

# Key information pack



Post Office Instant Saver and  
Growth Bond are provided by Bank of Ireland UK.

[postoffice.co.uk](https://www.postoffice.co.uk)

POST  
OFFICE

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# Saving with Post Office

Whatever you're saving for, our range of savings accounts can help make your money go further. With a choice of accounts available, it's important to know which account is the right one for you.

**Post Office savings accounts are provided by Bank of Ireland UK.**

## **Before you choose a savings account, ask yourself:**

### **How much do I want to save?**

In our branches, we have some savings accounts you can open with as little as £100. Some Post Office accounts allow you to save flexibly and regularly, others only allow you to deposit a lump sum upon account opening.

### **How often will I need to make withdrawals?**

You should consider if you want instant access to your savings or if you're prepared to lock your money away for a fixed period of up to three years.

### **How do I want to manage my savings?**

We offer savings accounts that can be managed online and accounts that can also be managed by phone, post or in our branches.

### **What Savings accounts does Post Office offer in branch?**

- Instant Saver – our variable rate, instant access account
- Growth Bond – our fixed rate, fixed term bonds

You can find everything you need to know about our Savings accounts in this brochure.

For information on our Post Office ISAs please ask a counter colleague for an ISA brochure.

To see information about our online only products, which are designed for customers who are happy to service their savings account online, please visit **[www.postoffice.co.uk/savings-accounts](http://www.postoffice.co.uk/savings-accounts)**

# Compare our savings accounts

Post Office savings accounts are provided by Bank of Ireland UK.

	Minimum opening deposit	Maximum permitted balance	Number of deposits allowed	Initial deposit	Interest type	Interest	Withdrawal	ATM card
<b>Instant Saver</b>	£100	£1 million	Multiple Deposits	Cash, cheque or internal transfer	Variable	Interest is paid annually between 20-25 March	Free withdrawals anytime	✓
<b>Growth Bond</b>	£500	£1 million	Single Deposit only	Cheque or internal transfer	Fixed with a choice of terms	1 year Bond – at maturity 2 & 3 year Bond – on anniversary of account opening	No withdrawals during fixed term	

We also have a range of Post Office ISAs and Online Savings Accounts.

# How to apply

Getting started is easy. There are just three simple steps to setting up your account.

- 1 Read and understand:**
  - The summary box leaflet which can be found in branch or online at [postoffice.co.uk/savings](http://postoffice.co.uk/savings)
  - This brochure, including the General Savings Terms and Conditions and the Key Product Information Document
- 2 Complete and return your application:**
  - Make sure you complete everything, including all mandatory fields marked with an \*
  - Post it to us at the address at the top of the application form
- 3 Pay in your initial deposit:**
  - By personal cheque made out to yourself (e.g. Mrs Jean Smith) matching the name(s) you've written on the application form, with your name and address clearly on the back
  - By cash (Instant Saver only), this can only be done in branch for the value of up to £200
  - By transfer, from another of your eligible Post Office savings accounts, subject to the conditions of that account

## Your questions answered

If you need some help, you'll find common queries in our Frequently Asked Questions (FAQ) section on pages 7-10. It covers things like opening an account for a child, or opening an account for someone else.

# What happens next

- 1** Within 3 business days we'll usually get your account open
- We make some electronic checks to confirm who you are. Sometimes, we'll need to contact you to ask for a bit more information. Please make sure that any information you provide is current and certified (we'll tell you how to do this). Don't worry, you'll earn interest from the moment your account has been opened and your deposit has cleared.

- 2** Within 5 to 10 business days of your account being opened, you'll get:
- Your Welcome Pack – with all you need to know about using your account
  - Your User ID which you can use to view or manage your savings account online
  - Your Online and Telephone Banking 6 Digit Security Number – you need these to manage your savings online and by phone

**For Instant Saver only – you'll also get:**

- Your cash card and PIN (Personal Identity Number) - which you need for withdrawals in Post Office branches and at cash machines.
- Your deposit slips – for paying in cash or cheques at Post Office branches

- 3** Now, use your account and make the most of your savings
- Log in at [www.postoffice.co.uk](http://www.postoffice.co.uk)
  - Go to your Local Post Office branch to complete your transactions

# Frequently asked questions (FAQs) Instant Saver

For the key things on your mind	
<b>Who can open an account?</b>	Anyone aged 11 or over (subject to below), who is resident in the UK.
<b>If I am between 16-18 years old, how do I open an account?</b>	If you are between 16-18 years old you can open an account by completing the First Applicant section of the application form. As well as completing the form, you will need to provide documents to verify your identity. Examples of the documents are: a birth certificate, NHS medical card or a valid passport. You can hand these documents into the Post Office branch with your completed application form.
<b>If I'm over 11 years old can I open an account?</b>	If you are a young person aged 11 to 15, you will need an adult representative (over 18) to complete the Second Applicant section of the application form. They will also need to sign your application and provide documents to verify your identity. Examples of the documents are: a birth certificate, NHS medical card or a valid passport. The adult representative will not be a party to the account and will not have any legal claim or right to operate the account, or any interest in the funds deposited.
<b>If I'm acting under an Enduring or Lasting Power of Attorney how do I open an account?</b>	From time to time we recognise that customers need help with their finances. To support customers we accept applications for our Savings products via either an Enduring or Lasting Power of Attorney. In addition to identifying the Donor, we'll also need the appropriate Power of Attorney documentation (registered with the Office of Public Guardian where appropriate) together with identification for each Attorney before we will open the account.
<b>How do I pay money in?</b> (See 'Transaction Information Box' on page 30 for further details)	<p><b>You can open your Account by:</b></p> <p><b>Cash:</b> Up to £200 can be paid in by cash at a Post Office branch. Please do not send cash in the post.</p> <p><b>Cheque:</b> Can be paid in at a Post Office branch or by post. This must be a personal cheque. Business or third party cheques will not be accepted.</p> <p><b>Transfers from an existing Post Office Savings Account:</b> Simply include your existing Post Office account details as part of your application and we'll arrange the transfer on your behalf. If you are transferring from a Post Office account with a notice period, your request will be treated as a no-notice withdrawal and you may be charged a withdrawal fee. To open your account with a transfer, please post your completed application to us directly instead of taking your form into a branch.</p> <p><b>Once your Account is open:</b></p> <p><b>Cash:</b> You can pay in up to £10,000 per day at a Post Office branch. Please do not send cash in the post.</p> <p><b>Cheque:</b> Can be paid in at Post Office branches or by post. For minors (16 years and under), the cheque may be drawn in the name of the adult representative.</p> <p><b>Electronic payments/standing orders:</b> You can instruct your bank or building society to send one-off or regular payments, from your linked account, to your Instant Saver. You could also set up a standing order to save regularly.</p>

