Online Saver

Key information

You should read this document carefully, it contains important information. We recommend you save or print this in case you need it in the future.

Within this document you will also find the general savings terms and conditions, the key product document and transaction box information which form part of your agreement with us.

Online Saver is provided by Bank of Ireland UK

Online Saver key features

- ✓ Open and manage your account online.
- ✓ Start saving from £1 up to £2 million.
- ✓ Take out as much money as you want, with no fee or penalty.
- ✓ Move money to and from your Online Saver via your linked account.

If you'd like a fixed interest rate, or you'd like to manage your account in branch, this might not be the right savings account for you. You should take a look at what other accounts we have available.

Key terms explained

'Linked account' is an account you're named on that can accept or make payments to your Online Saver account. It will be the only account you can do this from. It must be a UK bank or building society and we'll ask you for the details when you apply. You can change your linked account if you need to.

'AER' stands for annual equivalent rate.. It shows what the interest rate would be if interest were paid and added to your account each year.

'Gross' means we will not automatically deduct tax from the interest we pay on money in your account. It's your responsibility to pay any tax you may owe to HM Revenue & Customs (HMRC).

'Calendar days' are one of the seven named days of the week (Monday, Tuesday, Wednesday, etc.).

'Business days' are working days and do not include weekends or bank holidays.

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

Your interest

You can choose to have your interest paid every month or once a year when you apply. You won't be able to change this once your account is opened.

This account has a variable interest rate, along with a fixed bonus for 12 months from account opening.

This means you'll receive a 12-month fixed bonus rate which won't change. We'll be in touch before your bonus expires.

We'll sometimes refer to your variable interest as the underlying rate. This part of your rate can go up or down throughout the lifetime of your savings account.

Interest is calculated daily, and is based on the total balance in your account at the end of the day (you must have the minimum balance in your account). Annual interest is paid between 20-25 March each year. Monthly interest is paid on the first business day of each month.

Opening an Online Saver account

Apply online using our simple application form. It typically takes less than 15 minutes to complete.

Most accounts are opened instantly and we'll let you know your new account number and sort code at the end of the application. If we can't open your account instantly, we'll tell you what you need to do to open your account.

Who can open an account?

To apply, you must:

- Be 18 or over and live in the UK for tax purposes. This does not include the Channel Islands and the Isle of Man.
- Set up a linked account. We'll ask you for your account number and sort code of a UK bank or building society in your name when you apply.
- Have a valid email address so that we can get in contact with you.
- Be able to save at least £1. If you don't make a deposit to your Online Saver account within the first 30 days, we'll close your account.

This account is for personal use only; you can find more information in section 4 of the general savings terms and conditions.

Once your account is open

Your account number, sort code and user ID.
If we're able to open your account instantly, we'll let you know your account number, sort code and user ID at the end of the application. You should make a note of these, as you'll need them to log in or to make a deposit.

Setting your six-digit security number.
You'll be able to set a six-digit security number at the end of your application. You should keep a note of this as you'll need it to log in. If you didn't set it at the end of the application, we'll send you it in the post. This should arrive within five business days.

If you change your mind. You have 14 days from the day your account is opened to cancel your account. You can do this by calling us on 0800 169 7500.* We'll return your money with any interest it has earned.

Please note this is an easy-access account and can be closed at any time.

Logging into your account

To log in, you'll need your **user ID and six-digit security number. If you've forgotten them just call us on 0800 169 7500* and we'll post them to you** – we have to do this for security reasons. Please allow up to four business days for them to arrive.

Once logged in, you can change your six-digit security number. Select 'My account', then 'Security number'.

Paying money into your Online Saver

You can top up your account by:

- Electronic payment from your linked account – this can be done in the normal way that you make payments from this account. You'll need your Post Office Online Saver account number and sort code. If you make your first payment this way, we'll send you a confirmation of deposit by post – please allow five business days for this to arrive. You can also choose to set up a standing order from your linked account to send regular deposits to your Online Saver.
- Internal transfer from another Post Office savings account in your name – subject to the terms and conditions of that account. This can be done by logging into your Post Office account at postoffice.co.uk
- By cheque – made out to yourself (e.g. Mrs Jean Smith) matching the name(s) on your savings account, with your name and address clearly on the back. The cheque must be from your linked account.

Taking money out of your Online Saver

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

- Log into your account
- Select 'Withdraw'
- Follow the simple on-screen instructions

Your money will be paid to your linked account.

Withdrawals normally take one business day.

For security purposes, you won't be able to make withdrawals for the first eight calendar days from the date your account is opened.

