

# ISAs **key** information pack



Post Office ISAs are provided by OneFamily. Savings in  
Post Office cash ISAs are deposited with Bank of Ireland UK.  
[postoffice.co.uk](https://postoffice.co.uk)

**POST  
OFFICE**

# Contents

Introduction to ISAs	3
Which of our cash ISAs is right for you?	4
Key Features of the Fixed Rate Cash ISA	6
Key Features of the Easy Access Cash ISA	9
How to apply	12
Other information	13
Terms and conditions	18
Post Office Privacy Policy	30

# Introduction to ISAs

ISA stands for Individual Savings Account. ISAs were introduced by the Government to give people a tax-efficient way to save for the future.

Each Tax Year (that's 6 April – 5 April) the government set the allowance – the amount of new money – you can save into an ISA that year. This can be saved into one type of ISA or split across multiple types of ISA. If you don't use all the annual allowance, it can't be carried over to the next Tax Year.

For an up to date list of ISAs available please visit <https://www.gov.uk/individual-savings-accounts/overview>

Your savings will stay tax-efficient as long as you keep the money in your ISA accounts. You don't have to keep existing ISAs with the same provider. You can transfer existing ISAs to a new provider without affecting your ISA allowance. Not all ISAs accept transfers so you need to check first before applying.

## Cash ISAs

As long as you're over 16 years old, a UK resident and you haven't already paid into a cash ISA this tax year, you can save into a variable rate where the rate can go up or down over the life of the ISA or a fixed rate where the rate is guaranteed to stay the same for a fixed period of time.

Some Cash ISAs may offer instant access to your money while others may have limits on withdrawals.

### What Cash ISAs does Post Office offer?

- **Easy Access Cash ISA** – a variable rate Cash ISA
- **Fixed Rate Cash ISA** – a fixed rate Cash ISA

You can find everything you need to know about our Easy Access and Fixed Rate Cash ISAs in this brochure.

**Post Office Cash ISAs are provided by OneFamily. Savings in Post Office Cash ISAs are deposited with Bank Of Ireland UK.**

We also offer an Online Cash ISA that may be more suitable to your needs. Please visit [www.postoffice.co.uk](http://www.postoffice.co.uk)

# Which of our cash ISAs is right for you?

Post Office Fixed Rate and Easy Access Cash ISAs are provided by OneFamily. Savings in Post Office Cash ISAs are deposited with Bank of Ireland UK.

Fixed Rate Cash ISA	
Interest rate	A tax-free* fixed interest rate for a 1, 2 or 3 year fixed term – you can find the terms currently available and interest rates in-branch, online or by phone and make sure you've picked up the <b>Summary Box Leaflet</b> which includes important information you should also read.
Interest calculation	Interest is calculated daily. During the fixed rate term, interest is paid annually on the anniversary of the account opening. After the end of the fixed rate term, the interest is paid annually in March.
Deposit	Open with a single deposit from £500. The maximum contribution for the 2023/24 tax year is £20,000 – subject to contributions into any other type of ISA. You can't make any additional deposits, so, if your deposit is less than the maximum you're allowed to pay in, you'll lose the rest of your cash ISA allowance for the tax year.
Transfers	You can transfer in ISAs held with other providers (minimum £500). Before making a decision to transfer your ISA to us, you should check if your current provider will charge a fee.
Withdrawals	Withdrawals are not permitted during the fixed rate term. If you need to access your money during the fixed rate term, you'll need to transfer to another ISA or close your account.
Closing your ISA	If you close your ISA, your money will not benefit from the tax advantages of ISAs in the future. Early closure or transfer is subject to a Breakage Charge – if the interest you've earned doesn't cover this, you may get back less than you put in.
Managing your ISA	You can manage your savings by phone or post.

Easy Access Cash ISA	
Interest rate	A tax-free* variable interest rate. A fixed bonus rate may also be available for the first 12 months, after this the rate will change to the underlying variable rate. Find out our current rates, and details of any bonus, in-branch, online or by phone and make sure you've picked up the <b>Summary Box leaflet</b> which includes important information you should also read.
Interest calculation	Interest is calculated daily paid annually in March.
Deposit	You can open with a minimum deposit of £100 and make additional deposits throughout the year up to the maximum personal ISA allowance of £20,000 for the 2023/34 tax year – subject to contributions in any other type of ISA.
Transfers	You can transfer in ISAs held with other providers (minimum £100 when transfer is being used to open the ISA). Before making a decision to transfer your ISA to us, you should check if your current provider will charge a fee.
Withdrawals	You can make as many withdrawals as you'd like each tax year. The minimum withdrawal amount is £10, or the value of the ISA if it is lower. The Easy Access Cash ISA does not have flexible features. This means that once withdrawn, your money will lose the tax advantages of ISAs and cannot be replaced within your Easy Access Cash ISA without affecting your annual ISA allowance. If you have already used your full allowance in a tax year, you will not be able to make further deposits into your Easy Access Cash ISA in that tax year, even if you've made a withdrawal from your account.
Closing your ISA	If you close your ISA, your money will not benefit from the tax advantages of ISAs in the future. You can only make deposits into one cash ISA in each tax year. If you have paid into your Easy Access Cash ISA in the tax year you close it, this means you won't be able to pay money into another cash ISA in the same tax year.
Managing your ISA	You can manage your savings by phone or post.

The tax advantages of Post Office cash ISAs depend on your individual circumstances and the tax treatment may change in the future.

\*Tax-free means the interest paid will be free of UK Income Tax and Capital Gains Tax.

# Key Features of the Fixed Rate Cash ISA



The Financial Conduct Authority is a financial services regulator. It requires us, OneFamily, to give you this important information to help you decide whether the Fixed Rate Cash ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Please read these Key Features with the Terms and Conditions and Summary Box, which contain more detailed information about how this ISA will work.

The Fixed Rate Cash ISA is provided by OneFamily and your money will be deposited with Bank of Ireland UK. Any reference to “we”, “us” or “our” in these Key Features means OneFamily.

## Your key questions answered

<b>What is an ISA?</b>	<p>ISA stands for Individual Savings Account. ISAs were introduced by the Government to give people a tax-efficient way to save for the future. There are different types of ISA, for an up-to-date list of those available please visit <a href="https://gov.uk/individual-savings-accounts/overview">gov.uk/individual-savings-accounts/overview</a></p> <p>You can deposit up to the maximum annual ISA limit set each Tax Year (that's from 6 April to 5 April) subject to contributions in other types of ISAs. The annual ISA limit for the 2023/24 tax year is £20,000. For example, if you deposit half of this year's limit in a cash ISA with one provider, you can invest the other half into a stocks and shares ISA with the same or another ISA provider. You can only make deposits and/or invest in one of each type of ISA each tax year.</p> <p>Some ISAs have flexible features meaning you can withdraw the cash from them and replace it within the same tax year you took it out without affecting your annual ISA allowance. For ISAs that don't have flexible features, any payment you make into that ISA will be treated as a payment for the current tax year (regardless of any withdrawals you may also have made during the same tax year). The Fixed Rate Cash ISA does not have flexible features.</p>
<b>Is the Fixed Rate Cash ISA right for me?</b>	<p>The Fixed Rate Cash ISA could be right for you if you are a UK taxpayer aged 16 or over, and you would like to save a lump sum in a tax-free* savings account where your money will earn a fixed rate of interest.</p> <p>You should only consider the Fixed Rate Cash ISA if you will not need access to your money during the fixed rate term and do not want to make any additional deposits or ISA transfers into your account once it is open.</p> <p>Some ISAs are flexible and allow you to make withdrawals and replace the money back into your account during the same tax year, without affecting your annual ISA allowance. Not all ISA providers offer this as a feature and this is not currently available on the Fixed Rate Cash ISA. If you decide to transfer an ISA with flexible features to the Fixed Rate Cash ISA, the flexible features will no longer apply. If you've made a withdrawal from the ISA you're transferring, and want to replace the money within the same tax year you made the withdrawal without affecting your annual ISA allowance, you'll need to do this before you transfer. You should consider this carefully when deciding whether this account is suitable for you.</p> <p>Please remember the tax advantages depend on your individual circumstances and the tax treatment of ISAs may change in the future.</p> <p>Neither we, nor Post Office, provide advice on this product. If you have any doubts about the suitability of this account, you should seek independent financial advice.</p>
<b>Who can open the Fixed Rate Cash ISA?</b>	<p>To open the Fixed Rate Cash ISA you must be 16 or over and a UK resident for tax purposes.</p> <p>You cannot pay into more than one cash ISA in the same tax year.</p> <p>ISAs cannot be applied for in joint names.</p>

**i** Please see the “Eligibility” section of the Terms and Conditions for more information on Eligibility.

\*Tax-free means the interest paid will be free of UK Income Tax and Capital Gains Tax.