For the key things on your mind	
How do I take money out?	<p><b>Cash:</b> You can use your ATM Card to withdraw up to £1,000 a day through any Post Office branch, or at an ATM.</p> <p><b>Cheque:</b> Write or telephone us to request a cheque. There is no limit on the amount you can withdraw by cheque. The cheque will only be made payable to you and sent to your address.</p> <p><b>Electronic payments:</b> Write to us to transfer funds electronically to your linked account that you choose when you apply (no limit applies). Or, you can request a withdrawal online or by calling us. There is a limit of £50,000 per day for requests made online or by phone. You can change your linked account at any time, but it must be a UK bank/building society account in your name(s). Once changed there is a minimum of one full working day, before the account details can be used for withdrawals.</p>
Minimum operating balance?	For your Account to remain open, the minimum permitted balance (excluding credit interest on your Account) is £100.
When is interest paid?	Interest is calculated daily and paid annually between 20th and 25th March.
When will I receive statements?	Statements are sent every quarter (three months) if a deposit or withdrawal was made during that period. Otherwise, you'll be sent at least one statement per year.
What happens if I change my mind?	If you change your mind within 14 days of account opening, simply let us know in writing. We'll then help you switch to another of our accounts, without charge or we will give you your money back together with any interest it has earned.

## Could this account be right for you?

Maybe the right choice if you...	Consider choosing something else if you...
<ul style="list-style-type: none"> <li>• Have a minimum of £100 ready to save</li> <li>• Would like unlimited free withdrawals</li> <li>• Want a savings account that comes with an ATM card</li> </ul>	<ul style="list-style-type: none"> <li>• Would prefer a fixed rate of interest</li> <li>• Prefer to lock your savings away so you can't spend them</li> <li>• Prefer to manage your account exclusively online</li> </ul>

# Frequently asked questions (FAQs) Growth Bond

For the key things on your mind	
Who can open an account?	Anyone aged 11 or over (subject to below), who is resident in the UK.
If I am between 16-18 years old, how do I open an account?	If you are between 16-18 years old you can open an account by completing the First Applicant section of the application form. As well as completing the form, you will need to provide documents to verify your identity. Examples of the documents are: a birth certificate, NHS medical card or a valid passport. You can hand these documents into the Post Office branch with your completed application form.
Can I open an account for a child/minor?	A Growth Bond for a minor under 16 can only be opened by an adult who is their parent, grandparent or legal guardian. They will need to bring one of the following forms of ID that must be in the minor's name, into the branch: current valid full UK passport, original birth certificate or NHS medical card. You must provide certified copies when you apply by post. We'll verify the adult representative's identity and address electronically. The adult will not be a party to the account and will not have any legal claim or right to operate the account, or interest in the funds deposited.
If I'm acting under an Enduring or Lasting Power of Attorney how do I open an account?	From time to time we recognise that customers need help with their finances. To support customers we accept applications for our Savings products via either an Enduring or Lasting Power of Attorney. In addition to identifying the Donor, we'll also need the appropriate Power of Attorney documentation (registered with the Office of Public Guardian where appropriate) together with identification for each Attorney before we will open the account.
How do I pay money in?	<p><b>You can open your account in a number of ways:</b></p> <p><b>Cheque:</b> Cheques can be paid in at a Post Office branch or by post. This must be a personal cheque, drawn in your own name. Business cheques will not be accepted.</p> <p><b>Transfers from an existing Post Office Savings account:</b> Simply include your existing Post Office account details as part of your application and we'll arrange the transfer on your behalf. If you are transferring from a Post Office account with a notice period, your request will be treated as a no-notice withdrawal and you may be charged a withdrawal fee.</p> <p><b>Once we've received your initial deposit, no further deposits can be made.</b></p>
How do I take money out?	<p><b>Partial withdrawals are not permitted.</b></p> <p>You can't withdraw the funds from your Account before it matures. However, we may allow you to close your account in exceptional circumstances, such as an event that's outside your control. This would be something you could not have reasonably foreseen when you opened the bond and is likely to cause you significant financial or personal detriment, i.e. bankruptcy or the diagnosis of a terminal illness.</p> <p>Bear in mind that a house purchase would not typically classify as an exceptional circumstance – unless not buying a house would cause you significant personal detriment.</p> <p>Any request to close your account must be sent to us in writing and include an explanation of the exceptional circumstance surrounding your request. We may ask for evidence and/or further information. Early closure is usually subject to a breakage fee (outlined in the terms and conditions), which means you could get back less than you originally invested in your Growth Bond.</p>

For the key things on your mind	
What happens at the end of the fixed term?	We'll write to you before your Growth Bond matures to tell you when this is due to happen and the various options you'll then have for your savings.
What happens if I die during the fixed term?	The Growth Bond may remain invested in your name until it matures, or it may be closed. If it's closed before maturity, we'll repay the amount invested in the Bond together with any interest accrued up to the date of withdrawal (but no breakage fee will be charged). See the terms and conditions for full details.
When is interest paid?	Interest is calculated daily. For 1-year fixed terms, interest will be paid at the end of the term. If you have a 2 or 3-year term, interest will be added to your Growth Bond annually on the anniversary of the account opening and is only available for withdrawal at the end of the fixed term. Alternatively, you can choose to have your annual interest paid into your linked account.
When will I receive statements?	We don't send out statements, but you can check your Growth Bond balance online or by calling our Customer Services team on 0345 602 3409.*
What happens if I change my mind?	If you change your mind within 14 days of your account being opened, simply let us know in writing. We'll then help you switch to another of our accounts, without charge or we'll give you your money back together with any interest it has earned.