Changing your linked account

It's very simple:

- Log into your account
- Select 'Edit linked account'
- Follow the simple on-screen instructions

The change may take at least one business day to update, and you may not be able to make online transactions during this time.

Other useful information

Statements – you'll get an e-statement quarterly (if you make a deposit or withdrawal in that quarter) or annually. We'll email you when this is available to view.

Tax – Online Saver pays gross interest. This means we will not automatically deduct tax from the interest we pay on money in your account. It's your responsibility to pay any tax you may owe to HM Revenue & Customs (HMRC).

Tax certificates – are available annually when you log in at **postoffice.co.uk**

Help and support

Telephone support – your Online Saver can only be managed online, but we do have a helpdesk you can call on 0800 169 7500* if you get stuck.

Closing your account – you can close your account online or by writing to us at Post Office Savings, PO Box 87, Armagh BT61 0BN. We'll return your full balance, together with any interest, to your linked account. Please save or print any e-statements before you close your account.

If your circumstances have changed, if you need to notify us of a death or if you need to appoint Power of Attorney, you can call us on 0800 169 7500* or write to us at Post Office Savings, PO Box 87, Armagh BT61 0BN.

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

Important information

About us

Post Office savings accounts are provided by Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 512956. You can confirm the registration at www.fca.org.uk. Registered in England & Wales (No. 7022885), 45 Gresham Street, London EC2V 7EH. Post Office and the Post Office logo are registered trademarks of Post Office Limited.

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How to make a complaint

If you're unhappy about something, we'll do our very best to sort it out. To make a complaint, get in touch by telephoning 0800 169 7500 or in writing to Freepost, Post Office Customer Care Team BS1 9HY. We'll try to resolve things quickly and will get back to you within five working days.

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

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

Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service at:

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

0800 0234 567

financial-ombudsman.org.uk

complaint.info@financial-ombudsman.org.uk

Deposit Guarantee Scheme – Depositor Information Sheet

Basic information about the protection of your eligible deposits

Eligible deposits in Bank of Ireland (UK) plc are protected by:	The Financial Services Compensation Scheme ('FSCS')[1]
Limit of protection:	£120,000 per depositor per bank/building society/credit union[2] The following trading names are part of your bank/building society/credit union: **'Bank of Ireland UK'** and **'Post Office'** savings accounts under the brand are deposited with Bank of Ireland
If you have more eligible deposits at the same bank, building society or credit union:	All your eligible deposits at the same bank/ building society/credit union are 'aggregated' and the total is subject to the limit of £120,000[2]
If you have a joint account with other person(s):	The limit of £120,000 applies to each depositor separately[3]
Reimbursement period in case of bank, building society or credit union's failure:	7 working days[4]
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Bank of Ireland (UK) plc for enquiries relating to your account:	**Post Office Savings** PO Box 87, Armagh BT61 0BN Tel: 0800 169 7500
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU **Tel:** 0800 678 1100 or 020 7741 4100 **Email:** ict@fscs.org.uk
More information:	**http://www.fscs.org.uk**

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

[1]Scheme responsible for the protection of your eligible deposit
Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £120,000 by the Deposit Guarantee Scheme.

[2]General limit of protection
If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £120,000 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 £100,000 and a current account with £50,000, he or she will only be repaid £120,000.

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 and Post Office. This means that all eligible deposits with one or more of these trading names are in total covered up to £120,000.

In some cases eligible deposits which are categorised as 'temporary high balances' are protected above £120,000 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 at **http://www.fscs.org.uk**

[3]Limit of protection for joint accounts
In case of joint accounts, the limit of £120,000 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 £120,000.

[4]Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. Tel: 0800 678 1100 or 020 7741 4100. Email: **ict@fscs.org.uk**. It will repay your eligible deposits (up to £120,000) within seven working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within seven 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 five 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 at **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[1] • 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[2] 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.[3]
7	It is a deposit of an overseas financial services institution which qualifies as a small company.[4]
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[5] – 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

[1]Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium-sized enterprises are not excluded.
[2]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.
[3]Under the Companies Act 1985 or Companies Act 2006.
[4]See footnote 3.
[5]See footnote 3.

General savings terms and conditions

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1. Who we are and contacting us

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

- Your Post Office savings account is provided by Bank of Ireland (UK) plc.
- You can find out more detail about Bank of Ireland (UK) plc by visiting **www.bankofirelanduk.com**
- You can find out more about Post Office at **www.postoffice.co.uk**

2. The importance of these terms and conditions

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

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

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

3. About your linked account

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

Your savings account must be linked to a current account



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

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

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

4. Opening your new savings account

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

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

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

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

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

Who can open and hold a savings account with us?

