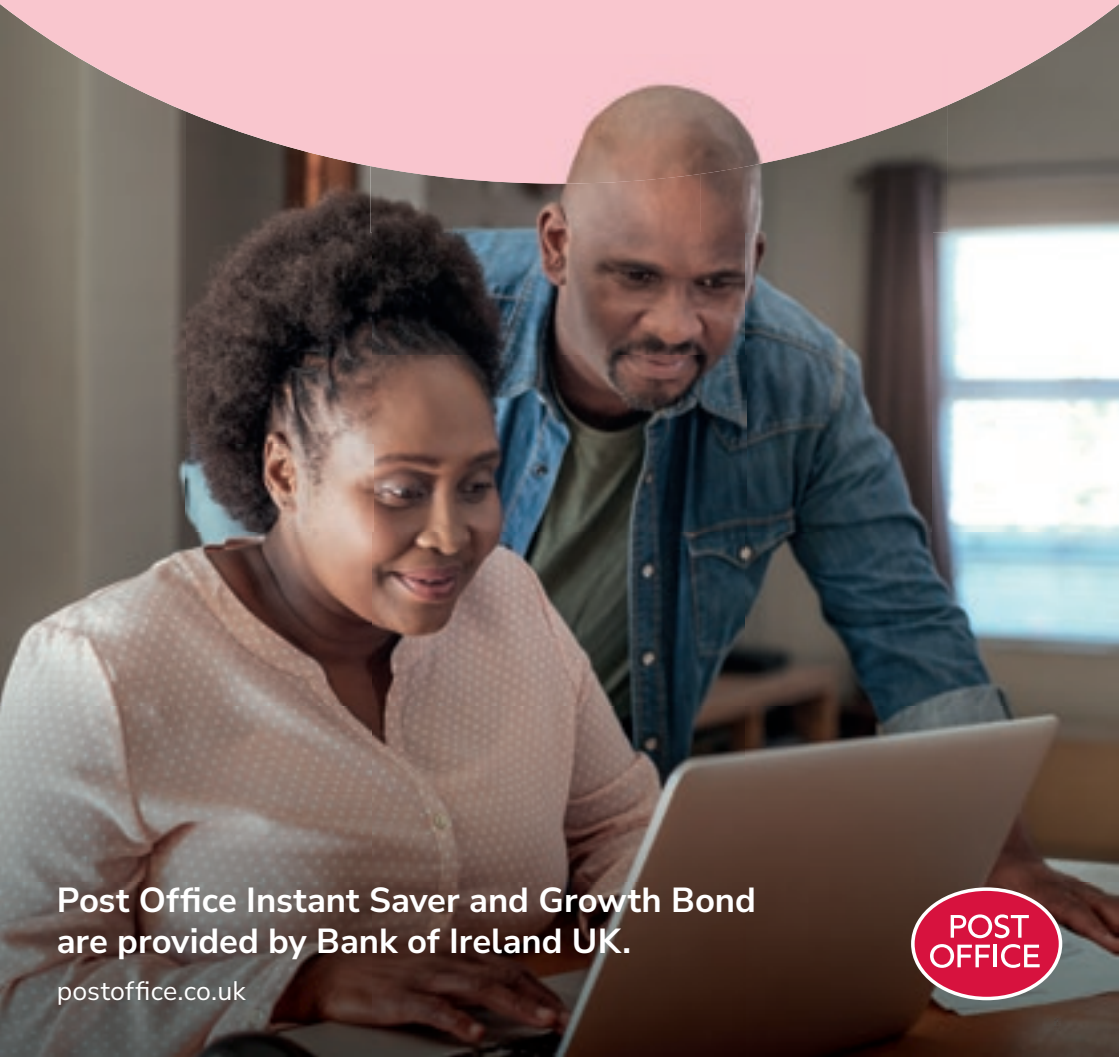
Savings Key Information Pack



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

postoffice.co.uk

POST OFFICE

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Saving with Post Office

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

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

Before you choose a savings account, ask yourself:

How much do I want to save?

Some of our accounts have a minimum opening balance; please check the product information for the details.

Some accounts will allow you to save flexibly and regularly, while others only allow you to deposit a lump sum at account opening.

How often will I need access to my money?

You should think about whether you want instant access to your savings, or if you're prepared to lock your money away for a fixed term.

How do I want to manage my savings?

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

What savings accounts does Post Office offer in branch?

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

You can find everything you need to know about these savings accounts in this brochure.

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

To see information about our online-only products, please visit **www.postoffice.co.uk/savings-accounts.** These are designed for customers who are happy to manage their savings account online only.