## Could this account be right for you?

Maybe the right choice if you...	Consider choosing something else if you...
<ul style="list-style-type: none"> <li>Like the certainty of a guaranteed fixed interest rate</li> <li>Have a minimum of £500 to invest</li> <li>Won't need to take out the money during the fixed term</li> </ul>	<ul style="list-style-type: none"> <li>Think you might need your money at some point during the fixed term</li> <li>Don't have any funds readily available to deal with emergencies</li> <li>Want to save little and often on a regular basis</li> <li>Prefer to manage your account exclusively online</li> </ul>

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

# The finer details

## General savings terms and conditions

### Finding your way round

1. Who we are and contacting us
2. The importance of these Terms & Conditions
3. About your linked account
4. Opening your new savings account
5. Keeping your account secure
6. Operating your account
7. Account information and statements
8. Earning interest on your account
9. Charges we may make to your account
10. Changes to your account
11. Closing your account
12. Deactivated accounts (variable rate products)
13. The small print
14. Enquiries and complaints

### 1. Who we are and contacting us

We want you to know that your money is kept safe and secure, and that means knowing a bit more about who we are and how we operate.

- Your Post Office Savings Account is provided by Bank of Ireland (UK) plc.
- You can find out more detail about Bank of Ireland (UK) plc. by visiting [www.bankofirelanduk.com](http://www.bankofirelanduk.com)
- You can find out more about Post Office at [www.postoffice.co.uk](http://www.postoffice.co.uk)

### 2. The importance of these Terms & Conditions

Terms and conditions are never the most exciting of reads, but they are important as they set out **our** responsibilities to you and **your** responsibilities to us.

We recommend that you carefully read through these general savings terms and conditions, the summary box, the transaction information box and the key product information document relating to your savings account, as all of these documents together form your agreement.

Where there are differences between the documents, the key product information document should be relied upon. This agreement becomes binding when your account is opened.

### 3. About your linked account

When you open or hold a savings account with us, you'll need to have a UK bank or building society current account linked to it. This is known as your linked account.

#### Your savings account must be linked to a current account



**Sole savings accounts** – the linked account must be in **your** name only.

**Joint savings accounts** – the linked account can be a current account in the first applicant's name only. Or, it can be a joint current account, as long as the first applicant is also named on the joint current account.

You can change the linked account by logging into the online servicing site or by contacting the customer service centre. The change may take at least 1 business day to update, and you may not be able to make online transactions during this time. If you change or close this current account and don't tell us, it may delay or prevent your transaction from going through. We're not responsible for any loss if that happens.

### 4. Opening your new savings account

It's important that we get this right for you, so we'll only open and activate an account for you when:

- we've received a fully completed application from you; and
- we've received at least the minimum amount of cleared funds required to open the account; and
- we've confirmed the identity and address of all account holders – if we can't do this electronically, we may ask for further evidence; and
- you've provided details of a UK bank or building society account in your name(s), and it's been linked to your savings account.

If we're unable to open and activate an account for you, we'll make sure that if you've made a deposit, it's returned to you within 28 calendar days of that decision, without any interest. We'll provide you with confirmation of the deposit and the date of account opening. The rates on offer can change at any time.

For fixed term accounts, the rate you receive applies to the term you select and what's on offer when we receive your application.

If you change your mind on any of our accounts, you'll need to contact us within 14 days of your account being opened. We'll help you switch to another one of our savings accounts free of charge or, if you'd prefer return your funds with any interest they've earned.

#### Who can open and hold a savings account with us?

The account is only available to individuals who are resident in the United Kingdom and who are the beneficial owners of the funds. This means that the money in the account must belong to the account holders. The account is not open to trustees, charities, clubs, associations, companies or other business entities.

The account may be held in either a sole name or in joint names. Where an account is held in joint names, and the applicants hold different addresses, the first named applicant's address will be registered on the account. For joint accounts, you're both liable, individually and together under your agreement, with each of you being equally entitled to all the funds in the account. We'll accept instructions from either of you.

However, if we believe there is a dispute between you regarding the ownership of the funds in your account, we may freeze your account. This means, you won't be able to make any withdrawals or deposits until we receive evidence that satisfies us as to the ownership of the funds, or both of you confirm in writing that the dispute has been resolved.

### 5. Keeping your account secure

To help protect your account and prevent fraud, it's essential that you follow these security safeguards:

- commit your security credentials to memory and destroy/delete the notification immediately; and
- don't write them down, print or record them; and take steps to keep them secret at all times; and
- never allow anyone else to use them, unless they're acting on your behalf as your attorney or as an authorised third party. Please refer to the "Operating your account" section below for further information; and
- monitor your account on a regular basis for unexpected transactions; and
- keep receipts and statements safe and dispose of them securely (for example by shredding them); and
- never respond to communications asking for your security information; and
- make sure the antivirus, anti-spyware and other security processes are up to date on your devices.

If you know or suspect that someone else knows your security credentials, or you notice an unexpected transaction, telephone the customer service centre immediately. Please note that calls may be recorded.

If we find that you have acted fraudulently in relation to your account, you'll 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've not acted with reasonable care if you fail to follow the security safeguards set out above, or elsewhere in your agreement.

### 6. Operating your account

It's really important that your contact details and linked account are correct and kept up-to-date. Your contact details must include a secure email address, correspondence address (where you can receive mail securely) and phone number.

If you change any of your contact details or the current account that you use as your linked account, you must tell us as soon as possible, either, by logging into the online servicing site and amending them there, or in writing.

#### Making deposits and withdrawals

Making deposits and withdrawals

- all deposits into your account must be in pounds (£) sterling;
- we don't accept direct wage, salary, pension or benefit payments of any kind into your account;
- we don't accept deposit payments from a business account;
- any deposit received which increases the account balance to more than the maximum permitted balance (as stated in your account's key product information document) may be returned to you;
- once the savings account is opened, where subsequent deposits are permitted, they must come from your linked account, unless it's an internal transfer from a Post Office savings account or a cash deposit made in branch, where this is allowed. Please refer to your account's key product information document for further deposit information about your account;
- when making your opening or subsequent payments by cheque, (where permitted by your product's key product information document), they must be crossed 'account payee' and made payable to your full name(s), (e.g. John Smith or Mr Tim and Mrs Amanda Jones); and have your name(s) and registered address written clearly on the back. On receipt, we'll immediately bank it, and put a hold on your deposit until we have completed all the necessary checks.

You must have enough cleared funds in your account to make a withdrawal.

