will not be entitled to any form of immediate refund from us in respect of unauthorised or incorrectly executed transactions on your Account of which we are notified more than 13 months after the debit date of the transaction.
52. We reserve the right to debit from your Account the amount of any refunds paid to you where, upon further investigation, it is subsequently established that you are not entitled to a refund. If there is insufficient balance on the Account to debit the amount of any refunds paid to you in circumstances where you are not entitled to a refund, we reserve the right to take all reasonable steps (including legal proceedings) to recover from you the amount of any such refunds together with any fees, charges or expenses that we have incurred.



## Section 4 - Transaction Information Box

Transaction Type	Debit	Credit	Cut-off times for instructions	Unique Identifier	Authorisation Required	Withdrawal of Authorisation	Limits	Execution and Debit/Credit Value Times	Notification of refusal to execute
Cash deposits in a Post Office branch		✓	You can only carry out this type of transaction during Post Office opening hours	Account Number	Transaction Card	Once the deposit has been made, you cannot cancel it	Daily limit: £10,000	Credited to your Account on the Business Day that the funds are received by us	Post Office counter clerk will notify you if the deposit is refused
In-house Transfers (i.e. transfers to or from another Post Office Money savings account administered by us)	✓	✓	If we receive your instructions before 5pm on a Business Day, we can make the transfer on the same Business Day. Instructions received after 5pm will be processed on the next Business Day	We require: (1) your Account Number; (2) the payee's account name, Account Number and sort code; and (3) an appropriate reference to identify the payment	Successful completion of the Security Procedures relevant to the channel by which you are making transaction	You may withdraw your authorisation at any time up until the transaction has been processed	There are no limits on the number or value of transfers that you can make to other Bank of Ireland UK accounts provided there are sufficient Cleared Funds for us to process the payment on demand	Inbound transfers are credited to your open Account immediately and we will start paying interest on the Business Day the funds are credited. Outbound transfers are debited from your Account immediately and we will stop paying interest from the Business Day the funds are debited.	In writing
Electronic payments and standing orders (incoming payments)		✓	The originating Bank or Building Society will have provided you with details of their cut-off times	You will be required to give your sort code and Account Number to the originating Bank or Building Society	Successful completion of the Security Procedures relevant to the channel by which you are making transaction	You may withdraw your authorisation as stipulated by your originating Bank or Building Society	There are no limits on the number or value of transfers that you can make	Credited to your open Account on the same Business Day the funds are received by us	In writing
Electronic payments (outgoing No-notice payments)	✓		If we receive your instructions before 5pm on a Business Day, we can make the payment on the same Business Day. Instructions received after 5pm will be processed on the next Business Day	We require: (1) your Account Number and sort code; (2) details of your Nominated Account	Successful completion of the Security Procedures relevant to the channel by which you are making transaction	You may withdraw your authorisation at any time up until the transaction has been processed	If no-notice is given, a fee equal to the loss of interest for the whole Notice Period on the amount withdrawn, subject to a minimum fee of £1 will be payable. Telephone requests are subject to a £50,000 daily limit. There are no limits of the value of transactions requested in writing.	Debited from your Account immediately and a fee is payable and we will stop paying interest from the Business Day on which the funds are debited. The payee's bank will receive the funds within 1 Business Day.	Notification of refusal will be communicated by the same method as you requested the Payment Order
Electronic payments (outgoing Notice Period payments)	✓		We will place your Account on Notice to Withdraw on the same Business Day that we receive your instruction	We require: (1) your Account Number and sort code; (2) details of your Nominated Account	Successful completion of the Security Procedures relevant to the channel by which you are making transaction	You may withdraw your authorisation at any time up until the transaction has been processed	Telephone requests and Online requests are subject to a £50,000 daily limit. There are no limits on the value of transactions requested in writing.	Debited from your Account on the Business Day the Notice Period ends and we will stop paying interest from the Business Day on which the funds are debited. The payee's bank will receive the funds within 1 Business Day.	Notification of refusal will be communicated by the same method as you requested the Payment Order
Notice withdrawals in a Post Office branch	✓		We will place your Account on Notice to Withdraw on the same Business Day that we receive your instruction	We require: (1) your Account Number and sort code; (2) details of your Nominated Account	The Transaction Card and the presentation of Identity documents	You may withdraw your authorisation at any time up until the transaction has been processed	There are no limits on the value of transactions requested in writing	Debited from your Account on the Business Day the Notice Period ends and we will stop paying interest from the Business Day on which the funds are debited. The payee's bank will receive the funds within 1 Business Day.	Notification of refusal will be communicated by the same method as you requested the Payment
Cheque		✓	During Post Office opening hours Or By post to Customer Services Centre. Cheques received after 5pm will be processed on the next Business Day	Account Number. For cheques sent by post, write your full name and address on the reverse of the cheque.		Once the Deposit has been made you can only stop/cancel the cheque with the originating Bank or Building Society	There is no limit to the value of the cheque	Credited to your Account on the Business Day that the cheque is received by us. Interest will be paid once the value is classed as Cleared Funds.	You will be notified in writing if the cheque is refused

# Contact us

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**Get in touch**

**Ask us**

**at the counter**

**Call us**

**0800 169 7500\***

**Visit us**

**[PostOfficeMoney.co.uk/Savings](https://www.postofficemoney.co.uk/Savings)**

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This document is available in large print, Braille or on audio tape by calling **0800 169 7500** or textphone **03457 22 33 55\***, quoting PL2456. Once your Account has been opened we can also provide account correspondence, documentation and statements in large print or Braille, excluding the 6 Digit Security Number and the Transaction Card.

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\*Calls to 0800 numbers are normally free of charge from landlines and mobile phones. You should check call charges with your service provider. We may record, monitor and use calls, but only for training and compliance purposes. Our lines are open from 8am to 10pm Monday to Friday, 8am to 6pm on Saturdays, and 10am to 5pm on Sundays and bank holidays. Post Office Money® Savings Accounts are provided by Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered in England & Wales (No. 7022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE. Post Office Limited is registered in England and Wales. Registered No.2154540. Registered Office is Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ. Post Office and the Post Office Money logo are registered trade marks of Post Office Limited.