## Your key questions answered

<b>How can I open the Fixed Rate Cash ISA?</b>	<p>You can open the Fixed Rate Cash ISA with EITHER a deposit, or a transfer of another ISA you hold. If you would like to open an account with a deposit and a transfer or multiple transfers you will need to complete an application form for each method or transfer. For each application we receive, we will then open a separate account. If you would like more application forms, please contact us.</p> <p>Your deposit can be made by either:</p> <ul style="list-style-type: none"> <li>• cheque;</li> <li>• debit card; or,</li> <li>• payment from your Post Office easy access Savings account.</li> </ul> <p>You can only make your deposit by debit card if you apply in a Post Office branch.</p> <p>You must specify the method and amount of your deposit or transfer on the application form. No subsequent deposits are allowed.</p> <p>Only cheques drawn on a personal bank account (including Bankers drafts and Building Society cheques) are acceptable.</p> <p>You can only save into one cash ISA each tax year. This means that any deposit you make to open your Fixed Rate Cash ISA will be the only amount that you can save in a cash ISA during the current tax year (as you cannot make additional deposits once your account is open).</p> <p>Before making a decision to transfer an ISA to us, you should check if your current provider will charge a fee.</p>
<b>i</b>	See the “Opening your account” section of the Terms and Conditions for more information on opening your account.
<b>When will my account open?</b>	<p>We will open your account when we accept your application and either:</p> <ul style="list-style-type: none"> <li>• we receive and accept your deposit; or,</li> <li>• we request the transfer value for your existing ISA</li> </ul> <p>The fixed rate you receive will be the rate on offer for the term you select on the date your application is received or, if you apply at a Post Office branch, the date you hand your application in.</p> <p>There may be delays in opening your ISA because we need to ask you for more information or proof of your identity. If this happens, we will let you know.</p> <p>No interest will be paid until your ISA is open. If we are unable to open an account within 30 days of receiving your application, any deposits you have made will be returned without interest.</p>
<b>i</b>	See the “Proof of identity” section of the Terms and Conditions for more information on proof of identity and accepting your application.

## Your key questions answered

<b>How will I know how much my savings are worth?</b>	Every year we will send you a statement showing the balance of your ISA as of 31 December. You can also phone us on 0800 169 7500* for a current valuation.
<b>Are there any charges?</b>	<p>We do not charge to set up a Fixed Rate Cash ISA. However, if you close or transfer the ISA within the fixed rate term a Breakage Charge will be applied. If you select a 1 year term or shorter, the Breakage Charge will equal 90 days loss of interest, or if you select longer than 1 year but shorter than 5 years, then 180 days loss of interest will be incurred. 5 years or more will incur 365 days loss of interest.</p> <p>This means that if you close or transfer your Fixed Rate Cash ISA in the fixed term, the amount returned to you, or sent to your new provider, could be less than you paid in.</p> <p>We may also charge a fee of £5 for cancelling and reissuing cheques, or issuing duplicate or additional statements. Charges may change in the future.</p>
<b>i</b> Please see the "Charges and Taxes" section for more detail about the charges and changes to charges.	
<b>Can I cancel my Fixed Rate Cash ISA?</b>	<p>Yes, you have 14 days from the day the account opens to cancel your Fixed Rate Cash ISA. If you decide to cancel, you must let us know in writing. You will receive a full refund of any deposit you have made plus tax-free interest. Any returned deposits will not be regarded as having been paid into the ISA, and so will not count towards your ISA allowance for the current tax year.</p> <p>If you do not cancel within the 14-day cancellation period, and you request to close or transfer your Fixed Rate Cash ISA while it is still within its fixed rate term, you will have to pay a Breakage Charge. If you decide to close your ISA, your money will no longer benefit from the tax advantages of ISAs.</p> <p>If you made a deposit into your Fixed Rate Cash ISA to open it, and close it in the same tax year, you won't be able to pay money into another cash ISA in that tax year.</p>
<b>i</b> See the "Cancellation" section of the Terms and Conditions for more information about cancellation including information on what happens if you cancel and you have requested a transfer.	
<b>Can I transfer my Fixed Rate Cash ISA?</b>	Yes. You can transfer your Fixed Rate Cash ISA in full to another ISA. If you transfer your ISA within the fixed rate term, a Breakage Charge will be applied. Partial transfers are not permitted.
<b>i</b> See the "Transfers Out" section of the Terms and Conditions for more information about transfers.	
<b>What happens at the end of the fixed rate term?</b>	<p>When the fixed rate term ends, your ISA will earn a variable interest rate.</p> <p>After the end of the fixed rate term – a minimum withdrawal amount will apply. This will be £10 or the value of your ISA, whichever is less. Once withdrawn, your money will lose the tax advantages of ISAs and cannot be paid back into your Fixed Rate Cash ISA.</p> <p>If you call us once your fixed rate term has ended, we will be happy to go through your options at this time with you.</p>

\*Lines are open from 9am-7pm weekdays and 9am-1pm on Saturdays. 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

# Key Features of the Easy Access Cash ISA



The Financial Conduct Authority is a financial services regulator. It requires us, OneFamily, to give you this important information to help you decide whether the Easy Access Cash ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Please read these Key Features with the Terms and Conditions and Summary Box, which contain more detailed information about how this ISA will work.

The Easy Access Cash ISA is provided by OneFamily and your money will be deposited with Bank of Ireland UK. Any reference to "we", "us" or "our" in these Key Features means OneFamily.

## Your key questions answered

<b>What is an ISA?</b>	<p>ISA stands for Individual Savings Account. ISAs were introduced by the Government to give people a tax-efficient way to save for the future. There are different types of ISA, for an up-to-date list of those available please visit <a href="http://www.gov.uk/individual-savings-accounts/overview">www.gov.uk/individual-savings-accounts/overview</a></p> <p>You can deposit up to the maximum annual ISA limit set each Tax Year (that's from 6 April to 5 April) subject to contributions in other types of ISAs. The annual ISA limit for the 2023/24 tax year is £20,000. For example, if you deposit half of this year's limit in a cash ISA with one provider, you can invest the other half into a stocks and shares ISA with the same or another ISA provider. You can only make deposits and/or invest in one of each type of ISA each tax year.</p> <p>Some ISAs have flexible features meaning you can withdraw the cash from them and replace it within the same tax year you took it out without affecting your annual ISA allowance. For ISAs that don't have flexible features any payment you make into that ISA will be treated as a payment for the current tax year (regardless of any withdrawals you may also have made during the same tax year). The Easy Access Cash ISA does not have flexible features.</p>
<b>Is the Easy Access Cash ISA right for me?</b>	<p>The Easy Access Cash ISA could be right for you if you are a UK taxpayer aged 16 or over, and you would like to save money in a tax-free* savings account where your money will earn a variable interest rate.</p> <p>Some ISAs are flexible and allow you to make withdrawals and replace the money back into your account during the same tax year, without affecting your annual ISA allowance. Not all ISA providers offer this as a feature and this is not currently available on the Easy Access Cash ISA. If you decide to transfer an ISA with flexible features to the Easy Access Cash ISA, the flexible features will no longer apply. If you've made a withdrawal from the ISA you're transferring, and want to replace the money within the same tax year you made the withdrawal without affecting your annual ISA allowance, you'll need to do this before you transfer. You should consider this carefully when deciding whether this account is suitable for you.</p> <p>Please remember the tax advantages depend on your individual circumstances and the tax treatment of ISAs may change in the future. Neither we, nor Post Office, provide advice on this product. If you have any doubts about the suitability of this account, you should seek independent financial advice.</p>

\*Tax-free means the interest paid will be free of UK Income Tax and Capital Gains Tax.