Your account's key product information document and transaction information box provide specific details about how deposits and withdrawals are made on your account, and the time they take to be processed.

## Allowing someone else to access or manage your account

You must not give or share any of your security credentials with anyone else unless they are acting on your behalf, either as your attorney or, as an authorised third party under a third party mandate registered on your account.

If you wish to register an attorney on your account, you'll need to provide us with an Enduring Power of Attorney or Property and Financial Affairs Lasting Power of Attorney which is registered with the Court of Protection. A person registered on your account as your attorney is able to operate your account on your behalf.

If you don't have an attorney, but you wish to register authority for a third party to be able to act on your behalf, you should complete a third party mandate which is available online at [www.postoffice.co.uk](http://www.postoffice.co.uk) or by calling the customer service centre. The third party mandate also explains what a third party can and cannot do on your behalf, as they don't have the same legal rights as an attorney.

There may be other circumstances where we'll allow others to act on your behalf, for example in a crisis situation such as an accident or illness, where we wouldn't reasonably expect you to contact us directly. In this situation, your representative must contact us in advance of acting on your behalf and we'll agree any authority they may have on a case by case basis. We'll advise at the time of asking what documentation we require.

## 7. Account information and statements

For variable rate accounts, we'll make a statement available at least once a year. This will show the amounts of any deposits and withdrawals, the amount of any interest, and the charges deducted throughout the previous year. You can access statements by logging in to your account through the online servicing site at [www.postoffice.co.uk](http://www.postoffice.co.uk). If you cannot access the website, you can call the customer service centre and request a statement.

Please note that the balance may not be completely up to date. For example, it may not include some transactions that are being processed, or interest you have earned on your account that has not yet been paid.

## 8. Earning interest on your account

You can find your interest rate, including any introductory, bonus or tiers, by logging into the online servicing site at [www.postoffice.co.uk](http://www.postoffice.co.uk) or by calling the customer service centre.

Interest is calculated and paid up to the close of business the day before a withdrawal or account closure. Interest is paid gross without the deduction of tax. We don't require account holders to tell us they are non-tax payer(s).

We won't pay interest on your account for any day, or part of a day, where the cleared balance falls below the minimum permitted balance on your account. If you transfer funds between your accounts on a non-business day (or outside the cut-off time of a business day), interest adjustments will take effect from the next business day.

The minimum permitted balance; further information about how and when your interest is calculated and paid on your account; and details of the cut-off times, are all provided in your account's key product information document and transaction information box.

Please note, if your account allows you to choose where and how often your interest is paid, this can't be changed after you've opened the account, unless it is stated otherwise in your account's key product information document.

## 9. Charges we may make to your account

When you open an account, you agree to pay our reasonable charges for servicing your account. This would include a £5 charge for providing, for example, a balance certificate, duplicate tax certificate or duplicate (copy) statement. These charges may vary as set out in the changes to your account section, below. We may deduct our charges from your account. But we'll let you know in advance of any charge that you'll have to pay.

## 10. Changes to your account

We can make changes to the variable interest rate, the terms of your agreement and/or our charges, but only in the following situations:

Reason for the change	What we can change		
	Variable interest rates	Changes to your agreement	Charges payable to us
if we need to meet any regulatory requirements, guidance, code of practice, decision or recommendation of any court, ombudsman or regulator, or any change in the law; or	✓	✓	✓
if the Bank of England Base Rate changes, or we have good reason to believe it will; or	✓		
to reflect any changes in Bank of Ireland UK's costs of providing funds (for example, caused by a change in market interest rates); or	✓	✓	✓
our method of doing business changes, including the introduction of new technology or the advancement or change in our use of technology; or	✓	✓	
to reflect any change in the costs of providing your account, or if similar accounts change or are reasonably expected to change; or	✓	✓	
for any other valid reason not set out in the agreement, if it is reasonable for us to pass on the change to you; or	✓	✓	✓
to make them easier to understand, fairer or to correct a mistake; or		✓	✓
to improve our service to you or make it more efficient or cost-effective.		✓	✓

### The amount of advance notice we'll give you for the changes

Type of change	The amount of advance notice provided, when the change is:	
	To your advantage	To your disadvantage
for interest rate changes	at time of change or after	a minimum of 14 days in advance (plus your account's notice period if it has one)*
changes to your agreement (including charges)		2 months in advance (plus your account's notice period if it has one)*

We won't normally give notice of an interest rate change, if your account balance is below £100.

\*If applicable, your notice period will be set out in your key product information document.

## Communicating changes to you

When telling you about a change, we'll use any combination of the following to do so: placing notices on our website or within Post Office branches; or contacting you by post, email, text message, secure message functionality or any other appropriate method of communication. Where the change being made is a material change to your disadvantage, we'll notify you personally in advance.

During the advance notice period, if you choose to close your account as a result of a change that is to your disadvantage, you can do so without penalty (including any breakage charge), except for any charges that may have already accrued on your account. If we don't hear from you by the date we tell you, we'll assume you're happy with the change.

New payment services or features (including security or digital features) won't be treated as a change and may be applied immediately and without notifying you. An accidental error or omission in telling you about a change to your agreement, does not invalidate the change.

## 11. Closing your account

For easy access accounts, you may close the account at any time. You can do this by logging on to the online servicing site at [www.postoffice.co.uk](http://www.postoffice.co.uk).

We'll only allow you to close a fixed term account during its fixed term under exceptional circumstances. By exceptional circumstances, we mean an event outside your control, and one that you would not have reasonably foreseen when you opened the fixed term account. For example, a house purchase would not normally be classed as an exceptional circumstance.

Any account closure we allow during the term or outside of any notice period may be subject to a breakage charge. The way the breakage charge is calculated will be fully explained to you at the time of your request, and could mean that you get back less than you originally deposited.

We may close your account by giving you at least 30 days' notice if:

- you're no longer a resident in the UK or no longer the beneficial owner of the account funds; or
- your account falls below its minimum permitted balance, and/or hasn't been used in the last 12 months; or
- you have breached any terms of the agreement; or
- continuing your account would cause us to breach the requirements of any relevant judicial, regulatory or governmental body or would cause us significant difficulty or cost in meeting those requirements; or
- we're required to do so by law, court order or other regulations; or
- it's no longer economical for us to provide your account and / or (where it is practical to do so) we offer you a similar account either with us or with another bank or building society; or
- you share, or allow someone else to use, your security credentials, unless they are acting as your attorney or authorised third party and this is registered on your account; or
- you don't provide a suitable linked account and / or email address.

