

# Online Saver

## Key Information



### Online Saver is provided by Bank of Ireland UK

This document contains important information. You should read it carefully and we recommend you either save or print it in case you need it in the future.

### Online Saver at-a-glance

- ✓ Start saving with just £1 – up to £2 million
- ✓ Unlimited free withdrawals
- ✓ Manage your account online 24/7
- ✓ A choice of monthly or annual interest
- ✓ A variable interest rate with a fixed interest bonus for 12 months from account opening

### Applying for an Online Saver

To apply you must:

- Be a UK resident, resident in the UK for tax purposes and aged 18 or over. This does not include the Channel Islands and the Isle of Man. The account is not open to trustees, charities, clubs, associations, companies, limited liability partnerships, partnerships nor may it be used for business purposes
- Provide the account number and sort code of a UK Bank or Building Society current account in your name(s). The account must offer Direct Debit payment facilities. This account will be your nominated account
- Be able to save at least £1
- Have a valid email address

You'll find our simple online application typically takes less than 15 minutes to complete. Most accounts are opened instantly and we'll let you know your new account number and sort code at the end of the application. If we can't open your account instantly, we'll tell you what you need to do to open your account.

### After you've applied

Shortly after you apply, you'll receive an email from us letting you know your account is open or what you need to do to open it. Once your account is opened you'll receive the following items, separately, in the post:

- 1 Your User ID – you'll need this to log in
- 2 Your 6 digit security number – you'll also need this to log in
- 3 Confirmation your Direct Debit has been set up (if you chose to make your deposit by Direct Debit)
- 4 Confirmation of your account number and deposit

The first two items should arrive within 4 to 5 business days. The second two items can take up to 10 business days.

If you change your mind, you have 14 days from the day you receive notification of your account being opened to call us on 0345 602 3409\* and cancel. If you do this, we'll help you switch to another of our accounts or we will give you all your money back with any interest it has earned.

### Logging in

To log in visit [postofficemoney.co.uk](http://postofficemoney.co.uk) and just:

- Click on 'Log in', in the top right hand corner

- Select 'Savings' from the next page
- You'll need your User ID and 6 digit security number to log in

The first time you log in you'll need to read and agree to our Internet Banking Terms and Conditions.

Once you've logged in you can change your 6 digit security number to something more memorable:

- Select 'Savings Account Management'
- Then 'Change Security Number'

When choosing your PIN please make it memorable to you but do not make it easy to guess. Don't use your date of birth, the same numbers, e.g. 11111 or a sequence of numbers, e.g. 123456.

### Making deposits

You can make the most of your Online Saver by adding more money to the account. You can make deposits in a number of ways:

- ✓ **One off payments from your Nominated Account** – simply log in to your Online Saver account and select Transfer Money In > From Nominated Account. This will send a single payment from your Nominated Account to your Online Saver account.
- ✓ **Debit Card** – log in to your account and select Transfer Money In > By Debit Card and follow the on-screen instructions.

✓ **Regular payment from your Nominated Account** – simply log in to your Online Saver account and select Regular deposit > Set up new. This allows you to send regular payments from your Nominated Account to your Online Saver account. You are in complete control of the value and frequency of these payments and can change or cancel them at any time.

✓ **Faster Payment** – using your Bank or Building Society’s telephone or online banking service. Simply provide your Online Saver account number and sort code (we’ll send you this once your account is open) together with the amount you’d like to deposit.

## Making withdrawals

It’s easy to make a withdrawal from your Online Saver:

- Log in to your account
- Select ‘Transfer Money Out’
- Follow the simple on-screen instructions

Your money will be paid to your Nominated Account – withdrawals normally take 1 business day.

## Changing your Nominated Account

It’s very simple:

- Log in to your account
- Select ‘Nominated Account’
- Choose ‘Change Nominated Account’

Please bear in mind it can take up to 8 business days to change your Nominated Account as we’ll need to set up a new Direct Debit to your new account. You won’t be able to make any withdrawals during this period.

## Statements

You’ll get an eStatement quarterly (if you make a deposit or withdrawal in that quarter). We’ll email you when this is available to view.