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

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

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

5. Keeping your account secure

To help protect your account and prevent fraud, follow these easy steps:
• remember your security details and destroy/delete any messages about them right away
• don't write down or share your security details. Keep them secret
• never let anyone else use your security details unless they are acting on your behalf as your attorney or as an authorised third party
• check your account often for any unexpected transactions
• keep receipts and statements safe and dispose of them securely
• never reply to messages asking for your security information
• keep your antivirus and security software up to date.

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

If we find that you have acted fraudulently in relation to your account, you'll be liable for all losses. If you act without reasonable care and losses are caused, you may be liable for them. We may decide that you've not acted with reasonable care if you fail to follow the security safeguards set out above, or elsewhere in your agreement.

6. Operating your account

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

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

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

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

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

Allowing someone else to access or manage your account

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

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

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

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

7. Account information and statements

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

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

8. Earning interest on your account

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

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

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

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

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

9. Charges we may make to your account

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

10. Changes to your account

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

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

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

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

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

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

Communicating changes to you

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

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

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

11. Closing your account

For easy-access accounts, you may close the account at any time. You can do this by logging on to the online servicing site at **www.postoffice.co.uk**

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

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

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

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

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

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

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

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

Death of an account holder

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

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

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

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

Maturity and bonus expiry

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

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

12. Deactivated accounts (variable-rate products)

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

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

You can reactivate your account by contacting us. As part of the reactivation process, we may have to undertake an identity check with a credit reference agency, but this will not impact your credit rating. Even when deactivated, the account will always belong to you and the balance will continue to earn interest at the applicable rate.

13. The small print

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

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

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

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

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

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

Restrictions on the use of the account

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

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

If we take any of these steps, we may contact you (as long as we're not prohibited from doing so) and we'll be entitled to take any reasonable steps to carry them out. You must not use, or allow anyone else to use, money you've borrowed from the bank to support any business or activity that breaks any sanctions.

You must not pay money into your account, or use it to repay the bank, if that money comes from a country or person or entity that is sanctioned.

We may freeze your account or stop a payment if we believe it's necessary to follow the law, including rules about money laundering or terrorist financing.

We'll usually tell you if we block your account or stop a payment for sanctions reasons.

We're not responsible for any loss or damage you – or anyone else – may suffer if we block your account or stop a payment.

You can find more information at **bankofireland.com/sanctions**

Errors

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

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

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

Unauthorised transactions

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

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

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

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

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

Our liability

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

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

In corresponding with us, you accept that post, online servicing, email or any other form of communication may be intercepted and we're not liable for any losses suffered by you, as long as we've taken reasonable security precautions.

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

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

Legal action against you and claims on your account

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

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

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

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

14. Foreign Account Tax Compliance Act (FATCA) and the Common Reporting Standard (CRS)

The Governor and Company of the Bank of Ireland ('the Bank') and its subsidiaries, including Bank of Ireland (UK) plc, are required during account opening to collect certain information about account holders who are United States (US) citizens and/or who are tax residents in countries or territories outside the United Kingdom.

This is in accordance with the Foreign Account Tax Compliance Act (FATCA) and the Common Reporting Standard (CRS), specifically under Section 222 of the Finance Act 2013 and the International Tax Compliance Regulations 2015 (SI 2015/878).

In some circumstances, we are required to share your account information with HM Revenue & Customs (HMRC), who may then share it with tax authorities in other countries or territories.

The information shared may include:

- Your name, address, date of birth, and in some circumstances your place of birth.
- Your tax identification number (TIN).
- Your account number and account balance or value at the end of the reporting period.
- Gross amounts paid or credited to your account (e.g. interest, dividends, redemption payments).
- The type of account (e.g. depository account).
- Whether a valid self-certification is held.
- Whether the account is joint (and the number of joint holders).
- Whether the account is new (opened on or after 1 January 2016) or pre-existing (opened before 1 January 2016).

We only ask for this information where such a request is permitted under UK law.
Please note: Bank of Ireland cannot provide tax advice. For any tax-related questions or further information, please contact HMRC or your professional tax adviser or visit or HMRC's website www.gov.uk/guidance/automatic-exchange-of-information-account-holders.
You must inform the Bank if any of the information you provide changes.

15. Enquiries and complaints

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

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

If you have made a complaint but are still not satisfied with the response, the Financial Ombudsman Service may be of assistance and they can be contacted at The Financial Ombudsman Service, Exchange Tower, London E14 9SR, on 0800 0234 567 or by email at **complaint.info@financial-ombudsman.org.uk**

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

Online Saver key product information document

How to get the most from your online savings account

Please retain for future reference

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

Account holders

The account may be held either in a sole name or in joint names with a maximum of two account holders. Account holders must be 18 or over. You may not open more than one account in your sole name and one account jointly in your name and that of someone else.