Instant Saver and Growth Bond – at a glance

	Minimum deposit at account opening	Maximum balance	Number of deposits allowed	Deposit at account opening	Subsequent deposits after account opening	Interest type	Interest	Withdrawal	ATM card
Instant Saver	£0	£1 million	Multiple deposits	Personal cheque or internal transfer	Cash, personal cheque, transfer from your linked account or internal transfer	Variable	Interest is paid annually between 20-25 March	Free withdrawals anytime	✓
Growth Bond	£500	£1 million	Single deposit only at account opening	Cheque or internal transfer	Once your account is open, you can't put any more money in	Fixed with a choice of terms	1-year bond – at maturity 2- and 3-year bond – on anniversary of account opening	No withdrawals during fixed term	

Choosing the right account

Instant Saver

Our Instant Saver may be right for you if:	Our Instant Saver may not be right for you if:
• You want to open your account in branch or by post • You want free withdrawals • You want a savings account with a cash card	• You want a fixed rate of interest • You'd like a regular income from your savings • You need an account to receive and manage your income, benefits or pension

Growth Bond

Our Growth Bond may be right for you if:	Our Growth Bond may not be right for you if:
• You want to know exactly how much interest you'll earn on your savings • You'd like to save a lump sum when opening your account (rather than make regular deposits) between £500 and £1 million • You're happy to leave your money untouched for a fixed term and receive interest annually	• You want to open your account online • You want to add to your savings on a regular basis • You might need to withdraw your savings before the end of the term. Funds can only be accessed in exceptional circumstances and you will usually be charged a penalty

How to apply

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

1 **Read and understand:**

- The Summary Box, which you'll find provided with this pack, in branch or online at postoffice.co.uk/savings
- This brochure, including the General Savings Terms and Conditions and the Key Product Information document

2 **Complete and return your application:**

- Make sure you complete everything, including all mandatory fields marked with a *
- Hand it in to a member of staff or post it to us using the envelope provided

3 **Pay in your initial deposit:**

- By personal cheque made out to yourself (e.g. Mrs Jean Smith) matching the name(s) you've written on the application form, with your name and address clearly on the back
- By internal transfer, from another of your eligible Post Office savings accounts, subject to the conditions of that account

4 **Applying under Power of Attorney (POA) and Court Orders:**

- This form can also be used to apply for a new branch Post Office savings account with a POA or Court Order (i.e. Deputyship Controllership and Guardianship Order)
- We don't accept BF57 authority from the Department for Work and Pensions (DWP) on Post Office savings accounts
- For information about third-party mandates and adding an authority onto an existing branch or online account please call us on 0800 169 7500
- A donor/client/patient/granter is the person being helped
- The attorney/deputy/controller/guardian is the person helping
- Please complete all sections. The left-hand side is for the donor/client/patient/granter's details. The right-hand side is for the attorney/deputy/controller/guardian's details. Some information may not seem relevant. We need it to verify both parties and complete our checks before we can open the account
- If you're providing a Lasting Power of Attorney (LPA) access code, we'll use this, however we may still require more information from you

  For more information please visit www.gov.uk/guidance/using-the-donors-lpa-access-codes-and-view-an-lpa

Your questions answered

You'll find all the information you need in pages 7-10. It covers things like the key features of the accounts, how to use the account and how to open an account for a child. For help on completing our application form there is a short guide on page 34 with extra information that may be useful.

Check out our checklist

Get your account opened as fast as you can. Take a look at our checklist on the inside back cover.

What happens next

1

We'll usually open your account within 3 business days

- We'll do some electronic checks to confirm who you are. Sometimes, we'll need some more information. We'll let you know if we do
- If we ask for more information, please make sure it's up to date and any documents are certified. A certified identity document is a copy of an original identification document that has been verified and signed by an authorised person such as a Post Office official, accountant, solicitor, barrister etc., to confirm that it's a true copy of the original and that the photo (if applicable) is a true likeness of the person
- Don't worry, you'll earn interest from the moment you account has been opened and your deposit has been cleared

2

Within 5 to 10 business days of your account being opened, you'll get:

- Your Welcome Pack – with all you need to know about using your account
- Your User ID, which you can use to view or manage your savings account online
- Your online and telephone banking 6-digit security numbers – you need these to manage your savings online and by phone

For Instant Saver only – you'll also get:

- Your cash card and personal identity number (PIN) – which you need for deposits and withdrawals in Post Office branches and at cash machines
- Your deposit slips – for paying cheques in at Post Office branches (deposit slips will be sent once your account balance reaches £1, payable by cash, transfer from your linked account or internal transfer)

3

Now, use your account and make the most of your savings

- Log in at www.postoffice.co.uk
- Go to your local Post Office branch to complete your transactions

4

If you need any additional support

- Once your account is opened, if you need any additional support or would like to let us know about any change in circumstances please contact us on **0800 169 7500**
- **Writing to us** – to manage your account by post, you can write to us at Post Office Savings, PO Box 87, Armagh BT61 0BN

These sections have helpful information about Instant Saver and Growth Bond.