## Interest

When you first apply you can choose whether your interest is paid monthly or annually:

- Annual interest is paid between the 20th and 25th March each year
- Monthly on the first Business Day of each month

You can’t change when your interest is paid once your account has been opened.

We calculate interest on a daily basis on the total balance in your Account at the end of the day at the relevant gross rate (subject to your meeting our minimum balance criteria).

## Tax

Your new Online Saver pays gross interest.

## Telephone support

Your Online Saver can only be managed online. But we do have a helpdesk you can call on 0345 600 5580\* if you get stuck.

## Forgotten your 6 Digit Security Number or User ID?

Just call us on 0345 600 5580\* and we’ll post them to you – please allow up to 4 business days for them to arrive.

## Closing your account

If you would like to close your account, you can do so either Online or by writing to us at Post Office Money Savings, PO Box 87, Armagh, BT61 0BN.

When we receive your closure request we’ll return your full balance, together with any interest, to your nominated account. If you choose to close your account please save or print any eStatements beforehand.

## In the event of death

Accounts held in your sole name may be closed and the balance, together with any interest up to the date of closure, paid to the personal representatives.

An account held in joint names may, at the request or agreement of the surviving account holder, continue in the name of the deceased account holder and the surviving account holder.

\*Call costs may vary depending on your service provider. Calls may be recorded, monitored and used for training and compliance purposes.

# Important 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 the 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. 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.

## How to make a complaint

If you need to make a complaint, please contact us and we will do everything we can to resolve it as quickly as possible, but please allow up to 5 business days for a reply. When we first write to you, we'll send you a summary of the procedures that we will follow when resolving your complaint. A copy of these procedures is also available on request.

You can make a complaint by calling 0345 602 3409\* or writing to us at: Freepost, Post Office Money Customer Care Team. If you're not happy with our response, you may be able to refer your complaint to the Financial Ombudsman Service. Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service by calling 0800 0 234 567 or writing to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Alternatively, you can email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) to find out more.

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:	£85,000 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', 'Post Office Money'</b> and savings accounts under the <b>'AA Savings'</b> brand deposited with Bank of Ireland.
If you have more eligible 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 £85,000 <sup>2</sup>
If you have a joint account with other person(s):	The limit of £85,000 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 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>
To contact the FSCS for further information on compensation:	
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>

\*Call costs may vary depending on your service provider. Calls may be recorded, monitored and used for training and compliance purposes.

### **1<sup>1</sup> 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 £85,000 by the Deposit Guarantee Scheme.

### **2<sup>2</sup> 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 a maximum of £85,000 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 £85,000.

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 £85,000.

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 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<sup>3</sup> Limit of protection for joint accounts**

In case of joint accounts, the limit of £85,000 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 £85,000.

### **4<sup>4</sup> 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 £85,000) 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.

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.

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

# Online Saver Terms and Conditions

## Please retain for future reference.

These Terms and Conditions regulate the operation of your Post Office Online Saver account (your 'Account').

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 before completing the Application Form. If you do not understand any point, please ask us for further information. You should 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:

- Glossary of Terms;
- General Conditions; and
- Special Conditions.

## Section 1 – Glossary of Terms

- 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 that 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 Online Saver 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.

**'Agreement'** means:

- a) these Terms and Conditions;
- b) the Mandate;
- c) the Operating Instructions,

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

**'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.

**'Business Day'** means any day from Monday to Friday (excluding bank holidays) when we are open for business as required 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.

**'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 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.

**'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).

**'Gross'** means interest is paid without the deduction of income tax.

**'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 authority given by you authorising us to accept and act on your instructions and to carry out transactions on your Account (as may be amended by you from time to time).

**'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.

**'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'** shall have the meaning given to it in clause 3.1 of the Special Conditions.

**'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 address we have recorded in our records for corresponding with you, which will be the address of the first-named applicant as stated on the original application form.

**'Security Information'** means the User ID, Security Number and Account Number.

**'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 transaction on the Account.

**'Special Conditions'** means the terms and conditions set out in section 3 of these Terms and Conditions (as may be amended from time to time) which govern the execution of individual and successive payment transactions on your Account.

