

Online Bond

Key Information

Online Bond 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 Bond at-a-glance

- ✓ Enjoy a fixed interest rate for a fixed term
- ✓ Save a lump sum, from just £500 – up to £2 million
- ✓ No additional deposits, withdrawals or closures during the term
- ✓ Manage your account online 24/7
- ✓ A choice of monthly or annual interest

Applying for an Online Bond

To apply you must:

- Be 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
- Be able to save at least £500 for a fixed term
- 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.

Your one-off deposit

You can only make one deposit to your Online Bond – you won't be able to add funds to your Bond once it's open. When you apply, you can make your one-off deposit in the following ways:

- From your Linked account (by Direct Debit)
- By cheque
- From an existing Post Office Money savings account (subject to the terms and conditions of that account) – this option is only available to existing customers applying for an Online Bond when logged into the online servicing site.

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 6 digit security number – if you didn't set it when you applied, as you'll need this to log in
- 2 Confirmation your Direct Debit has been set up (if you chose to make your deposit by Direct Debit)
- 3 Confirmation of your account number, deposit and User ID

The first item 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 600 5580* 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 and just:

- Click on 'Log in', in the top right hand corner
- Select 'Savings' from the list
- 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 changing 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. 111111 or a sequence of numbers, e.g. 123456.

Making withdrawals and/or closing your Online Bond

You can't make withdrawals from your Online Bond so you need to be sure you won't need access to your money during the fixed term.

In exceptional circumstances we may allow you to close your Online Bond early. These are circumstances that are outside your control that you could not have reasonably

foreseen when you opened the bond. They are likely to cause you significant financial loss or personal distress, for example bankruptcy or diagnosis of a terminal illness.

We wouldn't normally agree that buying a property is an exceptional circumstance unless not buying it would cause you significant financial loss or personal distress.

If you need to close your bond please write to us explaining why. We may ask for evidence or further information to help us decide whether the bond can be closed.

We will normally charge you a breakage fee to close your Online Bond early. This means you could get back less than you originally invested. You can find details of the breakage fee in the Terms and Conditions.

Interest

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

- Annual interest is paid on the anniversary of account opening
- Monthly interest is paid on the same day each month that the account was opened

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

You can choose to have your interest paid to your Online Bond or to your Linked account.

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 Bond pays Gross interest.

Telephone support

Your Online Bond 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.

What happens at maturity?

You'll get an email from us before maturity, showing your maturity date and options.

You'll have the following options:

Reinvest your money

You're welcome to reinvest in another Online Bond and we often have offers available:

- Just log in and click 'Reinvest Today'
- You'll see the Online Bonds you can reinvest in
- Applying should take no longer than 2 minutes

Once you've applied, your savings will be moved into your new Online Bond at maturity and begin earning interest at the new fixed rate.

Do nothing

We'll automatically set up an Online Easy Saver for you (this is an online easy access savings account) and pay your money into it.

That way, you can get access to your money when you like or leave it there and earn interest whilst you decide what to do. At maturity, you'll see your new Online Easy Saver in your account list when you log in.

Withdraw your money

Transferring to an existing Post Office Money savings account: Just log in, select 'Transfer money out' and select the account you'd like to pay the money to, using the dropdown menu.

Transferring to another bank or building society account: You'll need to create a 'Linked account'. A Linked account is a bank account in your name that you'd like to send your money to. You can do this at any time from 30 days before maturity – but it's best to do it **before your Online Bond matures** to give us time to set it up and make the necessary security checks. To set one up simply:

- 1 Log in
- 2 Select 'Linked accounts' then 'add account'
- 3 Add the account number and sort code you'd like to use as your Linked account
- 4 Click 'submit' and it's all set up

Please bear in mind you can't make any transfers before maturity.

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.