Your key questions answered	
<b>Who can open the Easy Access Cash ISA?</b>	<p>To open the Easy Access Cash ISA you must be 16 or over and a UK resident for tax purposes.</p> <p>You can only make deposits into one cash ISA each tax year. If you've already made deposits into a cash ISA this tax year, you can still open an Easy Access Cash ISA by transferring your current year's cash ISA or any other ISA that you hold. If you transfer your current year's cash ISA to us, you will then be able to make additional deposits once your Easy Access Cash ISA is open (subject to your annual ISA allowance). Before making a decision to transfer to us you should check if your current provider will charge a fee.</p> <p>ISAs cannot be applied for in joint names.</p>
<b>i</b> Please see the "Eligibility" section of the Terms and Conditions for more information on Eligibility.	
<b>How can I open the Easy Access Cash ISA?</b>	<p>You can open the Easy Access Cash ISA with a deposit and/or a transfer of an existing ISA by completing an application form. There is an application form included in this pack.</p> <p>If you're opening your Easy Access Cash ISA with a deposit, it can be made by either:</p> <ul style="list-style-type: none"> <li>• cheque;</li> <li>• debit card; or,</li> <li>• payment from your Post Office easy access Savings account.</li> </ul> <p>You can only make your deposit by debit card if you apply in a Post Office branch.</p> <p>Only cheques drawn on a personal bank account (including Bankers drafts and Building Society cheques) are acceptable.</p> <p>The minimum initial deposit or transfer you can make is £100.</p> <p>Before making a decision to transfer your ISA to us, you should check if your current provider will charge a fee.</p>
<b>When will my account open?</b>	<p>We will open your account when we accept your application and either:</p> <ul style="list-style-type: none"> <li>• we receive and accept your deposit; or,</li> <li>• we request the transfer value for your existing ISA;</li> </ul> <p>whichever is earlier.</p> <p>There may be delays in opening your ISA because we need to ask you for more information or proof of your identity. If this happens, we will let you know.</p> <p>No interest will be paid until your ISA is open. If we are unable to open an account within 30 days of receiving your application, any deposits you have made will be returned without interest.</p>
<b>i</b> See the "Proof of Identity" and "Accepting your application" sections of the Terms and Conditions for more information on proof of identity and accepting your application.	
<b>Can I make additional deposits or transfers once my Easy Access Cash ISA is open?</b>	<p>Yes, once it's open you will be able to make additional deposits or transfers into your Easy Access Cash ISA providing you make a deposit (or a transfer containing current tax year deposits) during each full tax year you hold your account. A full tax year does not include the tax year you opened your Easy Access Cash ISA. Deposits are limited to your current tax year's ISA allowance (subject to other types of ISA contributions). You will also be able to transfer existing ISAs from other providers into your Easy Access Cash ISA.</p>

Your key questions answered	
<b>How can I make additional deposits or transfers?</b>	<p>Once your ISA is open, deposits of £1 or more can be made by cash, cheque or debit card at any Post Office branch. You can also send cheques directly to us, set up a Direct Debit, or make a payment with your debit card over the phone.</p> <p>Only cheques drawn on a personal bank account (including Bankers drafts and Building Society cheques) are acceptable.</p> <p>It is also possible to transfer money directly from your Post Office easy access Savings account. Direct Debit payments and debit card payments made over the phone must be for at least £10.</p> <p>Any deposits you make into your Easy Access Cash ISA will count towards your annual ISA allowance, regardless of whether you've made a withdrawal from your account during the same tax year.</p> <p>You can also transfer in an existing ISA after your account has opened. If you would like to do this, please contact us for a Transfer Instruction Form. Before making a decision to transfer, you should check if your current ISA provider will charge a fee.</p> <p>If you go a full tax year without making a deposit (or a transfer containing current year's deposits) you will no longer be able to make additional deposits or transfers into your account. A full tax year does not include the tax year in which you open your Easy Access Cash ISA.</p>
<b>i</b> Further details about how you can make additional deposits and transfers into your ISA will be sent to you in your Welcome Pack. You can also find more information about deposits and transfers in the 'Accepting deposits' and 'Transfers in' sections of the Terms and Conditions.	
<b>How will I know how much my savings are worth?</b>	<p>Every year we will send you a statement showing the balance of your ISA as of 31 December.</p> <p>You can also phone us on 0800 169 7500<sup>†</sup> for a current valuation.</p>
<b>Are there any charges?</b>	<p>We do not charge to set up a Easy Access Cash ISA or to process standard transactions.</p> <p>We may, however, charge a fee of £5 for cancelling and reissuing cheques, or issuing duplicate or additional statements. Charges may change in the future.</p>
<b>i</b> Please see the 'Charges and taxes' section for more detail about the charges and changes to charges.	
<b>Can I cancel my Easy Access Cash ISA?</b>	<p>Yes, you have 14 days from the day the account opens to cancel your Easy Access Cash ISA. If you decide to cancel, you must let us know in writing. You will receive a full refund of the deposits you made plus tax-free interest. Any returned deposits will not be regarded as having been paid into the ISA, and so will not count towards your ISA allowance for the current tax year.</p> <p>If you do not cancel within the 14-day cancellation period, and you request to close your Easy Access Cash ISA after this date, your money will no longer benefit from the tax advantages of ISAs. If you've paid into your Easy Access Cash ISA in the same tax year as you close it, you won't be able to pay money into another cash ISA in the same tax year.</p>
<b>i</b> Please see the 'Cancellation' section of the Terms and Conditions for more information about cancellation, including information on what happens if you cancel and you have requested a transfer.	
<b>Can I transfer my Easy Access Cash ISA?</b>	<p>Yes, you can transfer your Easy Access Cash ISA in full to either another cash ISA or a stocks and shares ISA. <b>Partial transfers are not permitted.</b></p>

<sup>†</sup>Lines are open from 9am-7pm weekdays and 9am-1pm on Saturdays. 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.

# How to apply

## Your step-by-step checklist

- 1** If you're applying in branch, make sure you've picked up the Summary Box leaflet which includes important information you should read. This information is also available online at [www.postoffice.co.uk/savings](http://www.postoffice.co.uk/savings)
- 2** Once you've chosen which cash ISA to apply for, make sure you've read and understood the information in the Key Features and Terms and Conditions sections of this brochure.
- 3** Complete the relevant Application Form if you want to open a cash ISA using this tax year's cash ISA allowance. If you want to make your deposit by cheque, please make your cheque payable to yourself (e.g. Mrs J Smith). Please also write your address clearly on the back.  
If you want to open a Fixed Rate Cash ISA with a deposit and a transfer or multiple transfers you will need to complete an application form for each method or transfer.  
Please make sure you complete all boxes inside the red borders – this will help speed up your application.
- 4** Either hand in the completed application form, together with your deposit (if applicable) at a Post Office branch or post it to us using the envelope provided.

**Please note:** if you are under 18 or applying with a Power of Attorney, you will need to provide documents, including proof of your identity, before we are able to open the account. Examples of acceptable documents for proof of identity include: a current valid passport or a current UK/EU driving licence. For a full list of acceptable documents and more information about applying if you are under 18 or with a Power of Attorney, please call 0800 169 7500\* before applying.

## What happens next

- 1** We'll use electronic checks to confirm your identity and will typically open your account within 2 to 3 working days. In limited cases, where we have been unable to confirm your identity electronically, we will contact you by post to request identity documents before we can open your account.  
Please note – interest is only payable on accounts that are open. For details of when we start paying interest on deposits and transfers, please see the "Interest" section in the Terms and Conditions.
- 2** Once your account is open, you'll receive a Welcome Pack – this contains all the information you'll need to know to use your account.

# Other information

## Complaints

If you need to make a complaint, please contact us and we will do everything we can to resolve your complaint as quickly as possible, but please allow up to 5 working days for a reply.

When we first write to you, we will 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 find our contact details on the "Contact Us" page at the back of this document.

If you are not satisfied with the response to your complaint, you may be able to refer it to the Financial Ombudsman Service.

Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service by writing to:

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

**0800 023 4567**

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

\*Lines are open from 9am-7pm weekdays and 9am-1pm on Saturdays. 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.

## Deposit Protection

Over the next few pages, you will find a 'Deposit Information Sheet'. This sets out details of how your money is protected with Bank of Ireland UK, the 'deposit-taker' for Post Office Money Cash ISAs.

If you make deposits directly to us by debit card, cheque or we receive a transfer cheque from another provider, we will initially pay this money into an account held with NatWest. We will then transfer this money to Bank of Ireland UK.