**'Transaction Information Box'** means the summary box of information which is set out in the Special Conditions detailing the full range of payment transactions that 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 through the telephone or internet via the Customer Service Centre or the Website.

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

**'Year'** means each period of 12 calendar months starting on (and including) 21st March during the currency of the Account; and the term **"Yearly"** shall be construed accordingly.

**'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 the Customer Service Centre or the Website.

- 1.2 Any reference to **"you"** or **"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"** or **"your"** 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 an Account

- 1) We will only open and activate an Account for you when:
  - a) we hold a correctly completed and valid Application Form and Mandate from you;
  - b) we have received at least the minimum amount of Cleared Funds required to open the Account as specified in clause 14; and
  - c) we have confirmed the identity and address of all Account Holders.
- 2) Before we open an Account for you, we are obliged to confirm your identity and permanent address. We will seek proof of your identity and address through electronic verification processes before the Account is opened in order to comply with our legal and regulatory duties. We may require you to provide us with proof of your identity and permanent address if we cannot verify who you are electronically.
- 3) Where you send an application for an Account and funds by way of cheque directly to us for investment in an Account, We will bank any cheque when we have completed our initial review of your application. We will put a hold on your initial deposit until we have satisfactorily carried out the checks we believe necessary.
- 4) Where we do not hold the required correctly completed Application Form, Mandate and/or have not completed the checks we believe to be necessary, we will not open an Account for you.
- 5) We will put a hold on any initial deposit in the Account until we have satisfactorily carried out the checks we believe to be necessary.
- 6) No interest will be paid in the event that we are unable to open an Account.
- 7) The Post Office Online Saver may be closed to new investors at any time and at our sole discretion.
- 8) We reserve the right, without giving any reason, to refuse to open an Account or to accept any deposit.

- 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 us and we will help you switch to another of our accounts or we will give you all your money back with any interest it has earned.

### Account Holders

- 10) The Account may be held either in a sole name or in joint names with a maximum of two named Account Holders.
- 11) 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). The Account is not open to trustees, charities, clubs, associations, companies, limited liability partnerships, partnerships nor may it be used for business purposes.
- 12) You may not open more than one Account in your sole name and one Account jointly in your name and that of someone else.
- 13) If we so decide we may, without giving any reason:
  - a) withdraw the Post Office Online Saver account at any time so that it is not available to new investors generally; or
  - b) refuse to open a Post Office Online Saver account for you.

### Operating Your Account

#### Deposits

- 14) All deposits to your Account must be in sterling. The minimum deposit required to open an Account is £1.00. The maximum opening balance on your Account is £2,000,000. No cash deposits are allowed.
- 15) a) The initial deposit must be by
  - Direct Debit
  - Debit Card payment or
  - A personal cheque drawn in your name from your own bank account or a cheque drawn by a financial institution with you as the payee (e.g. a building society cheque made payable to you). We will bank any cheque when we have completed our initial review of your application. We will put a hold on your initial deposit until we have satisfactorily carried out the checks we believe necessary
- b) If you fail to fund your account within 30 days of account opening we will automatically close the Account.
- 16) You can make further deposits into your Account at any time in one of the following ways:
  - a) by electronic payment,
  - b) Direct Debit,
  - c) Debit Card Payment,
  - d) a standing order from your bank, using your Online Saver account number and sort code,
  - e) transfer from an eligible Post Office savings account held in your name(s) subject to complying with the relevant terms and conditions of that account).
- 17) We will not accept deposits in any other way. All deposits must be in sterling for a minimum of £1.00.
- 18) 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.

## Updating your details

- 19) You must notify us by letter if you change your name(s) or address. You can change your telephone number and Nominated Account by amending your details online and verifying yourself with your 6 Digit Security Number or by writing to us. We will not accept notification by fax or email. For security reasons, following receipt of any of changes to your name, address and Nominated Account, 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.

## Third party authority

- 20) 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 that is 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.

You must send the original or certified copy of the Enduring Power of Attorney or Property and Affairs Lasting Power of Attorney documents to us. Both the Donor and Representative will be subject to our standard checks to confirm their identity and address as stated in these Terms and Conditions.