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. 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, BS1 9HY. 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 or visit 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") ¹
Limit of protection:	£85,000 per depositor per bank/building society/credit union ² The following trading names are part of your bank/building society/credit union: 'Bank of Ireland UK', 'Post Office Money' and savings accounts under the 'AA Savings' brand deposited with Bank of Ireland UK
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 ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately ³
Reimbursement period in case of bank, building society or credit union failure:	20 working days ⁴
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:	Post Office Money Savings 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 Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

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 £85,000 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 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 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 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. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 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 fund¹
 - public authority, other than a small local authority

For further information about exclusions, refer to the FSCS website at www.fscs.org.uk

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

Online Bond Terms and Conditions

Please retain for future reference.

These Terms and Conditions regulate the operation of your Online Bond 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. 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

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 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 Online Bond 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; and
- c) the Operating Instructions;

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

'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.

'Credit Reference Agency' means the credit reference agencies used by us, which are Equifax Limited and Experian Limited.'

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

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

'Fixed Rate Interest' means the 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 Rate Interest for your Account.

'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.

'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.

'Linked 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.

'Mandate' means the written 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.

'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.

'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 Applicant as named in the 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 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 transaction.

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

'Website' means the website located at www.postoffice.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) the date of account funding and each consecutive period of 12 months thereafter.

'6 Digit Security Number' means the 6 digit personal identification number that will allow you to manage and operate your Account through the telephone, our Customer Services 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 an 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;
 - b) we have received your deposit in Cleared Funds; 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 and your deposit will be returned to you without any interest.
- 3) Until we have opened your Account and received your deposit into your Account in Cleared Funds no interest will be payable.
- 4) When you apply for the Account you must select the Fixed Term for which you wish to invest.
- 5) Once we have been able to open an Account for you the Fixed Term will run from the date we received the minimum amount in Cleared Funds.
- 6) If we are unable to open and activate an Account for you, no interest will be payable and we will return your deposit as soon as we reasonably can.
- 7) If we so decide we may, without giving any reason:
 - a) withdraw the Online Bond so that it is not available to new investors generally;
 - b) decline to open an Account for you or to accept any deposit.
- 8) If you are unhappy about your choice of Account, you may cancel your Account, but you must inform us of your decision within 14 days of the date that you receive notification your Account has been opened. Once you have informed us of your wish to cancel, we will help you switch to another Post Office savings product or alternatively we will give you all your money back with any interest it has earned.

Account Holders

- 9) The Account may be held either in a sole name or in joint names with a maximum of two named Account Holders.
- 10) 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).

Deposits

- 11) Deposits must be in sterling. The maximum balance excluding credit interest on your Account is £2,000,000. The minimum deposit required to open an Account is £500. We will not accept deposits in cash.
- 12) You can make a single deposit into your Account in one of the following ways:
 - a) Direct Debit;
 - b) transfer from an eligible Post Office savings account in your name(s) (subject to the Terms and Conditions of that account);

c) a First Party Cheque i.e. a cheque drawn on your own personal bank account with you as the payee as your name(s) are stated in the application (e.g. a building society cheque made payable to you).

13) 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.

14) Cheques must:

- be crossed 'account payee' and made payable to your name(s) (for example, John Smith or Mr T and Mrs A Jones);
- have your name and address written clearly on the back.

When we receive any cheque made payable to your Account, we will bank the cheque when we have completed our initial review of your application. We will put a hold on your deposit until we have satisfactorily carried out the checks we believe necessary.

15) Once your Fixed Term has commenced you may not make further deposits into the Account.

Operating Your Account

Updating your details

16) You must notify us by letter if you change your name(s) or address. You can change your telephone number and Linked 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, if you change of these details on your account, we'll send you a confirmatory letter.

Third party authority

17) 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.

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.

18) 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.

Linked Accounts

19) You must register a Linked Account for the purpose of paying interest/and or making credit transfers from your Account. Only one Linked Account can be registered for each Account.