We may extend the 30 days' notice period, if we deem it appropriate to do so.

We may close your account immediately (or not open an account for you) if:

- you deliberately provide inaccurate or misleading information to us; or
- we can't confirm your identity; or
- the security of your account has been compromised; or
- we suspect fraud or other criminal or unlawful activity; or
- you're in material or persistent breach of your agreement; or

- your account is being used for a purpose or business with which we do not wish to be associated; or
- we're required to do so by law, court order or other regulations; or
- you've acted without reasonable care in conducting any business with us.

## Death of an account holder

Where a sole account holder dies, their representative must notify us. We'll then advise what documentation is required to close the account.

For a joint account, where one of the account holders dies, the surviving account holder must notify us. Where both account holders die, the representative(s) of the account holders' estate(s) must notify us. In both cases, we'll advise what documentation is required to close the account (where applicable).

If it is agreed by the relevant parties, we may allow a joint account to continue in the name of the surviving account holder, or in the names of the deceased and the surviving account holder.

We will not apply a breakage charge on any of our accounts, under these circumstances.

## Maturity and bonus expiry

For fixed term accounts, the fixed term will begin when the account is opened and mature at the end of your selected term.

We'll contact you before your fixed term account matures or your bonus expires (if your account has one), to explain what will happen at maturity or bonus expiry. We may also offer you the opportunity to reinvest in a new account and/or deposit additional funds.

## 12. Deactivated accounts (variable rate products)

If you don't transact on your account for three years, or if the balance falls below the minimum permitted balance, then we may deactivate your account. This means you'll no longer be able to make transactions on your account. We'll let you know in advance if this is the case, and tell you how to prevent it.

If you don't respond in the timescales we tell you, your account may be deactivated and we may also stop providing account related information.

You can reactivate your account by contacting 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. Even when deactivated, the account will always belong to you and the balance will continue to earn interest at the applicable rate.

## 13. The small print

If any part of the agreement is found to be invalid, unlawful or unenforceable for any reason, that part will be separated from the rest, which will continue to apply. If we choose to not enforce our rights or decide to give you more time, it doesn't stop us from enforcing them at a later date.

The Contracts (Rights of Third Parties) Act 1999 doesn't apply to this agreement. This means that third parties can't benefit from or enforce the terms and conditions.

You agree that the only courts to have jurisdiction over any dispute relating to your account or its operation will be: (i) the courts of Scotland if you live in Scotland, (ii) the courts of Northern Ireland if you live in Northern Ireland, (iii) or the courts of England or Wales if you live anywhere else, at the time proceedings are commenced.

Our agreement with you is subject to the law applicable in that part of the United Kingdom in which you live. The agreement is in English and all communications issued under, or in connection with, the agreement will be in English.

We may transfer any or all of our rights and/or obligations under the agreement to any other business or person, as long as they continue to perform the obligations under the agreement. We may do this without telling you, but your legal rights won't be affected and your obligations won't be increased as a result. You may not transfer any of your rights or obligations (in whole or in part) under your agreement.

Nothing in these terms and conditions allows you to go overdrawn. If your account **does** become overdrawn, we'll take all reasonable steps to recover the funds and any costs incurred in doing so, from you. Unless, becoming overdrawn is due to an error on our part or an unauthorised transaction (see below).

## Restrictions on the use of the account

Without giving prior notice, we may refuse to accept or process any transaction; or suspend, restrict or terminate your, or any account holder's right to use the account if:

- we reasonably suspect fraud or any other potentially criminal activity, or that the account is being used to facilitate activities which we wouldn't want to be associated with; or
- we need to comply with any legal or regulatory obligation; or
- we have any other justifiable reason for doing so.

If we take any of these steps, we may contact you (as long as we're not prohibited from doing so) and we'll be entitled to take any reasonable steps to carry them out.

## Errors

Sometimes mistakes happen, and if it's our fault, we're really sorry.

It's important you notify us immediately if you notice an error has been made on your account, so we can resolve it as soon as possible. If we become aware that we, or any other party, have deposited or withdrawn an amount from your account in error, you agree that we may make the necessary correction, without having to seek your approval. Where funds are taken from your account in error, our liability to you is limited to the equivalent amount, unless otherwise stated.

If you use funds that have been incorrectly deposited into your account, we may take steps to recover the funds from you. If you don't return the funds when asked to, we may take them directly from your account along with any reasonable costs that we incur.

## Unauthorised transactions

If you become aware of a transaction on your account that hasn't been executed correctly, or wasn't authorised by you, you must notify us without undue delay by calling the customer service centre. You may not be entitled to a refund from us, or other forms of redress, if you don't notify us promptly. If you notify us more than 13 months after the transaction, you won't be entitled to any form of refund or redress.

In order to assist with our enquiries, we may ask you for further information; your query to be put in writing; or that you cooperate with the police or other enforcement agencies.

If the transaction was incorrectly executed by us, we'll refund the full amount. If the transaction was not authorised by you, we'll also refund the full amount, unless you have acted fraudulently or failed to protect the security of your account. For example, you don't tell us promptly that your security credentials or card (where applicable) are lost or stolen

If you've failed to protect the security of your account or acted fraudulently, you may be liable for the unauthorised transaction and for any associated losses or costs we've incurred.

If we make a refund and then after further investigation, discover that you're not entitled to that refund, we can claim the refund back from you along with any fees, charges or expenses incurred. This can be directly from your account or by taking any reasonable steps, including legal proceedings.

## Our liability

We are only liable for losses you incur in relation to your account, where we (or our agents) have made an error, or have not done something we should have done, under the agreement. Except where:

- it's due to circumstances beyond our reasonable control (for example a civil disturbance, strike or industrial action), or external environmental factors (for example a pandemic); or
- we're prevented from providing banking or payment services due to circumstances beyond our reasonable control (for example, acts of terrorism, failure of power supplies or third party systems); or
- your instructions were not clear; or the information you provided was incorrect or incomplete; or
- you failed to keep your contact or linked account information up to date.

In corresponding with us, you accept that post, online servicing, email or any other form of communication

may be intercepted and we're not liable for any losses suffered by you, as long as we've taken reasonable security precautions.