- 21) 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 deputy duly appointed by the Court of Protection.

## Nominated accounts

- 22) You must register a Nominated Account for the purposes of making withdrawals from the Account. Only one Nominated Account can be registered for each Account. The Nominated Account must be in the same name(s) as the Account Holder(s) for the payment of interest and / or credit transfers.
- 23) If you use a Direct Debit to fund your Account, this account will automatically be set as your Nominated Account.

## Interest

- 24) Our rates of interest are variable, unless otherwise stated. You can find out about our interest rates including any introductory bonus or tiers, where applicable by:
- visiting the Website – [www.postoffice.co.uk](http://www.postoffice.co.uk);
  - contacting the Customer Service Centre
- 25) Interest is payable on your initial deposit, in accordance with these Terms and Conditions, from the date we receive Cleared Funds for your initial 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.
- 26) In the case of additional deposits, interest is payable from the date that we receive payment value from your bank. In most cases, this will be a minimum of 2 Business Days after you have made an additional deposit. In summary however we will pass on immediate value to you for all Deposits from the Business Day on which we receive value for the funds.
- 27) Interest is calculated daily and paid:
- Annually between the 20th and 25th March; or
  - Monthly on the first Business Day of each month.
- 28) Annual or monthly interest will be credited to your Account.

- 29) No interest will be payable on your Account in respect of any day or for any part of which the cleared credit balance is less than £1.00.
- 30) Interest is calculated on the closing balance on your Account each day at 1/365 of the annual interest rate for each day (or 1/366 for each day in a leap year).
- 31) Interest is calculated and payable up to the close of business the day before any withdrawal or closure of the Account. If you transfer funds between your Post Office Accounts on a non-Business day (or outside the Cut-off Time on a Business Day), interest will not start to be earned on adjusted balances until the next Business Day.

## Changes in the Interest Rates

- 32) We may change interest rates on your Account (and introduce or change different rates applicable to different Account balances) for any of the following reasons:
- if there have been changes in the Bank Base Rate or if we have good reason to expect changes;
  - if changes have been announced by our competitors in the rates paid on accounts that are broadly comparable with your Account;
  - if we need to reflect any regulatory requirements or guidance, a decision or recommendation of any court or ombudsman or any change in taxation or the law that impinges on the interest rates that we pay to investors;
  - to ensure our business is sustainable in the long term;
  - to reflect the rates being paid on our other accounts so as to ensure that the interest rates we pay reflect the features of our accounts (so that, for example accounts with longer notice periods receive a higher rate of interest, other features being the same).
- 33) 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 up to 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 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 with no notice period or any charges from us apart from any charges you have already accrued in the account.

We will give you notice under condition 33 a) by advertising the change in at least two national daily newspapers, or on our website [www.postoffice.co.uk](http://www.postoffice.co.uk) and by updating information provided through the Customer Service Centre.

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

## Taxation

- 35) 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.

## Withdrawals

- 36) Provided you have sufficient Cleared Funds in your Account you can make withdrawals from your Account.
- 37) You can make withdrawals from your Account by electronic payment to your Nominated Account via the website.
- 38) Nothing in these Terms and Conditions allows you to undertake any transaction that results in your Account becoming overdrawn. If your Account does become overdrawn at any time:
- we may close your Account and deduct the amount of the overdraft from any other account that you hold with us or any other amount that we owe you;
  - we may require you to repay the amount of the overdraft (but, to the extent the overdraft arose from our error we must act reasonably in relation to how much we require you to repay and when); and
  - we reserve the right to charge interest on the amount of the overdraft until it is repaid and if the money remains unpaid we may take legal action to recover it.

## Joint Accounts

- 39) Where your Account is in joint names:
- we will only accept one Registered Address for the Account which will be the address of the first-named applicant as stated on the Application Form;
  - you agree to be bound jointly and severally (that is, both individually and together) by the terms and conditions of the Agreement and acknowledge that you will be jointly and severally liable for any obligations, duties or liability under, or in connection with the Agreement;
  - 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 the withdrawal of the balance from the Account;
  - if one of you dies, any funds in the Account will automatically belong to the surviving Account Holder;
  - each of you will be equally entitled to all the funds in the Account and we will not be concerned as to division of the funds between you;
  - 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 are notified in writing by all the Account Holders that the dispute has been resolved;
  - a joint Account may be converted to a sole Account by removing the other Account Holder(s) but we will only allow this following receipt of written notification from both Account Holders;
  - where, for any reason, the Account Holder who is named first in our records ceases to be a party to the Account, the Account will be closed and a new Account may be opened in the name of the remaining Account Holder.