Interest

- 20) You can find out about our interest rates by visiting the Website - www.postoffice.co.uk
- 21) Fixed Rate Interest is calculated daily and paid either:
 - a) annually on each anniversary of the date of Account opening or on Maturity if the Fixed Term is for one year or less. Interest will be paid within 5 Business Days of the anniversary of the date your Account was opened;
 - b) each month, based on the date that the Account was opened.

- 22) Annual or Monthly interest will be credited to your Account unless you have notified us that you want to have interest paid into your Linked Account.
- 23) 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 day's interest will be paid) and is rounded to 2 decimal places. If you transfer funds between your Post Office 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.

Taxation

- 24) 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

- 25) You may not withdraw the funds from your Account prior to the maturity. However, we may allow you to do so at our discretion due to your financial hardship or other exceptional circumstances, but this may be subject to payment of a breakage fee. Withdrawal requests must be made in writing and include the reason for your request. Partial withdrawals from your Account are not permitted.
- 26) If you write in to request an early withdrawal and it is permitted under condition 25, we will write to you confirming our decision and any breakage fee payable. You will need to write back to us to confirm your acceptance of the quoted breakage fee within 7 days from the date we gave you notice in accordance with condition 66. You should be aware that the breakage fee will be deducted from your capital, meaning you could get back less than you invested. The breakage fee (if applicable) reflects our financial and administrative costs and will (if payable) be calculated as follows:
- Bond Terms of 12 months or less: equivalent to 90 days loss of gross interest
 - Bond Terms longer than 12 months but shorter than 60 months: equivalent to 180 days loss of gross interest;
 - Bond Terms of 60 months or more: equivalent to 365 days loss of gross interest.

Joint Accounts

- 27) Where an Account is in joint names:
- a) we will only accept one Registered Address for the Account which will be the address of the First Applicant as named in the application;
 - b) you agree to be bound jointly and severally (that is, both individually and together) by these Terms and Conditions and 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 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;
 - 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 money in the Account and we will not be concerned as to division of the money between you;
 - f) if we have reason to believe that there is a dispute between you as to the ownership of the money in the Account we

may freeze the Account until we are notified in writing by all Account Holders that the dispute has been resolved;

- g) a joint Account may be converted to a sole Account by removing the other Account Holder(s) but we will only allow this following written notification from all Account Holders; and
- h) subject to condition 45, where the first named Account Holder ceases to be a party to the Account, the Account will be closed and the amount in the Account together with any interest accrued up to the date of withdrawal, will be paid to the remaining Account Holder. A Breakage fee will be charged except in the case of death of the first Account Holder.

Charges

- 28) Subject to condition 29 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 specifically do in relation to your Account by any court, regulator or governmental body. For the avoidance of doubt, charges for services, does not include any breakage fee as detailed in conditions 25 and 26.
- 29) 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 in accordance with condition 49 and if you do not wish to pay the charge you can let us know as set out in condition 49. We may deduct our charges from your Account. If you do not tell us or close your Account we will assume you have agreed to the charges.

Account Access

- 30) You agree to manage your Account online using our Website. You can call our Online Banking Support number for technical queries only. You cannot access your Account through any Post Office branch.

Security

- 31) You will have a User ID and 6 Digit Security Number that will allow you to operate your Account via the Website.
- 32) To help prevent fraud and protect your Account we recommend that you:
 - a) commit your User ID and 6 Digit Security Number details to memory and destroy the notification as soon as you receive it;
 - b) do not write down or record your User ID and 6 Digit Security Number; If you do write these down, try and record them so that they will not be recognised by others;
 - c) always take reasonable steps to keep your User ID and 6 Digit Security Number secret at all times. If you change your 6 Digit Security Number, avoid numbers or combinations of numbers that anybody else might guess easily, for instance your birthday; and
 - d) never allow anyone else to use your User ID or 6 Digit Security Number.
- 33) You must ensure that your Registered Address and Email Address are up to date and that the arrangements for receiving mail at your Registered Address and Email Address are secure.
- 34) You must tell us immediately if you think we have made any mistake in the operation of your Account.
- 35) If you suspect that someone else knows your User ID or 6 Digit Security Number you must telephone us immediately on 0345 602 3409*.