You also accept that occasionally our services may be interrupted due to planned maintenance or circumstances beyond our reasonable control.

There is nothing in the agreement that is meant to limit or exclude your legal or consumer rights.

## Legal action against you and claims on your account

If we receive a claim on your account, for example a court order or someone taking legal action to recover funds they believe belong to them, we may:

- stop withdrawals and deposits on your account until the matter is resolved; or
- send the funds to the person we believe is legally entitled to them, or transfer the funds to your linked account; or
- continue to rely on the current records we hold about you; or
- apply for a court order; or
- take any action we feel is necessary to protect us.

If we've acted reasonably, we'll not be liable to you for taking any of these steps.

You'll be responsible for any losses, costs, or expenses we have as a result of any dispute or legal action with someone else involving your account.

## 14. Enquiries and complaints

All enquiries with regard to your account should be directed to our customer service centre.

If you have a complaint, we want to know, so we can try to resolve it for you. In the first instance you should contact the customer service centre, by telephone or in writing, where you can also request full details of our complaints procedure.

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, on 0800 0234 567 or by email at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Thank you for taking the time to read these general savings terms and conditions. We recommend that you also read your account's key product information document, transaction information box and summary box, as all these documents together form your agreement.**

# Instant Saver

## key product information

### How to get the most from your easy access savings account

#### Please retain for future reference.

This key product information document forms an essential part of your agreement, and must be read in conjunction with the general savings terms and conditions document, the instant saver summary box and transaction information box, as all these documents together form your agreement.

#### Account holders

You may only open one account in your sole name and one account in joint names, with a maximum of two named account holders. The account is open to individuals aged 11 and over.

If your account is opened in the name of a minor between the ages of 11-15 at the date of account opening:

- the account will belong to the minor; and
- an adult representative (who is 18 or over) must sign all written instructions on the account; and
- we'll need a copy of the minor's birth certificate, passport or medical card in addition to any proof of identity we may require for the adult representative; and
- we'll accept and act upon the instructions of the adult representative until the minor reaches 16. At that point, we'll accept and act upon the instructions of the minor only; and
- either the minor or the adult representative must provide a UK current account in their name as the linked account.

An adult representative who signs an application form with a minor agrees with us that:

- the account is suitable for the minor; and
- the account is operated for the benefit of the minor and in line with these terms and conditions; and
- they'll help the minor to understand the effect of any transactions and how the account is operated; and
- the adult representative isn't party to the account, and has no legal claim or right to the funds in the account.

#### Deposits

The minimum deposit required to open an Instant Saver account and the minimum permitted balance (excluding interest) is £100. The maximum permitted balance (excluding interest) is £1,000,000.

The opening deposit can only be made by:

- cash, at a Post Office branch, which must not exceed £200; or
- a personal cheque paid in at a Post Office branch or sent to us by post (business cheques will not be accepted); or
- transfers from an existing Post Office savings account in your name(s), subject to the terms and conditions of that account.

You can make subsequent deposits (minimum value £1) into your account in any of the following ways:

- by cash – in a Post Office branch - up to the value of £10,000 per day (**do not send cash in the post**); or
- by transferring funds from a Post Office savings account held in your name(s), subject to the terms and conditions of that account.
- through your **linked account**, in the following ways:
  - by personal cheque, drawn against the linked account and paid in at a Post Office branch or sent to us by post. Business cheques will not be accepted; or
  - by electronic payment. Electronic payments will not be accepted from any third party account including any other current account in your name(s); or
  - by standing order

#### Interest

The interest rate is variable. Interest is calculated on the closing balance of cleared funds on your account daily, and is paid annually in March. Interest will automatically be paid into your account, unless you have requested that it is paid into your linked account.

#### Withdrawals

Provided you've sufficient cleared funds in your account, withdrawals can be made free of charge by:

By cheque	Writing or telephoning us to request a cheque. There's no limit on the amount that you can withdraw. The cheque will only be made payable to you and sent to your registered address.
Electronically	Funds can only be withdrawn from your account to your linked account in the following ways: <ol style="list-style-type: none"><li>Writing to us to request a withdrawal. No limit applies.</li><li>Logging into the online banking service or phoning us. A limit of £50,000 per business day applies.</li></ol>
In Cash	You can use your ATM card to withdraw up to £1,000 a day through any Post Office branch, or ATM.

#### ATM card

Your Instant Saver ATM card and your ATM PIN will be sent separately to your registered address. Please contact the customer service centre, if you don't receive either within 10 days of your account being opened.

The card remains our property. It must be returned to us on request, and we, or anyone acting on our behalf, may keep it. If your card isn't used for 3 years or more, we may treat it as inactive and might not issue a renewal.

To help prevent fraud and protect your card, it's really important that you follow these safeguards; firstly, never write down your ATM PIN; secondly, commit it to memory and destroy the notification as soon as you receive it. You can change your ATM PIN at any ATM machine or at any Post Office branch counter to make it easier to remember. But, don't make it obvious for others to guess. For example, avoid using your date of birth.

It's also really important that you don't give or share your ATM PIN and/or card with anyone else, unless they're acting on your behalf as your attorney and registered as such on your account. **Please note:** authority given under a third party mandate **does not** permit the third party to use your ATM card.

If we've reasonable grounds to suspect unauthorised, fraudulent or other unlawful use of the card, or you have not followed the safeguards explained here and elsewhere in your agreement, we may suspend or cancel your card, and you may be liable for any losses, and / or costs resulting from recovering those losses.

We'll notify you as soon as possible if we cancel or suspend your card and give you our reasons for doing so, unless the law tells us we can't, or doing so would compromise the security of your account or the security of our other customers. Once we've agreed the reasons for suspending or cancelling your card no longer apply, we'll either: remove the suspension or cancellation or replace it as soon as possible.

## Lost or stolen cards

If you lose your ATM card or if it is taken from you – even for a short period – or if you suspect that someone knows your PIN, you must telephone us immediately.

# Growth Bond

## key product information

### How to get the most from your fixed term savings account

#### Please retain for future reference.

This key product information document forms an essential part of your agreement, and must be read in conjunction with the general savings terms and conditions document, the Growth Bond summary box and transaction information box, as all these documents together form your agreement.