## Charges

- 40) 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 governmental body.
- 41) 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.

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

- 42) For your Account we will issue statements at regular intervals during the Year, 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.

## Security

- 43) You will be issued with a User ID and 6 Digit Security Number that will allow you to transact your Account over the internet via the Website.
- 44) 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.
- 45) 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;
  - take steps to keep your User ID and 6 Digit Security Number secret at all times; and
  - never allow anyone else to use your User ID or 6 Digit Security Number.
- 46) 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.
- 47) If you suspect that someone knows your User ID or 6 Digit Security Number you must telephone us immediately on 0345 602 3409\*.
- 48) 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.

## Closing your Account

- 49) You may close the Account online, or by writing to us. More information on this can be found on our website.
- 50) 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.
- 51) 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 information.

## Death of an Account Holder

- 52) 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.
- 53) In the event of the death of a sole Account Holder, at the request or with the agreement of the deceased 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.
- 54) 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

- 55) 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

- 56) We reserve the right to change any of the terms and conditions of the Agreement in order to:
- a) make them easier to understand, fairer or to correct mistakes;
  - b) reflect changes in the law, regulatory guidance or in any code of practice;
  - c) improve the service offered to you or to make it more efficient or cost effective;
  - d) reflect a decision or recommendation of any court or ombudsman;
  - e) reflect changes in market conditions or banking practice or the costs of maintaining your Account; or
  - f) ensure that our business is run prudently.
- 57) For the purposes 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 to your advantage, it will be applied immediately without prior notice and we may notify you of any such change in accordance with clause 58.
- 58) For all other changes to the terms and conditions of the Agreement, we will notify you of the proposed change at least 2 months before it is due to take effect by whatever means we, in our sole discretion, deem appropriate. If you object to any such notified 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 in these circumstances. In the absence of notice to the contrary, you will be deemed to have accepted such change with effect from the notified effective date.
- 59) Where applicable, we will notify you of any changes by:
- a) placing notices on the Website; or
  - b) taking out adverts in the Daily Telegraph and the Daily Mail (or any other two daily newspapers circulating throughout the UK); or
  - c) writing personally to you; or
  - d) placing notices within Post Office branches; or
  - e) a combination of any of the above.
- 60) If we decide to add a new payment service or feature to your Account, this will not be treated as a change and any such addition will be applied immediately without prior notice.

- 61) An accidental error or omission in telling you about a change to the terms and conditions of the Agreement shall not invalidate the change or the Agreement.

## Complaints and Enquiries

- 62) If you have a complaint, we want to know. In the first instance you should contact the Customer Service Centre on 0345 600 5584\* or write to us at FREEPOST, POST OFFICE MONEY SAVINGS 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>
- 63) All enquiries with regard to your Account should be directed to our Customer Service Centre, whose telephone number is 0345 600 5584\* or by writing to Post Office Money Savings, PO Box 87, Armagh, BT61 0BN.

## Marketing preferences

- 64) By submitting this form you will be indicating your consent to receiving marketing communications from Post Office Limited, Royal Mail Group Limited and our trusted partners 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 the Post Office Limited.
- 65) 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.
- 66) 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.
- 67) Please note that if you have provided marketing preferences to another business in the Royal Mail Group those preferences may not match the marketing preferences that you have given to Post Office Limited. You should contact the other Royal Mail Group business to change the marketing preferences they hold.