Please note that any money you hold in other accounts with NatWest will count towards compensation limits. You can find out more about how your money is protected when it's held in a bank or building society account by going to the Financial Services Compensation Scheme (FSCS) website at [www.fscs.org.uk](http://www.fscs.org.uk)

You should also be aware that deposits made at a Post Office branch (including by cheque) will not initially be protected by the FSCS in the event of the failure of Post Office Limited, until that deposit is transferred by Post Office Limited to Bank of Ireland UK.



For more information on how your money will be held, please see the 'Holding your money' section of the Terms and Conditions.



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> <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>



### <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](mailto:ICT@fscs.org.uk). It will repay your eligible deposits (up to £85,000) within 20 working days until 31st December 2018; within 15 working days from 1st January 2019 until 31st December 2020; within 10 working days from 1st January 2021 to 31st December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

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

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

### Other important information

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

## Exclusions List

### A deposit is excluded from protection if:

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

# Terms and conditions

This document sets out the terms and conditions of the Easy Access Cash ISA and the Fixed Rate Cash ISA. Both ISAs are provided by us, Family Equity Plan Limited (trading as OneFamily). These terms and conditions, together with the key features document, explain how your ISA will be managed, and set out your and our rights. Make sure you read these terms and conditions and the key features document carefully as they contain information you'll need to know.

## 1. Details of the firms involved

### ISA manager

We, Family Equity Plan Limited (trading as OneFamily), of 16-17 West Street, Brighton, BN1 2RL, are the ISA manager authorised by HM Revenue & Customs. Our main business is arranging investment business.

### Deposit-taker (the bank providing the deposit account)

Money paid into the Easy Access Cash ISA and the Fixed Rate Cash ISA is held by OneFamily and deposited with Bank of Ireland (UK) plc (referred to in these terms and conditions as 'Bank of Ireland UK'). The interest rates described in this brochure (and other marketing communications) are those provided by Bank of Ireland UK for the Easy Access Cash ISA and the Fixed Rate Cash ISA. Bank of Ireland UK's main place of business is Bow Bells House, 1 Bread Street, London, EC4M 9BE.

### Distributor

Post Office Limited promote and distribute the Easy Access Cash ISA and the Fixed Rate Cash ISA. Post Office Limited's main place of business is 100 Wood Street, London EC2V 7ER.

### Regulators

The regulators are:

- the Financial Conduct Authority (FCA), 12 Endeavour Square, London, E20 1JN; and
- the Prudential Regulation Authority (PRA), 20 Moorgate, London, EC2R 6DA (phone: 0207 601 4444).

We are authorised and regulated by the Financial Conduct Authority.

We are on the Financial Services Register under registration number 122351.

Bank of Ireland UK is authorised by the Prudential Regulation Authority, and is regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Bank of Ireland UK is on the Financial Services Register under registration number 512956.

You can check the Financial Services Register by going to [www.fca.org.uk/register](http://www.fca.org.uk/register)

## 2. Eligibility

To open and make payments into a cash ISA, you must be at least 16. You must also be:

- a UK resident;
- a Crown employee who is serving overseas and paid out of public revenue of the UK; or
- Married to (or in civil partnership with) a Crown employee who is serving overseas and paid out of public revenue of the UK.

You must tell us if these conditions no longer apply to you. If the account does not meet the ISA regulations (the Individual Savings Account Regulations 1998, as replaced or amended from time to time), we will close the account.

Your account must be in just your name, and all funds deposited in it must belong to you.

If you believe that you have broken the ISA regulations (for example, by paying into two cash ISAs in the same tax year), you must phone the HMRC Savings helpline on 0300 200 3312 (check with your phone provider for call charges). (A tax year runs from 6 April in one year to 5 April the following year).

## 3. Proof of identity

Under anti-money laundering laws, we must check your identity before you can open an account.

If you are 18 or over, this will normally involve an electronic check through a credit-reference agency.

The electronic check will not affect your credit history, but it will leave a record of the search taking place. By signing the application form, you are agreeing to these checks being made.

If we cannot check your identity through a credit-reference agency, or you are under 18 when you apply for the account, you will need to provide proof of your identity (for example, your passport or

driving licence). If you are applying for someone else who you have power of attorney over, we will need proof of identity for both you and the person you are applying for.

If we do not receive the proof that we need within 30 days of receiving your application, we will not open the account. We will return any deposit you have already made, without interest, within four working days of the end of the 30-day period. (Our working days are Monday to Friday, except bank holidays and public holidays).

To prevent fraud and keep to anti-money laundering laws, we may also ask for ID at other times. If we do not receive adequate ID when we ask for it, we may not be able to accept future deposits (for Easy Access Cash ISA), and we will withhold the proceeds of any withdrawal, transfer or account closure until you have provided adequate ID.

If you provide false or inaccurate information at any time, and we identify or suspect fraud, we can pass details to fraud-prevention agencies. We and other organisations may use this information to prevent fraud and money laundering.

Any payments we send you will always be made out in your name and sent to the details we have for you.

## 4. Opening your account

You can open an account with a deposit or by transferring another ISA you hold. You must specify 'deposit' or 'transfer' on your application form. Your initial deposit or transfer must be for at least £100 if opening an Easy Access Cash ISA, or at least £500 if opening a Fixed Rate Cash ISA.

You can make your initial deposit by:

- cheque (we do not accept cash);
- debit card; or
- payment from your Post Office easy-access savings account.

We will not accept a cheque with a future date on it, and it must be from a personal bank or building society account (including in the form of a banker's draft).

You can only make your deposit by debit card if you apply in a Post Office branch.

Deposits must be made with your own money.

### Fixed Rate Cash ISA

If you have a Fixed Rate Cash ISA, you cannot make further deposits or transfers after your initial deposit or transfer. You will need to fill in separate application forms if you want to make a deposit and a transfer, or more than one transfer. On your application form you must choose which fixed-rate term you would like. You then cannot change the fixed-rate term. If you do not choose a fixed-rate term on your application

form, we will open an account with a one-year fixed-rate term.

## 5. Accepting your application

For both the Easy Access Cash ISA and Fixed Rate Cash ISA, we will accept your application on the working day we receive it unless:

- your application is not fully filled in;
- we need to check information on the application; or
- we need to ask you for proof of identity or other documents.

We will open your account:

- for applications made with a deposit, on the date we accept your deposit; or
- for applications made with a transfer, on the date we ask your existing ISA manager for the value of the transfer.

If we need more information, proof of identity or any other document, and we do not receive it within 30 days of asking you for it, we will not accept your application. Also, if you apply in a Post Office branch and we do not receive your application form within 30 days, we will not be able to open your account.

We will return any deposit you have made, without interest, within four working days of the end of the 30-day period.

There may be other circumstances when we will not be able to accept your application. If this happens, we will let you know.

We only accept post (including application forms) and deposits on working days.

### Fixed Rate Cash ISA

We may withdraw the Fixed Rate Cash ISA, or any of the fixed-rate terms we currently offer, at any time. If we withdraw the account, or the fixed-rate term you have chosen, we will not accept your application for a Fixed Rate Cash ISA and we will return any deposit you have made, without interest, once the deposit has cleared (see section 15 'Withdrawals and closing your account' for more details).

## 6. Transfers in

You can make transfers from one type of ISA to another (for example, between cash ISAs and stocks and shares ISAs, and between ISAs of the same type). We only accept transfers in from cash ISAs and stocks and shares ISAs.

If you want to transfer deposits or investments made in the current tax year, you must transfer the full amount (including any interest or growth on those deposits or investments).

If you transfer an ISA with flexible features to your cash ISA, the flexible features will no longer apply. If you've made a withdrawal from the ISA you're transferring, and want to replace the money during the same tax year without affecting your annual ISA allowance, you'll need to replace the money before you transfer.

While your transfer is taking place, there could be a period where your funds do not earn interest or there is no potential for growth (for example, if you are transferring a stocks and shares ISA and the value is sent between providers by cheque).

We do not accept 'in specie' transfers (that is, transferring a stocks and shares ISA without converting the assets held within it to cash).

**If you are transferring a cash ISA:**

If we accept your request for a transfer, the transfer value will normally start to earn interest:

- from the date on the cheque for the transfer value;
- from the date the electronic transfer payment is sent to us by your old ISA provider; or
- from the 8th working day after we ask for the transfer payment from your old ISA provider;

whichever is earlier.

However, if you have asked us to delay the transfer (for example, because you have a notice period or fixed-rate period on your existing ISA, or to avoid charges or loss of interest), interest will be paid from the later date you have specified.