### Account holders

You may only open one account in your sole name and one account in joint names, with a maximum of two named account holders. The account is open to individuals aged 11 and over.

If your account is opened in the name of a minor between the ages of 11-15 at the date of account opening:

- a. the account will belong to the minor; and
- b. an adult representative (who is 18 or over) must sign all written instructions on the account; and
- c. we'll need to see the minor's birth certificate, passport or medical card in addition to any proof of identity we may require for the adult representative; and
- d. we'll accept and act upon the instructions of the adult representative until the minor reaches 16. At that point, we'll accept and act upon the instructions of the minor only; and
- e. the maturity cheque or maturity account, into which the matured funds from the account are paid, will name the minor as payee or account holder; and
- f. either the minor or the adult representative must provide a UK current account in their name as the linked account.

An adult representative who signs an application form with a minor agrees with us that:

- a. the account is suitable for the minor; and
- b. the account is operated for the benefit of the minor and in line with these terms and conditions; and
- c. they'll help the minor to understand the effect of any transactions and how the account is operated; and
- d. the adult representative isn't party to the account, and has no legal claim or right to the funds in the account.

### Deposits

The minimum deposit required to open a Growth Bond account is £500. The maximum permitted balance (excluding interest) is £1,000,000. Once you make your opening deposit your fixed term will start and you can't make any further deposits into your account.

The opening deposit can only be made by either:

- a personal cheque paid in at a Post Office branch or sent to us by post. Business cheques will not be accepted. For minors, the cheque may be drawn in the name of the adult representative; or
- a transfer from an existing Post Office savings account in your name(s), subject to the terms and conditions of that account.

## Withdrawals

You may not withdraw funds from your account prior to maturity. If you need to close your account during the fixed term please refer to the "Closing your account" section of your general savings terms and conditions.

## Interest

The rate of interest is fixed and calculated daily. Interest will automatically be added to your Growth Bond at maturity unless you have requested that it is paid into your linked account. For terms greater than 1 year, you may also choose to have interest paid annually to your linked account, or added to your Growth Bond where it will be compounded.

# Important information

## About us

Post Office 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). Registered in England & Wales (No. 7022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE. Post Office Limited is registered in England and Wales. The Registered Number is 2154540 and the Registered Office is at Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ. Post Office and the Post Office logo are registered trademarks of Post Office Limited.

## Making a complaint

If you're unhappy about something, we'll do our very best to sort it out. To make a complaint, get in touch using the contact details on the back page or write to us at Freepost, Post Office Customer Care Team, BS1 9HY. We'll try to resolve things quickly and will get back to you within five working days.

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

We hope to be able to offer a satisfactory solution to any complaint. But if you feel you need to, you may be able to refer things to the Financial Ombudsman Service.

Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service at:

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

**0800 0234 567**

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

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

## Death of an account holder

To tell us an account holder has died:

- call 0800 169 7500\*
- visit [postoffice.co.uk](http://postoffice.co.uk) (search for "bereavement")
- write to us at PO Box 87, Armagh BT61 0BN



Protected

## Deposit Guarantee Scheme – Deposit 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' and 'Post Office'</b> and savings accounts under the <b>'AA Savings'</b> 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 <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's failure:	20 working days <sup>4</sup>
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Bank of Ireland (UK) plc for enquiries relating to your account:	<b>Post Office Savings</b> PO Box 87, Armagh, BT61 0BN <b>Tel:</b> 0800 169 7500
To contact the FSCS for further information on compensation:	<b>Financial Services Compensation Scheme</b> 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU <b>Tel:</b> 0800 678 1100 or 020 7741 4100 <b>Email:</b> ICT@fscs.org.uk
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>

#### <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.

#### <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 at maximum £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 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>

#### <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.

#### <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. 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.
- 4** It is a deposit of a credit union to which the credit union itself is entitled.
- 5** It is a deposit which can only be proven by a financial instrument<sup>2</sup> unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU (on 2 July 2014).
- 6** It is a deposit of a collective investment scheme which qualifies as a small company<sup>3</sup>.
- 7** It is a deposit of an overseas financial services institution which qualifies as a small company<sup>4</sup>.
- 8** It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company<sup>5</sup> – refer to the FSCS for further information on this category.
- 9** It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

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

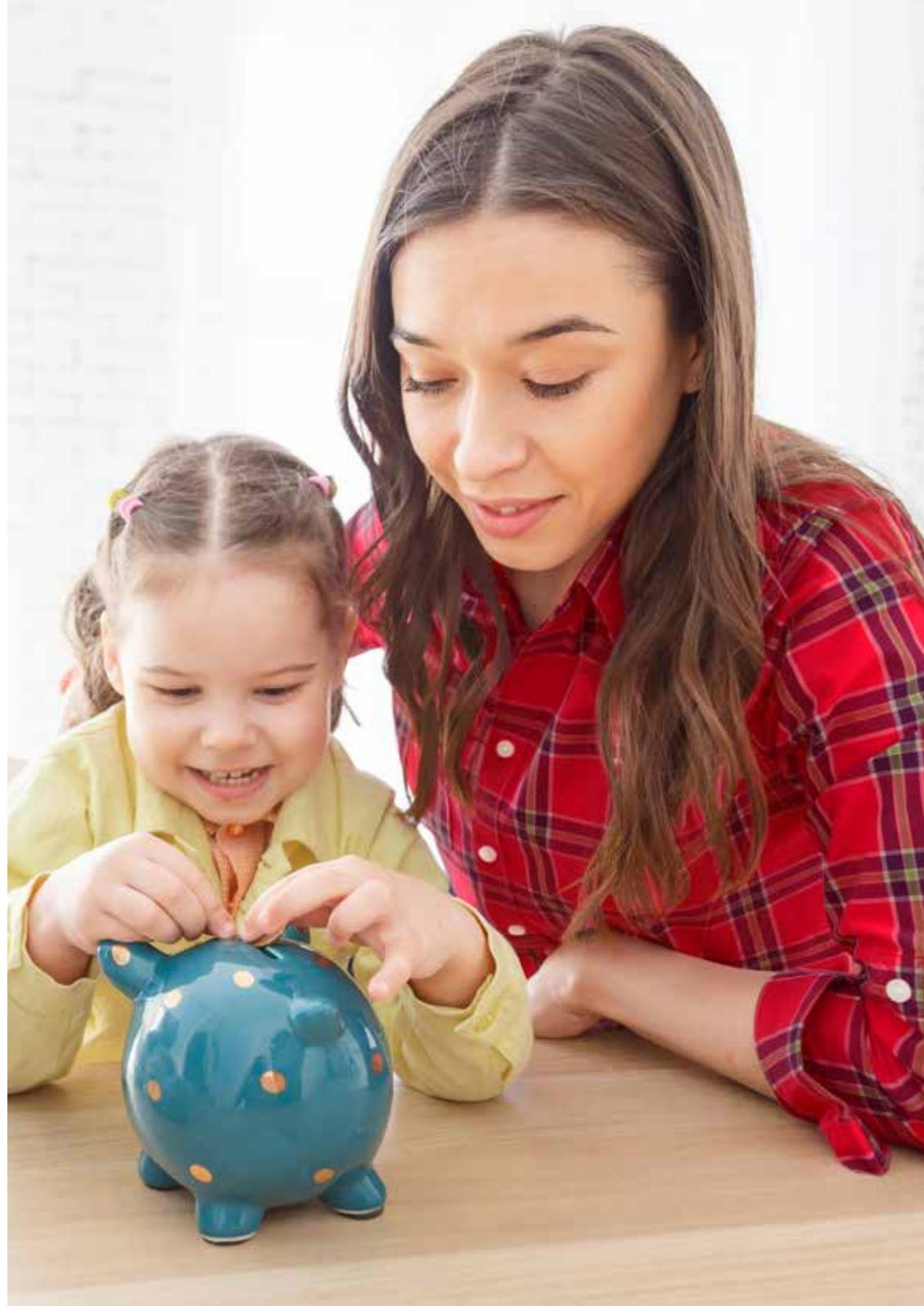
<sup>1</sup>Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