Deposits

The minimum deposit required to open an Online Saver account and the minimum permitted balance (excluding interest) is £1.

The maximum permitted balance (excluding interest) is £2,000,000. If you don't fund your account within 30 days of account opening, we will assume you no longer require the account and automatically close it.

You can make **opening** and **subsequent** deposits by:
a. an electronic payment – **only from your linked account**. Electronic payments will not be accepted from any third-party account, including any other current account in your name; or
b. a transfer from an eligible Post Office savings account in your name(s), subject to the terms and conditions of that account.

Subsequent deposits must be at least £1.

Interest

This account pays a variable interest rate. Interest is calculated on the closing balance on your account each day, and automatically paid into your savings account either annually in March, or on the first business day each month, depending on the option you choose during your application.

Withdrawals

Provided you have sufficient cleared funds in your account, you can make withdrawals electronically and free of charge to the linked account by logging into the online servicing site at **www.postoffice.co.uk**

Transaction information box

Transaction type	Deposit	Withdrawal	Cut-off times for instructions	Account information needed*	Cancelling your transaction request**	Limits***	When your funds will be available
Transfer funds between your eligible Post Office savings accounts	✓	✓	5pm on any business day. Instructions received after this time will be processed the next business day.	Your account number(s) and, if you choose, an appropriate reference to identify the transfer.	If you ask us to process your transaction online or by phone, it cannot be cancelled after you confirm the request. If your request was in writing, call us within three business days and we may be able to cancel this for you.	No limit on the number or value of transfers within the account's minimum and maximum balances permitted.	Inbound transfers are paid into your account immediately and we'll start paying interest on the business day the funds are added. Outbound transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.
Electronic transfer in from/out to your linked account	✓	✓	Inbound – 5pm on the business day your funds are sent to your Post Office account. Outbound – we need to know by 5pm to enable funds to be sent to your linked account the next business day.	Inbound – when making electronic transfers from your linked account to your Post Office account, you need your Post Office account number and sort code. Outbound – confirmation of your linked account number and sort code.	The transaction may only be cancelled if it was made in writing. To cancel, call us within three business days and we may be able to cancel this for you.	Inbound – up to the maximum balance permitted for your account. Outbound – we can authorise up to £50,000 on the phone, there is no maximum limit online or in writing. Transactions of over £999,999.99 will be made by CHAPS*** and it is your responsibility to check that the receiving account can accept CHAPS payments.	Inbound electronic transfers are paid into your Post Office account the same business day the funds are received by us, and we'll start paying interest immediately. Outbound electronic transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.

*In all cases we will require your name and account number to authorise any transactions. For written requests we also validate your signature. Requests made online or via the telephone will be validated by asking for three digits from your six-digit security number. Without this information we will not be able to carry out your transaction.
**If your transaction request cannot be made you will be notified at the time of the request, unless your request is in writing or a cheque submission, in which case we'll write back to you.
***Please note CHAPS payments in this instance are paid on the next working day providing the withdrawal request was completed before 5pm. Withdrawals made after this time will be paid two working days later.

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 Privacy Policy lets you know what data we collect about you and how we use it, and gives you information about your rights and how you can get in touch with us.

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

We are:

- Post Office Limited is registered in England and Wales. Registered Number: 2154540. Registered Office: 100 Wood Street, London EC2V 7ER.
- Post Office Management Services Limited is registered in England and Wales. Registered Number: 08459718. Registered Office: 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**

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 such as transacting with partners, conducting audits, producing management information and managing complaints, and to assist in training, quality assurance and compliance.
- For customer feedback surveys, to prevent fraud and to comply with anti-money-laundering regulations.
- To manage your rights under the UK Data Protection Act, including managing marketing suppression lists.
- For obligations imposed by law enforcement agencies and other organisations.

Who we share your information with

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

Transferring information outside of the EEA

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

How long do we keep your personal information?

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

Your rights and choices

You can object to direct marketing by calling **03457 22 33 44**, text phone **03457 22 33 45**, sending an email to **pol_marketpermissions@response-services.co.uk** or by writing to Marketing Preference Team, 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 or 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**

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*Calls to 0800 numbers are normally free of charge from landlines and mobile phones. Calls to 0345 numbers should cost no more than calls to geographic numbers (01 or 02). You should check call charges with your service provider. We may record, monitor and use calls, but only for training and compliance purposes. Our lines are open from 9am to 7pm Monday to Friday and 9am to 2pm on Saturdays, and closed on Sundays.

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