- 36) 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.

Account Maturity

- 37) We will contact you prior to Maturity to explain what will happen at Maturity.
- 38) We will provide you the details and Terms and Conditions of the Account that we will mature your funds into before we pay away your maturing funds to you or reinvest in another savings account.
- 39) Before or at Maturity we may offer you the opportunity to reinvest in a new account and deposit additional funds to your account.

Closing your Account

- 40) Only in exceptional circumstances may you close your Online Bond Account before the end of the Fixed Term (see conditions 25 and 26). All closure requests must be sent by you in writing to us and include the reason for your request. Account closure before the end of the Fixed Term is usually subject to a breakage fee (outlined in Condition 25 and 26).
- 41) We may close or freeze your Account 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;
 - b) you have breached any of the material terms of the Agreement (including these Terms and Conditions);
 - c) 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);
 - d) we are required to do so under applicable law or regulation;
 - e) we suspect fraud or other unlawful activity on your Account; or
 - f) there is a dispute relating to the Account;
 - g) the Agreement expressly allows us to do so.
- 42) Unless there are exceptional circumstances, such as fraud, we will not close your Account without giving you at least 2 months' notice.

Death of an Account Holder

- 43) Where one or both Account Holders dies during the Fixed Term 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.
- 44) In the event of the death of a sole Account Holder, at the request or with the agreement of the deceased's personal representatives, we may allow the Account to continue (until maturity) in the name of the deceased Account Holder. 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. A breakage fee will not apply.
- 45) Where your Account is held in joint names and the first named Account Holder dies the Account may, at the request or with the agreement of the surviving Account Holder, continue in joint names. On maturity we will write to the

surviving Account Holder, in accordance with Conditions 37-39 to advise you of the options.

- 46) In the event of the death of the second Account Holder, Condition 45 will not apply and the Account will remain open in the name of the first named Account Holder.

Changes to our Agreement

- 47) 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.
- 48) 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 50.
- 49) 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 50 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.
- 50) 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.
- 51) 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.
- 52) 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 and Enquiries

- 53) 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, Bristol BS1 9HY and we 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

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

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>

- 54) All enquiries with regard to your Account should be directed to the Customer Service Centre, whose telephone number is 0345 602 3409*, or by writing to Post Office Money Savings, PO Box 87, Armagh BT61 0BN.

Legal Orders

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

Errors

- 56) If you have any reason to think we have made an error you must tell us as soon as possible. If we make an error in administering your Account we will tell you and put it right unless the error is trivial. If the error is to your advantage rather than ours, we will act reasonably in putting it right.
- 57) If we, or any other person, debit or credit an amount to your Account in error, you agree that we may make any 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

- 58) 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; or
 - your acts, errors or omissions (for instance, where you have failed to provide correct information or to keep your information up-to-date); or
 - any actions, limits or regulations imposed by any governmental, regulatory or other official body of any kind from time to time; or
 - 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.
- 59) 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.
- 60) Nothing in the Agreement will operate to limit or exclude our liability for any Losses where limitation or exclusion is prohibited by law.

General

- 61) Subject to condition 66, the Agreement is governed by the laws of England and Wales. You agree to submit to the jurisdiction of the courts in which we issue proceedings against you and you waive any objection to any claim that any claim, action or proceeding has been brought in an inconvenient forum.
- 62) 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, 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 Registered Address given by you to us, or in the case of an advertisement in a newspaper on the day the newspaper is published.
- 63) 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.
- 64) 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.
- 65) 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.
- 66) 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;
- 67) 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.

- 68) 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.
- 69) The Agreement is in English and all communications issued under, or in connection with, the Agreement will be in English.
- 70) 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.
- 71) We will process your application on the basis that all information that you provide us with is true and accurate to the best of your knowledge and belief.