<sup>2</sup>As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule.

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

<sup>4</sup>See footnote 3.

<sup>5</sup>See footnote 3.



## Transaction information box

Transaction Type	Deposit	Withdrawal	Cut off times for instructions	Account information needed*	Cancelling your transaction request**	Limits***	When your funds will be available
<b>Instant saver &amp; Growth bond</b>							
Cheque	✓	N/A	During Post Office opening hours. Or; By post to customer services. Cheques received after 5pm will be processed the next business day.	Your Post Office account number. For cheques sent by post, write your full name and address on the reverse of the cheque.	Once the deposit has been made you can only stop/cancel the cheque with the originating bank or building society.	Up to the maximum permitted balance for your account.	As soon as we have received cleared funds, interest will start to accrue on that amount and the funds will be available for withdrawal. Cheques typically take between 3 and 5 business days to clear.
Transfer funds between your eligible Post Office savings accounts	✓	✓	5pm on any business day. Instructions received after this time will be processed the next business day.	Your account number(s) and, if you choose, an appropriate reference to identify the transfer.	If you ask us to process your transaction online or by phone, it cannot be cancelled after you confirm the request. If your request was in writing, call us within 3 business days and we may be able to cancel this for you.	No limit on the number or value of transfers, within the account's minimum and maximum permitted balances.	Inbound transfers are paid into your account immediately and we'll start paying interest on the business day the funds are added. Outbound transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.
<b>Instant Saver only</b>							
Cash deposits at Post Office counters	✓	N/A	Post Office opening hours.	Instant saver - ATM PIN and ATM card or completion of paying-in slip.	N/A	£200 initial deposit limit. £10,000 daily limit thereafter.	Paid in to your Post Office savings account on the business day the funds are received by us (usually two business days).
Cash withdrawals	N/A	✓	24 hours a day at an ATM. During Post Office opening hours for branch cash withdrawals.	ATM PIN & ATM card.	Not available once you have withdrawn your funds.	Daily limit: £1,000.	Your withdrawal will leave your account immediately and we will stop paying interest from the business day you withdraw the funds.
Electronic Transfer in from/out to your linked account	✓	✓	Inbound – 5pm on the business day your funds are sent to your Post Office account. Outbound – we need to know by 5PM to enable funds to be sent to your linked account the next business day.	Inbound – When making standing orders from your linked account to your Post Office account, you need your Post office account number and sort code. Outbound – confirmation of your linked account number and sort code.	The transaction may only be cancelled if it was made in writing. To cancel, call us within 3 business days and we may be able to cancel this for you.	Inbound – up to the maximum balance permitted for your account. Outbound – we can authorise up to £50k on the phone, there is no maximum limit online or in writing. Transactions of over £99,999.99 will be made by CHAPS and it is your responsibility to check that the receiving account can accept CHAPS payments.	Inbound – paid into your Post Office account the same business day the funds are received by us and we'll start paying interest immediately. Outbound transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.

\*In all cases we'll require your name and account number to authorise any transactions. For written requests we also validate your signature. Requests made online or via the telephone will be validated asking for 3 digits from your 6 digit security number. Without this information we will not be able to carry out your transaction.

\*\*If your transaction request cannot be made you'll be notified at the time of the request, unless your request is in writing or a cheque submission, in which case we'll write back to you.

\*\*\*Withdrawals require sufficient cleared funds in your account for us to process the payment. Should your withdrawal take your account below the minimum permitted balance, your account may be closed and any remaining funds, plus interest earned up to that date, sent to your linked account.

# 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](http://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](mailto: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](mailto: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](mailto:information.rights@postoffice.co.uk)



# Contact us



Protected

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**Ask** at the counter

**Visit** [postoffice.co.uk/savings-accounts](https://postoffice.co.uk/savings-accounts)

**Call** 0800 169 7500\*

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Our Customer Call Centre is UK based and our lines are open from Monday to Friday 9am to 7pm, Saturday 9am to 2pm. Closed Sunday and bank holidays. Calls to 0800 numbers are normally free from UK landlines and mobile phones. Calls may be recorded, monitored and used for training and compliance purposes.

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## Alternative formats

You can get a free version of this leaflet for people who are visually impaired.

Email us at [alternative.format@postoffice.co.uk](mailto:alternative.format@postoffice.co.uk) or call free on 0800 707 6606, quoting **PL5727**.

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\*Calls to 0800 numbers are normally free of charge from landlines and mobile phones. You should check call charges with your service provider. We may record, monitor and use calls, but only for training and compliance purposes.

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