**If you are transferring a stocks and shares ISA:**

The transfer value will start to earn interest from the working day we receive the cheque for the transfer value and a valid 'Transfer History Form' from your old ISA provider.

**Internal transfers**

If you already have an ISA provided by us, you can transfer it to open your cash ISA. This will close your existing ISA and any Direct Debits will be cancelled. We will start the process of transferring your current ISA, and withdraw the money from it, on the first working day after:

- we have accepted your application or Transfer Instruction Form; or
- all relevant deposits have cleared;

whichever is later.

On the second working day after accepting your instruction, the transfer value will start earning interest in your new cash ISA.

If you are transferring an existing stocks and shares ISA, we will start the process of transferring it on the first working day after we have accepted your

application or Transfer Instruction Form. Your units or shares will be sold on the second working day after accepting your instruction, and on the third working day the transfer value will start earning interest in your new cash ISA. The stocks and shares ISA will be closed as soon as all the units or shares have been sold and the money has been transferred.

You can ask us to close your existing ISA on a date later than that specified above. You must clearly state the later date in your application or Transfer Instruction Form.

**Transfers from other providers:**

If you are transferring an ISA you have with another ISA provider, we will ask the other ISA provider for the transfer within three working days of the day we accept your application.

**Easy Access Cash ISA**

You can open an account by transferring all or part of another ISA you have, you can then make further transfers into your account as long as you have made at least one deposit (or a transfer containing all of the current tax year's deposits) in every full tax year that you have held your other ISA. (A full tax year does not include the tax year in which you opened your Easy Access Cash ISA).

To open an account with a transfer, you must fill in an application form. To ask for a transfer after your account is open, you must fill in a Transfer Instruction Form. You can get an application online at [postoffice.co.uk](https://postoffice.co.uk), by calling us or from a main Post Office Branch. If you need a Transfer Instruction Form please call us.

**Fixed Rate Cash ISA**

Your transfer can be of all or part of another ISA you have.

**Transfers from other providers:**

If, after the fixed-rate term has started, we receive more transfer payments from your old ISA provider, we will accept them if we can, but we may not always be able to do so. In these cases, if we cannot return the transfer to your old ISA provider, we will return it to you. If we return the money to you, it will no longer benefit from the tax advantages of an ISA.

**7. Deposits**

**Easy Access Cash ISA**

Once your Easy Access Cash ISA is open, you can make deposits of £1 or more (although payments made by Direct Debit or over the phone with a debit card must be for at least £10).

Any deposits you make into your Easy Access Cash ISA will count towards your annual ISA allowance,

regardless of whether you've made a withdrawal from your account during the same tax year.

You can make one-off deposits by sending us a cheque or paying with your debit card over the phone. You can also transfer money directly from your Post Office Money easy-access savings account. We do not accept cheques with future dates on them.

Once your account is open, you can make regular deposits of £10 or more by Direct Debit. If your bank regularly refuses to make the Direct Debit payments, we may write to you to let you know that we will no longer accept this method of payment.

You can also make deposits at Post Office branches by debit card, cheque or cash (maximum cash payment £1,000). All deposits must be your own money. Direct Debits can only be set up using a UK personal current account on which you are named as an account holder.

If in any tax year you do not make a deposit into your account (or a transfer containing the current tax year's deposits), you will not be able to make further deposits or transfers into your Easy Access Cash ISA in future tax years. A full tax year does not include the tax year you opened your account in.

**Fixed Rate Cash ISA**

Fixed Rate Cash ISAs are single deposit accounts. You can't make extra deposits so, if your initial deposit is less than the maximum you are allowed to pay in, you will lose the rest of your cash ISA allowance for the tax year.

**Accepting deposits**

The following table shows when your deposit will be accepted by us and start earning interest.

Applications and deposits sent by post or phone	Day deposit accepted
Cheque	The working day we receive and date stamp your cheque (see the note below)
Payment from your Post Office Money easy-access savings account	On the 4th working day after we accept your instruction (see the note below)
Direct Debit	The day the Direct Debit payment is received
Debit card	The day your payment is authorised

Applications and deposits made at a Post Office branch	Day deposit accepted
Cheque	On the 3rd working day after you have made your deposit in a Post Office branch (see the note below)
Debit card	
Cash (extra deposits only)	

**Note**

The timescales include the day the deposit is made or the Post Office easy-access savings account payment instruction is accepted (for example, if you make your deposit at a Post Office branch on a Monday, your deposit will be accepted into your account on the Wednesday).

We only accept deposits on working days. The only exception to this is debit card payments made over the phone, which we also accept on a Saturday.

We can only accept deposits once your account is open. If your account opens later than the dates in the tables above, the date your account opened will be the date we pay your deposit into your cash ISA.

If you're using a payment from your Post Office easy-access savings account to open your cash ISA, we will accept your instruction to make the payment on the date we accept your application. We can only accept your deposit if the instructions contain enough information for us to identify your account. If we receive a deposit from you that would take you over your ISA allowance, we will normally accept any amount up to your allowance and return the rest. However, there may be circumstances where we cannot accept any of the deposit.

**Returning deposits**

Sometimes we have to return a deposit or part of a deposit. If we have already accepted a deposit and need to return it to you, we will not return it until it has cleared (see section 15 'Withdrawals and closing your account' for more details). When the deposit has cleared, we will return it (or part of it) within four working days.

If we are returning your deposit for one of the following reasons, we will return it to you without interest:

- We've asked you to provide more information that we need before we can accept your application, and you send us the deposit before we've received the information we've asked for.
- Accepting your deposit would take you over your annual ISA allowance (we will usually accept the amount up to your ISA allowance and return the rest, but there are times when we will need to return the full deposit). Remember that if you have invested in any other type of ISA in the same

tax year, this will reduce the amount you can deposit into your cash ISA.

- We receive a deposit from you after a deadline we've set at the end of the tax year and we need to return it to you (see section 8 'End of the tax year' below for more information on when we'll return your deposit).
- You send us a deposit which contains too little information for us to identify your account.
- We have set a deadline for opening an account with a deposit at the end of the tax year and we receive your application or deposit after that deadline.
- You try to make more than one deposit into your Fixed Rate Cash ISA.

If you cancel your account, we will send your deposit back to you with any interest it has earned.

If we cannot accept a deposit or deposits as they do not meet the ISA regulations, and you are entitled to any interest earned on those deposits, that interest may be taxed. This will also apply if we close your account for any of the reasons given in clauses a) to e) in section 15 'Withdrawals and closing your account'. In these circumstances, if your ISA is a Fixed Rate Cash ISA you may also have to pay a breakage charge (see section 10 'Charges and Taxes' for more information).

## 8. End of the tax year

If you apply for your cash ISA towards the end of the tax year, and it does not open within that tax year, your application will no longer be valid. If this is the case, we will write to you.

At the end of the tax year, we may decide to accept applications, other documents and deposits on days that are not working days.

We may also decide to set one or more deadlines for us receiving all applications, information (including proof of identity) or deposits (or them being handed in or paid at a Post Office branch). This is to make sure we have enough time to process them before the end of the tax year.

If we cannot accept your application before the end of the tax year, you may not have enough time to apply for and open another cash ISA during the same tax year. This could result in you losing any unused ISA allowance.

If we set a deadline for accepting deposits at the end of the tax year, and we receive a deposit from you before 6 April but after a deadline we've set, we'll contact you to ask you whether you'd like us to accept your deposit in the next tax year (if this is possible under the ISA regulations) or whether you'd like the deposit returned.

If we can accept your deposit in the following tax year, we will accept it on the first working day of the new tax year. You will not receive any interest until we pay the deposit into your account.

If you want information about the annual deadlines, please contact us.

If, towards the end of a tax year, you send us an application for the next tax year, we may keep your application and open your ISA in the new tax year. If we do this, your ISA will open on the first working day of the new tax year (as long as we have everything we need to accept your application and open your account). Any deposit you've made to open the account will not earn interest until the account opens and your deposit is paid into your cash ISA.

## 9. Cancellation

If you would like to cancel, you can do so by writing to us within 14 days from the date your ISA opens. When we receive your instruction to cancel, we will close your account.

For a Fixed Rate Cash ISA, you will not have to pay a breakage charge if you cancel your account within the 14-day cancellation period.

If you cancel, the deposit we return will not be considered to have been paid into a cash ISA and will not count towards your ISA allowance for the tax year. If you cancel, and any transfer you have asked for has already taken place, you will have the following options.