## Data Protection

- 68) You agree as follows both with us (Bank of Ireland UK) and with all members of the Bank of Ireland Group that:
- a) 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 information about you may be kept by us and held even after your Account is closed in order to comply with our legal and regulatory obligations or business record requirements;

- b) information we hold may be used for managing your Accounts and/or our business; preventing or detecting fraud, or any other illegal activity; for our confidential research and analysis, and for marketing purposes;
- c) we may make searches of the records of any other company in the Bank of Ireland Group and fraud prevention agencies may supply us with information;
- d) we may pass information to financial and other organisations involved in fraud prevention to protect us and our customers from theft and fraud;
- e) 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. Please contact us at Fraud Unit, Post Office 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 the information recorded by fraud prevention agencies;
- f) if your Account becomes overdrawn, this may be disclosed to credit reference agencies and you understand that they may keep a record of the information, which may be disclosed to third parties;
- g) we will not disclose information about you to anyone else (other than agents or third parties performing any of the above activities on our behalf) unless we are required by law to do so;
- h) any personal data you provide to us will be held and processed by us at all times in accordance with the Data Protection Act 1998 (the 'Act') and may be shared from time to time with selected companies within the Bank of Ireland Group subject to obligations of secrecy and security. We may also use selected third parties to process your information and provide services on our behalf and in some cases such third parties are based in countries outside the European Economic Area. Where we do this, we will ensure that adequate procedures and safeguards are put in place to protect your personal data at all times in accordance with the Act. You note that you have a right to a copy of your personal data that 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.
- i) You have a right to a copy of your personal data that 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.

\*Call costs may vary depending on your service provider. Calls may be recorded, monitored and used for training and compliance purposes.

\*Call costs may vary depending on your service provider. Calls may be recorded, monitored and used for training and compliance purposes.

- 69) The UK government has and is agreeing inter-governmental agreements to share tax information. We ask for details of your tax residency and in some cases tax reference numbers to enable us to comply with the related UK legislation.
- 70) In addition to our using your information as outlined above, we may exchange information about you with Royal Mail Group and other businesses within its group, and with Midasgrange Limited, a company owned by Bank of Ireland UK and Post Office Limited for the purposes of operating and administering this Account.

## Legal Orders

- 71) 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 respect the laws of other countries in which we operate, as well as those of the UK.

## Errors

- 72) 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.
- 73) 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.
- 74) 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

- 75) 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 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.
- 76) 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.

- 77) Nothing in the Agreement will operate to limit or exclude our liability for any Losses where limitation or exclusion is prohibited by law.

## General

- 78) Any notice we give you shall be deemed to have been received by you in the case 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.
- 79) 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.
- 80) 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.
- 81) 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.
- 82) 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; or
  - 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.
- 83) The Agreement (and any other documents referred to within it) represents the entire agreement between you and us regarding operation of the Account. If there is an inconsistency between the provisions of the documents that together form the Agreement, the provisions of the earlier mentioned document within the definition of 'Agreement' at Clause 1.1 will prevail to the extent of that inconsistency.
- 84) The Agreement is in English and all communications issued under, or in connection with, the Agreement will be in English.
- 85) 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.

## Protecting Your Account

- 86) 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 – Special Conditions

The Special Conditions set out below relate exclusively to the provision of payment services and govern the future execution of individual and successive payment transactions on your Account.

Both the General Conditions and Special Conditions apply to the operation of your Account. In the event of any conflict or inconsistency between the Special Conditions and the General Conditions, the Special Conditions shall prevail.

## General Information

- 1.1 Bank of Ireland UK is the provider of payment services in relation to your Account. We have outlined the main characteristics for each type of payment service we offer for the Account but if you have a query relating to any types of payment services we offer, please call the Customer Service Centre for further information.
- 1.2 The full range of debit and credit transactions available on the Account (together with further details relating to each type of transaction) are set out in the Transaction Information Box below for your information. If you want a paper copy of the Transaction Information Box, you can request a copy by calling the Customer Service Centre.
- 1.3 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.