Protecting Your Account

- 72) To help prevent fraud and protect your Account please take the following steps:
- a) Always take steps to keep your 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 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 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 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 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 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.

Disputed Transactions

- 73) If at any time you become aware of:
- a) a transaction on your Account that has not been correctly executed, or
 - b) 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.
- 74) 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.
- 75) 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.
- 76) Where it is established that the transaction was not authorised by you, we will (subject to clauses 77 and 79) 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.
- 77) 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.
- 78) Where it is established that the transaction was incorrectly executed by us, we will (subject to clause 77) 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.
- 79) 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.
- 80) 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.

Post Office Privacy Policy

At the Post Office we're committed to protecting your personal information and respecting your privacy in everything we do. This summarised Policy lets you know what data we collect about you, how we use it and gives you information about your rights and how you can get in touch with us.

For more detail, please go to www.postoffice.co.uk/privacy

We are-

- Post Office Limited is registered in England and Wales. Registered Number 2154540. Registered Office: Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ.
- Post Office Management Services Limited is registered in England and Wales. Registered Number 08459718. Registered Office: Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ

We have a Data Protection Officer who can be contacted at the address above or by sending an email to data.protection@postoffice.co.uk

We collect- name, address, contact details, date of birth, marketing preferences and other information you give us in order to apply for the product. Additional data including opinions may be collected through your correspondence with us. To provide you with other products and services that you may be interested in our data is enriched with other information from other sources.

Why we collect personal information about you and what we do with it-

We use your data- to provide the product or service, to comply with law, where we have your agreement or consent and where a reasonable justification exists.

We use your information-

- To provide information about exciting offers and deals. We only contact you in the ways you have given us permission for. You can change your mind at any time – see ‘Your Rights and Choices’.
- To enhance or improve your experience with us. Our communications about offers are tailored specifically based on your preferences and habits (‘profiling’).
- In combination with other customers’ data, including anonymised external information to better understand our markets. This analysis and segmentation ensures we offer competitive products and services (‘profiling’).
- For internal business processes- like transacting with partners, conducting audits, producing management information, managing complaints, to assist in training, quality assurance and compliance.

- For customer feedback surveys, to prevent fraud and to comply with anti-money laundering regulations.
- To manage your rights under the UK Data Protection Act including managing marketing suppression lists.
- For obligations imposed by law enforcement agencies and other organisations.

Who we share your information with

We never sell your information and only pass it to our trusted partners and service providers. Bank Of Ireland (UK) plc provide our Financial products and you should read their Privacy Policy which will be provided to you when you request to open a product.

Transferring information outside of the EEA

Your personal information may be processed outside the European Economic Area (EEA) where privacy laws may not provide protection to the same level as in the UK. Before any transfer takes place, steps are taken to ensure your personal information is adequately protected and safeguards such as standard contractual clauses are in place.

How long do we keep your personal information?

Your personal information is removed after its purpose has been served and after either party can make a legal claim, or where required for legal or regulatory reasons.

Your Rights and Choices

You can object to Direct Marketing by calling **03457 22 33 44**, text phone **03457 22 33 45**, sending an email to pol_marketpermissions@response-services.co.uk or by writing to Marketing Preference Team, Finsbury Dials, 20 Finsbury Street, London, EC2Y 9AQ.

You can request a copy of all personal information held about you by contacting our Information Rights Team.

You have the right to lodge a complaint with the Information Commissioner’s Office. See <https://ico.org.uk/>

You have qualified rights to withdraw consent, have information about you corrected, deleted, provided to you (‘portability’) and the right to object or to restrict processing of your data. You may request human intervention where automated processing has taken place.

Contact Us

For information about our privacy practices and to exercise any of these rights then please contact our Information Rights Team by writing to: Post Office Information Rights Team, Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

Email: information.rights@postoffice.co.uk

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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