- If the amount transferred includes deposits you have made in the current tax year, we can send you the transferred amount by cheque. In this case, you should not pay the funds into another cash ISA in this tax year.
- You can transfer the funds back to the original ISA manager, if they choose to accept it.
- You can transfer the funds to another ISA in the normal way. You will be able to do this regardless of whether the funds include deposits you have made in the current tax year. You will need to instruct your new ISA provider to ask us for the funds.

If your instruction to cancel does not specify which option you would like, we will not cancel the ISA until you tell us what you want to do with the funds.

If you've paid deposits into your cash ISA, or you ask us to send transferred funds to you, we will send them to you in full, together with any interest earned. We will send you the funds within four working days of us processing your instruction to cancel, or of the date the deposits have cleared, whichever is later (see section 15 'Withdrawals and closing your account' for more information). Your money will not earn interest after your account has been closed.

If you close your cash ISA after the 14-day cancellation period, your money will no longer benefit from the tax advantages of an ISA.

For a Fixed Rate Cash ISA, you will have to pay a breakage charge if you close or transfer to another ISA within the fixed-rate term.

## 10. Charges and taxes

We may charge a fee of £5 for cancelling and reissuing cheques or sending you copies of statements or extra statements.

We may introduce new charges or change our charges to reflect the cost of providing services to you.

If we reduce a charge, we will let you know about the change either before we provide the service to you, or as soon as possible after the change takes place. Notice of this change will usually be included with your annual statement.

If we introduce a new charge or increase a charge, we will give you at least 30 days' notice before the change takes place. If you do not accept the change, you will have 30 days from the date of the notice to close or transfer your cash ISA without paying a charge or losing interest.

If you choose to close your account, your money will no longer benefit from the tax advantages of an ISA. You can contact us for a list of current charges.

Interest earned in an ISA is free of UK Income Tax and Capital Gains Tax, unless the ISA regulations are not met.

There may be other costs and taxes that are not paid through us or charged by us.

### Fixed Rate Cash ISA

For the Fixed Rate Cash ISA, you will have to pay a breakage charge if, before the end of the fixed-rate term:

- you close or transfer your account;
- your account or deposit does not meet the ISA regulations; or
- we have to close your account for any of the reasons set out in a) to e) in section 15 'Withdrawals and closing your account'.

The breakage charge will be equal to:

- 90 days' interest for a fixed-rate term of up to one year;
- 180 days' interest for a fixed-rate term longer than one year but shorter than five years; or
- 365 days' interest for a fixed-rate term of five years or longer.

The breakage charge will be calculated on the basis that a year has 365 days.

This breakage charge will be taken from any interest earned. If not enough interest has been earned, it will be taken from the balance of your account.

## 11. Interest

### Easy Access Cash ISA

Interest is calculated each day at a rate of 1/365 of the annual interest rate.

Deposits made with a debit card over the phone will start earning interest two working days after we accept your deposit. All other deposits will start to earn interest from the day we accept them.

For more information on when we will accept deposits and pay them into the account, see section 7 'Deposits'.

The balance of your Easy Access Cash ISA will earn a variable interest rate, meaning that the interest rate can change. Bank of Ireland UK set the rate of interest. The interest rate will only be changed for one or more of the following reasons.

- To reflect changes to the Bank of England Base Rate.
- To reflect UK deposit interest rates available for savings accounts.
- To reflect any relevant changes in the law (including tax law), FCA or PRA rules, the ISA regulations, or relevant industry guidance or codes of practice; or
- To respond to a decision or recommendation of any court, ombudsman or regulator;
- if these changes, decisions or recommendations affect the interest rates that Bank of Ireland UK pay on their savings accounts.
- To make sure that Bank of Ireland UK's business can survive in the long term.
- To reflect the rates being paid on other Bank of Ireland UK accounts, so the variable interest rates paid reflect the features of those accounts (so that, for example, accounts with longer notice periods receive a higher rate of interest if other features are the same).

There may also be a bonus rate when you apply. If a bonus rate is available, the rate applied to your account will be the rate advertised on the date we receive your application or, if you apply at a Post Office branch, the date you hand your application in. We may change the bonus rate we offer, or withdraw it, at any time. The rate you receive will be confirmed in your welcome letter.

If a bonus rate is applied to your account, it will be paid for 12 months from the date that:

- we accept your first deposit; or



- the first transfer value starts to earn interest; whichever is earlier.

For more information on when transfers start to earn interest, see section 6 'Transfers in'.

Details of current interest rates, including any bonus rate we are offering, can be found on [postoffice.co.uk](https://postoffice.co.uk) or in Post Office branches. Or you can phone us to find out the rates.

Interest will be paid into your account on 20 March each year.

You can ask to have your interest paid to your nominated account (the account you've chosen for withdrawals or the proceeds of your account to be paid into).

Interest payments will normally appear in your nominated account within four working days of the day the interest is added to your ISA. We can only send interest to your nominated account if the amount of interest is £10 or more.

If an interest payment sent to your nominated account is not accepted by your bank or building society, we will send that payment to you by cheque. Any further interest payments will be added to your ISA until you give us details of a new nominated account.

If we send you an interest payment by cheque and you do not cash it or pay it into an account within six years, we may decide to pay the amount of the interest to a charity of our choice. You will still be able to claim this money from us at a later date.

## Fixed Rate Cash ISA

The fixed rate applied to your account is the rate advertised for your chosen fixed-rate term on the date we receive your application or, if you apply at a Post Office branch, the date you hand your application in. The interest rate you receive will be confirmed in your welcome letter.

Current interest rates can be found on [postoffice.co.uk](https://postoffice.co.uk) or in Post Office branches. Or you can phone us to find out the rates. The fixed rates we offer can change at any time.

Interest is calculated each day at a rate of 1/365 of the annual interest rate.

Interest will be added to your ISA each year on the anniversary of the start date and then on the date the fixed-rate term ends.

You can ask to have your interest paid to your nominated account.

Interest payments will normally appear in your nominated account within four working days of the day the interest is added to your ISA. We can only send interest to your nominated account if the amount of interest is £10 or more.

If an interest payment sent to your nominated account is not accepted by your bank or building society, we will send that payment to you by cheque. Any further interest payments will be added to your ISA until you give us details of a new nominated account.

If we send you an interest payment by cheque and you do not cash it or pay it into an account within six years, we may decide to pay the amount of the interest to a charity of our choice. You will still be able to claim this money from us at a later date.

### During the fixed-rate term

During the fixed-rate term:

- you will receive a fixed rate of interest for the term you chose on your application form; and
- if you have opened your account with a deposit, your deposit will start to earn interest from the day we accept it.

**i** For more information about when deposits will be accepted and paid into your account, see section 7 'Deposits'.

### After the end of the fixed-rate term

When the fixed-rate term ends, we will start to pay a variable interest rate (that is, a rate that may change). Bank of Ireland UK set the rate of interest. The interest rate will only be changed for one or more of the following reasons.

- To reflect changes to the Bank of England Base Rate.
- To reflect UK deposit interest rates available for savings accounts.
- To reflect any relevant changes in the law (including tax law), FCA or PRA rules, the ISA regulations, or relevant industry guidance or codes of practice; or
- To respond to a decision or recommendation of any court, ombudsman or regulator;
- if these changes, decisions or recommendations affect the interest rates that Bank of Ireland UK pay on their savings accounts.
- To make sure that Bank of Ireland UK's business can survive in the long term.
- To reflect the rates being paid on other Bank of Ireland UK accounts, so the variable interest rates paid reflect the features of those accounts (so that, for example, accounts with longer notice periods receive a higher rate of interest if other features are the same).

We will add interest to your account on 20 March each year.

## 12. Changes to the interest rate

If we are reducing the interest rate, we will tell you about this a minimum of 14 days before:

- the change takes place, if you have an Easy Access Cash ISA with a balance of £100 or more;
- the fixed-rate term on your Fixed Rate Cash ISA is due to end, if your account has a balance of £100 or more.

When we tell you about the change, we will confirm the reason for it, which will be one of the reasons listed in section 11 'Interest'.

Information about interest rate changes, including details of current rates, is also available by:

- visiting the Post Office website at [postoffice.co.uk](https://postoffice.co.uk); or
- contacting us.

## 13. Communication

Every year, we will send you a statement setting out the year's payments and the balance of your account as of 31 December, including interest earned but not yet added to your account.