## Payment Transactions

- 2.1 You should refer to the Transaction Information Box to see which types of payment transaction you may carry out on your Account. No other forms of payment transactions are permitted on your Account.
- 2.2 Once we have accepted your instruction to make a payment from your Account, you will not be able to cancel it once the payment has left your Account. You may be able to cancel your instruction to make a payment from your Account provided you tell us **before** the relevant Cut-off Time.
- 2.3 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).
- 2.4 We may decline individual transactions on your Account. If a transaction is declined, you will be informed at the time of the transaction and, where possible, you will be given the reasons for declining the transaction. If it is not possible to give you reasons for declining the transaction at the time, you can call the Customer Service Centre and we will explain to you why the transaction was declined. However, we reserve the right to withhold this information from you where its disclosure would put us in breach of a legal or regulatory requirement which applies to us or would otherwise compromise the security of your Account or those of our customers.
- 2.5 If we, or our agents, debit or credit an amount to your Account in error, you acknowledge and agree that: (i) we may make any necessary correcting entry without having to seek your prior approval; and (ii) our total liability to you in respect of any such



error shall be to remedy the error and restore the Account to the state it would have been in had the transaction not been made.

## Payment Orders

- 3.1 A 'Payment Order' is any instruction requesting the execution of a payment transaction on 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.
- 3.2 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 (see clause 3.8); and, in the case of outgoing payments, we have been provided with the relevant Unique Identifier (see clause 3.3). You acknowledge and agree that we will not be able to process any transaction in the absence of the same.
- 3.3 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.
- 3.4 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.
- 3.5 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, save where the date of receipt is not a Business Day in which circumstances the Account will not be credited until the next Business Day.
- 3.6 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.
- 3.7 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.

- 3.8 The way in which you must authorise individual payment transactions 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.

## Account Information

- 4.1 We will on a regular basis issue a written receipt or record of account (i.e. transaction receipt or statement) setting out the following details in respect of all transactions on your Account:
  - a reference enabling you to identify each transaction;
  - the amount of the transaction;
  - the amount of any charges applied to the transaction;
  - where applicable, the exchange rate applied to the transaction; and
  - the debit or credit value date of the transaction.
- 4.2 The above information is also available in printable format via a secure web page on the Website, which allows you to access details of all transactions on the Account for the previous 30 days. Alternatively, if you cannot access the Website, you may request a printed record detailing all transactions on the Account for the previous 30 days by calling the Customer Service Centre.
- 4.3 We will issue the written receipt or record of account to the Account Holder named first on the application form when you opened the Account.

## Disputed Transactions

- 5.1 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.
- 5.2 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.
- 5.3 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.

- 5.4 Where it is established that the transaction was not authorised by you, we will (subject to clauses 5.5 and 5.7 below) 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.

- 5.5 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 in accordance with the provisions of clause 51 of the General Conditions, you will be liable for any unauthorised transaction, subject to a limit of £50 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.
- 5.6 Where it is established that the transaction was incorrectly executed by us, we will (subject to clause 5.7 below) 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.
- 5.7 You will not be entitled to any form of 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.
- 5.8 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.

## 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
<b>In-house transfers (i.e. transfers to or from another Post Office Money savings account administered by us)</b>	✓	✓	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 Numbers and sort code; (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 the 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 Account immediately and we will start paying interest immediately. Outbound transfers are debited from your Account immediately and we will stop paying interest from the Business Day on which the funds are debited	In writing
<b>Electronic payments (incoming payments)</b>		✓	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 the 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 Account on the same Business Day on which the funds are received by us	In writing
<b>Electronic payments (outgoing immediate payments)</b>	✓		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) the payee's name, account number and sort code	Successful completion of the Security Procedures relevant to the channel by which you are making the transaction	You may withdraw your authorisation at any time up until the transaction has been processed	All withdrawals are subject to sufficient Cleared Funds being available for us to process the payment request. There are no limits on the value of transactions requested online. In exceptional circumstances requests can be made in writing or by telephone. There are no limits to the value of written requests. Telephone requests are subject to a £15,000 daily limit	Debited from your Account immediately 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 transaction

Post Office is able to supply customers with this leaflet, free of charge, in an alternative format for people who are visually impaired. 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. To obtain a copy call the Post Office helpline on **03457 22 33 44\*** or Textphone **03457 22 33 55**.

\*Calls to 0800 numbers are normally free of charge from landlines and mobile phones. Calls to 0345 numbers should cost no more than calls to geographic numbers (01 or 02). 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.

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