You can get an up-to-date value and details of any recent payments by phoning or writing to us.

## 14. Transfers out

You can transfer your ISA to another ISA provider.

If you have a Fixed Rate Cash ISA and you transfer it within the fixed-rate term, you will have to pay a breakage charge. There is no charge if you transfer your ISA once the fixed-rate term has ended.

If you are transferring to another ISA provider, you will need to contact them to arrange the transfer. If you are transferring your ISA to a new or existing ISA provided by us, you will need to fill in the relevant application or Transfer Instruction Form.

Transfers to another ISA must be the full balance, and when you make the transfer your account will close.

If you decide to transfer the current tax year's deposits to another type of ISA, you will be considered to have not paid into a cash ISA during the current tax year. We will begin the transfer process when we receive a valid instruction from the new ISA provider, or a filled-in application or Transfer Instruction Form if you are transferring to a new or existing ISA provided by us.

The money in your ISA will be withdrawn and your ISA closed by the working day after we receive the instruction from you or the new ISA provider. We will not accept any further deposits and will refund them to you once they have cleared. If you have a Direct Debit set up, it will be cancelled.

You can ask us to withdraw the cash held within your ISA on a later date of your choice. That date should be clearly stated in the instruction from your new ISA provider, or in your application or Transfer Instruction Form if you are transferring to another ISA provided by us.

We will send you a final statement as of the date of transfer.

### Transfers to other providers:

The transfer amount will be sent to the new provider within three working days of:

- the day the account is closed; or
- the day all relevant deposits have cleared;

whichever is later.

### Internal transfers:

If you are transferring your ISA to another ISA provided by us, your transfer value will be paid into the new ISA as explained in the terms and conditions of the account you're transferring to.

## 15. Withdrawals and closing your account

Post Office Cash ISAs do not have flexible features. This means that once you withdraw the funds, your money will lose the tax advantages of an ISA and cannot be replaced in your ISA without affecting your annual ISA allowance. If you have already used your full ISA allowance in a tax year, you will not be able to make further deposits into your cash ISA in that tax year, even if you've made a withdrawal from your account.

To help prevent fraud and keep to anti-money laundering law, we may decide that we cannot process requests for a withdrawal or to close the account over the phone. In this case you will need to provide us with ID before we can process your request.

For the same reasons, withdrawal limits may apply and we may need ID before we can process requests made in writing.

Deposits made by debit card over the phone and electronic transfers will have cleared and be available for withdrawal one working day after we have accepted them.

Deposits made by cheque will have cleared and be available for withdrawal six working days after we have accepted them.

Deposits made by direct debit will have cleared and be available for withdrawal four working days after we have accepted them.

Deposits made by transfer cheque will have cleared and be available for withdrawal two working days after we have accepted them.

If you make a withdrawal or close your account, your money will be withdrawn from your ISA as soon as:

- we receive a valid verbal or written instruction; and
- all relevant deposits have cleared.

Interest will be paid up to and including the date of withdrawal or closure.

Once we have received your instruction to withdraw money or close your account, you cannot cancel or change it.

When you make a withdrawal or close your account, we will send you the funds within four working days of the day that:

- your cash is withdrawn or your account is closed; or
- we have received the necessary authorisation and any ID we have asked for;

whichever is later.

If you do not have a nominated account, we will send you the funds by cheque.

If you have a nominated account, we will pay the funds directly into that account, unless you have told us to send you a cheque.

Payments to your nominated account should normally appear in that account within three working days.

If the bank or building society your nominated account is held with refuses to accept the withdrawal payment, we will send all future withdrawal payments to you by cheque until you give us details of a new nominated account.

We will close your ISA:

- if you ask us to;
- on death;
- if you transfer the full balance to another ISA; or
- if HMRC tell us your account does not meet the ISA regulations.

We may close your ISA in the following circumstances:

- a. If we have good reason to suspect that you have given us false or incorrect information, which affected our decision to accept your application for your account.
- b. If we have good reason to suspect that your account is being used for illegal purposes.
- c. If you behave in an abusive, threatening or violent way towards our staff.
- d. If you were not entitled to open your account.
- e. If we have to do so by law, under FCA or PRA rules, or under the ISA regulations.

- f. If no deposits have been made for a full tax year and your account has a balance of less than £1.

If we close your ISA for reason f) above, we will give you at least 30 days' notice.

## Easy Access Cash ISA

You can make a withdrawal or close your account by phoning or writing to us. Interest will be paid up to and including the day you either make a withdrawal or close your account.

There is no limit on the number of withdrawals you can make.

The minimum amount you can withdraw is £10, or the full value of the ISA if this is lower. You cannot set up regular withdrawals and you cannot make withdrawals at a Post Office branch.

## Fixed Rate Cash ISA

You can make a withdrawal or close your account after the end of the fixed-rate term by phoning or writing to us. There is no limit on the number of withdrawals you can make.

The minimum amount you can withdraw is £10, or the value of the ISA if this is lower. You cannot set up regular withdrawals and you cannot make withdrawals at a Post Office branch.

If you need your money before the end of the fixed-rate term, you can only do this by transferring to another ISA or closing your account. You will have to pay a breakage charge.

If you've made a deposit to open your account, and you close it during the same tax year, you will not be able to make deposits into another cash ISA until the next tax year.

If we close your ISA for a reason set out in a) to e) above, we may charge a breakage charge.

## 16. Nominated accounts

You can choose to set up a nominated account (an account which withdrawals or the proceeds of your account will be paid into).

If you have chosen to have your interest payments sent to you each year, you must set up a nominated account for us to pay the interest into.

You can set up a nominated account when you apply for your ISA, or by phone or writing to us at a later date with your bank or building society account details.

If you set up a nominated account, we will send any payment that you ask for straight into that account by 'direct credit'. If you are not sure whether the account you want to nominate will accept this type of payment, check with your bank or building society first.

The account you nominate must be a personal account with a bank or building society in the UK. You must be named as an account holder. To help prevent fraud and keep to anti-money laundering law, we may check your nominated account to confirm that it is genuine and that it belongs to you. We may withhold any payment you have asked us to make to that account until we get this confirmation.

## Easy Access Cash ISA

If you set up a Direct Debit to make deposits into your ISA, the account the Direct Debits are paid from will become your nominated account. If you change the account we collect Direct Debits from, your nominated account will change accordingly.

If you make a deposit by debit card over the phone, this will not affect your nominated account details. You can make a deposit by debit card from an account which is not your nominated account as long as the account is in your name.

## 17. Death

In the event of your death, your account's tax benefits will continue. The funds in the account will be referred to as 'administration-period investments' held in a 'continuing account of a deceased investor' until:

- the administration of your estate is finalised;
- the account is closed; or
- three years after the date of your death;

whichever is earlier.

The value of your ISA will form part of your estate.

We will suspend the account on the working day we receive all the documents we have asked your personal representative to provide, including proof of your death. We will not make a breakage charge.

Any interest earned on your account after the date of your death will be paid gross (without tax being taken off).

We will pay out the proceeds of the account within four working days of the day:

- the account is closed; or
- any relevant deposit has cleared;

whichever is later.

If, when you died, you were married or in a civil partnership, your husband, wife or civil partner can benefit from an 'additional permitted subscription' allowance. This allowance will allow them to pay an extra amount into ISAs, without affecting their own ISA allowance for the tax year.

Although we do not currently accept additional permitted subscriptions, the allowance can be transferred to another ISA provider. This normally

needs to be done within three years from the date of your death. We can provide more information on this.

## 18. General terms

### Security

You must keep the personal details we hold about you up to date, and make sure that arrangements for receiving post at your address are secure. You must check any statement carefully and tell us straight away if you think it contains any mistakes.

To help prevent fraud, you should take steps to keep your account information safe and secure. This should include the following.

- Memorising your account information.
- If you set up security details on your account, choosing details that only you would know and that are different to other accounts or products that you hold.
- Not writing down or recording your account information or security details. If you do need to write these down, do so in a way that other people would not recognise.
- Never allowing anyone else to use your account information or security details.
- Never responding to an email asking for your account information or security details. We will never email you asking for this information. If you do receive an email like this, it could be someone trying to steal your account information or security details by pretending to be us. This is known as 'phishing'.

You must tell us immediately if you know or suspect that your account information or security details may be known by others, or if you believe that someone else has made a withdrawal from your account.

If you act fraudulently or without reasonable care, you may be liable for any losses that arise as a result. This includes allowing others to use your security details or account information. We may decide that you have acted without reasonable care if you do not take steps to keep your account information or security details safe, as set out above.

### Instructions about your account

All instructions you send us in writing must be signed by you. We can refuse any request or instruction about your account if we have good reason to believe that:

- it was not made by you;
- it might cause us to break the law; or
- your account is being used for illegal purposes.

If you send us an instruction which contains unclear or incomplete information, we will contact you for



more information. We will not act on any instruction until we have received all the information we need to make sure your instruction is processed correctly and in line with the terms and conditions of your account.

### Ownership

The account will be in your name only, and this cannot be changed. This means that only you can own the funds held in your account. You cannot transfer the account to anyone else and you cannot use the account as security for a loan.

### Compensation

Compensation may be paid to the ISA or to individual ISA holders. If we have made a mistake that has resulted in a financial loss, we may pay compensation to you, whether or not you have complained about the mistake.

We will only pay compensation if the financial loss is £1 or more at the time of the mistake.

If the compensation would be a cash payment (for example, paid to you by cheque), the compensation would normally need to be £5 or more. Wherever possible, we try to work out any compensation payments in line with guidance provided by the Financial Ombudsman Service.

### Conflicts of Interest

We aim to run our business so that conflicts of interest do not arise. However, we have in place a Conflicts of Interest Policy to help us identify and record any conflicts that may arise between our customers, us, our employees, our funds, our associated companies or any companies we delegate our role or responsibilities to.

A summary of our Conflicts of Interest Policy is set out below:

- We will consider the best interests of all our customers and treat them fairly.
- We have procedures in place to make sure that employees identify and report any new conflicts of interest.
- We will keep a written record of any conflicts, or potential conflicts of interest.
- If appropriate, we will tell you about any relevant conflict of interest before dealing with you.
- We will carry out regular reviews to identify any new conflicts of interest.

If there is ever a conflict of interest, we will manage it to make sure that all customers are treated fairly and to minimise any possible negative effect this could have on our customers.

You can get a copy of our full Conflicts of Interest Policy from us.

### The ISA Manager

We, as the ISA manager, can appoint any person to give advice on, or perform, any of our roles or responsibilities under these terms and conditions. We may give details of your account to any such person when necessary. We will always remain responsible for managing the ISA and will make sure that any person acting for us is competent.

We may resign or retire as ISA manager. If we do this, we will transfer our roles and responsibilities as ISA manager to another ISA manager approved under the relevant FCA and PRA rules and the ISA regulations. If this happens, we will give you at least 30 days' notice. Any new ISA manager will be responsible for carrying out all of our duties and obligations, and we will be released from all of those duties and obligations.

### Your FCA categorisation and what this means

The Financial Conduct Authority (FCA), one of our regulators, requires us to categorise all our customers. We have categorised you as a 'retail client'. This means you will get the highest level of protection available under the FCA and PRA rules and the guidance set out by the FCA.

How you are categorised does not affect your right to refer complaints to the Financial Ombudsman Service or claim compensation from the Financial Services Compensation Scheme (FSCS).

### Corporate governance

OneFamily is the trading name for a group of companies which includes Family Equity Plan Limited, us, and Family Assurance Friendly Society Limited (Family Assurance).

If you opened your account before 6 April 2018, you would have become a member of Family Assurance. Family Assurance is committed to keeping to the UK Corporate Governance Code where it is relevant to mutual insurers. The code sets out good practice in terms of how a company is managed and the rights of its customers. Family Assurance's directors believe that it is important to listen to customers' views, and to consider them when making decisions about the business.

If you opened your account before 6 April 2018, we encourage you to talk to us and take an active interest in how Family Assurance is run. For more information, go to the 'Member Relations' section on [www.onefamily.com/company-information/membership/](http://www.onefamily.com/company-information/membership/). You can also email feedback to [members@onefamily.com](mailto:members@onefamily.com), or write to:

### Member Relations Team

OneFamily  
16-17 West Street  
Brighton  
East Sussex  
BN1 2RL

You should not use these contact details for any question about, or instructions for, your ISA.

### Holding your money

We will hold your money under a 'bare trust'. This keeps your money separate from our own funds, so it is protected if we cannot continue trading. This also provides protection for your money when it's held with Bank of Ireland UK and when, in some cases, it's briefly held with NatWest or RBS.

For more details about where your deposits will be held, see the 'Deposit Protection' section contained within this brochure. That section also contains important information about making deposits in a Post Office branch.

Please note that you will only receive interest while you have money in your ISA (so you will not receive interest while you are waiting for your ISA to open). See section 11 'Interest' for details of when your money will start to earn interest.

### Liability

If, after making reasonable attempts, we cannot provide services because of something beyond our control (including industrial action or the failure of equipment or power supplies), we will not be liable to you for any loss you may suffer as a direct result.

We have no liability for any action we have taken, or failed to take, unless we have been negligent. This does not restrict or remove any liability we may have by law or under FCA and PRA rules or the ISA regulations.

## 19. Important information

These terms and conditions, together with the terms set out in the key features document and your application, form the legal contract between you and us (the agreement).

We will run your account in line with the agreement, the FCA and PRA rules, the ISA regulations, and PRA, FCA and HMRC guidance that applies to ISAs. If any of the terms or conditions set out in the agreement are different to the FCA and PRA rules or the ISA regulations, the relevant rules or regulations will apply.

The information in the key features document, and in these terms and conditions, is based on our understanding of current law (including tax law), the FCA and PRA rules, the ISA regulations, and PRA, FCA and HMRC guidance. These could change in the future and affect the benefits of your account.

The law of England and Wales will apply to your account and the agreement. All communications with you will be in English, except for certain marketing material available in Post Office branches based in Wales, which will also be available in Welsh. All payments will be in pounds sterling.

### Changes to the agreement

We can change the agreement, but only for one or more of the following reasons.

- To make it easier to understand or fairer, or to correct mistakes.
- To improve the service to you or make it more efficient or cost-effective.
- So we can keep to law (including tax law), FCA and PRA rules, the ISA regulations, or relevant industry guidance or codes of practice.
- To respond to a decision or recommendation of any court, ombudsman or regulator.
- So we can make reasonable changes to the way we manage your account as a result of changes in technology or in the systems we use.

If we make a change to keep to any relevant law, rule, regulation, industry guidance or code of practice, or if we make a change that does not disadvantage you, we may make the change without giving you notice.

If we make a change for any other reason, and this has a negative effect on you, we will tell you at least 30 days before we make the change. You then have up to 60 days from the date of our notice to transfer or close your account without you having to pay a breakage charge or lose any interest.

We will not make any changes which might break the FCA or PRA rules or the ISA regulations.

**i** Please note that the information under 'Changes to the agreement' above does not apply to changes to variable rates of interest or to charges. Please see section 11 'Interest' and section 10 'Charges and taxes' for details of how variable interest rates and charges can change.

# Post Office privacy policy

At 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: 100 Wood Street, London EC2V 7ER.
- Post Office Management Services Limited is registered in England and Wales. Registered Number 08459718. Registered Office: Finsbury Dials, 100 Wood Street, London EC2V 7ER

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, 100 Wood Street, London EC2V 7ER.

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, 100 Wood Street, London EC2V 7ER**

Email:

**[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)**

# Contact us



Protected

---

**Call us** 0800 169 7500

**Write to us** Post Office Savings, PO Box 5179, Brighton, BN50 9UY

---

Our Customer Call Centre is UK based and open from 9am-7pm weekdays and 9am-1pm on Saturdays. 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.

---

## 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 **PL6918**.

---

**Post Office ISAs are provided by OneFamily. Savings in Post Office cash ISAs are deposited with Bank of Ireland UK.**

OneFamily is a trading name of Family Assurance Friendly Society Limited (incorporated under the Friendly Societies Act 1992, Reg. No. 939F), of which Family Equity Plan Limited (Co. No. 2208249) is a subsidiary. Registered in England & Wales at 16-17 West Street, Brighton, BN1 2RL, United Kingdom. Family Assurance Friendly Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Family Equity Plan Limited are authorised and regulated by the Financial Conduct Authority.

Bank of Ireland (UK) plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc which is registered in England & Wales (No. 07022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE.

Post Office and the Post Office logo are registered trade marks of Post Office Limited.

All information contained within this brochure is correct as of August 2023.