Please also check the General Savings Terms and Conditions and the Key Product Information document. These documents, alongside the Transaction Information Box, will form your agreement with us.

Key terms explained

'Linked account' is an account you're named on that can accept or make payments to your savings account electronically. 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.

'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.

Instant Saver

Key features

- Open your account in branch or by post.
- Manage your account in branch, by phone, by post or online.
- Take out as much money as you want, with no fee or penalty.
- Comes with a cash card.

Your interest

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). It's paid annually between 20-25 March.

Opening an Instant Saver

See the 'How to apply' section on page 5.

Who can open an account?

To apply, you must:

- Be 16 or over and live in the UK for tax purposes. This doesn't include the Channel Islands or the Isle of Man.
- If you are aged 11-15, a parent/legal guardian aged 18 or over can open the account for you. They'll need to complete the 'Second applicant' section of the application form.
- A parent/legal guardian must be over 18, live in the UK and hold parental responsibility for the child. Proof of identity and address will be required for the child. Proof of guardianship will be required.
- Set up a linked account. We'll ask you for the account number and sort code of a UK bank or building society in your name.
- Have a valid email address so that we can get in contact with you.
- You can open a sole account or a joint account.

This account is for personal use only; you can find more information in section 4 of the General Savings Terms and Conditions.

We can also accept applications from Enduring or Lasting Power of Attorneys as well as from deputies under a Court of Protection Order. Please refer to the 'Applying under Power of Attorney' section on page 5 for instructions on how to do this.

Once your account is open

See the 'What happens next' section on page 6.

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, and 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.

Paying money into your Instant Saver

You can choose to make a deposit when opening your account. You can do this in the following ways:

- **Personal cheque** – at a Post Office branch or sent to us by post. The cheque must be from your linked account
- **Internal transfer** – from another Post Office savings account in your name, subject to the terms and conditions of that account

If you don't make a deposit to your Instant Saver account within the first 30 days, we may close your account.

The minimum permitted balance is £1.

Once your account is open, you can top up your account by:

- **Cash** – at a Post Office branch, up to £2,000 per day
- **Personal cheque** – at a Post Office branch or sent to us by post. The cheque must be from your linked account
- **Internal transfer** – from another Post Office savings account in your name, subject to the terms and conditions of that account
- **Electronic payment** – from your linked account only. Payments from all other accounts will be rejected. This can be done in the normal way that you make payments from this account. You can also choose to set up a standing order from your linked account to send regular deposits to your Instant Saver

Taking money out of your Instant Saver

You can withdraw from your Instant Saver using these options:

- **Cash** – using your cash card. You can withdraw up to £1,000 a day through any Post Office branch or ATM
- **Electronically to your linked account** – by logging into your account online, or by phoning us. A limit of £50,000 per business day applies

Withdrawals normally take 1 business day.

You must always have the minimum balance of £1 in your account for it to stay open.

If you need an alternative withdrawal option or to withdraw more than £50,000, please contact us.

Logging into your account online

You can log into your account at postoffice.co.uk. You'll need your **user ID and 6-digit security number.** This will be posted to you once your account is opened. **If you've forgotten them, just call us and we'll post them to you** – we have to do this for security reasons. Please allow up to 4 business days for them to arrive.

Once logged in, you can change your 6-digit security number. Select 'Savings Account Management', then 'Change Security Number'.

Changing your linked account

It's very simple. You can do this online at postoffice.co.uk:

- Log into your account
- Select 'Linked account'
- Choose 'Change linked account'

You can also do it by phone or by post.

The change may take at least 1 business day to update, and you may not be able to make online transactions during this time.

Other useful information

Statements – you'll get a statement every three months (if you make a deposit or withdrawal during that time). If not, you'll get one once a year.

Tax – your Instant 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).

Help and support

Telephone support – to manage your account by phone, you can reach us on 0800 169 7500.* You'll need your 6-digit security number.

Writing to us – to manage your account by post, you can write to us at Post Office Savings, PO Box 87, Armagh BT61 0BN.

Closing your account – you can close your account online, by phone or by post. We'll return your full balance, together with any interest, to your linked account. You'll receive a closing statement by post.

If your circumstances have changed, if you need to notify us of a death, or if you need to appoint third-party authority – you can let us know by phone or by post.

Growth Bond

Key features

- Get a fixed interest rate for a fixed term – choose from 1, 2 or 3 years.
- Open your account in branch or by post.
- Manage your account in branch, by phone, by post or online.
- Start saving with a one-off lump sum from £500, up to £1 million.
- You can't add any more money or take out money from your bond until the end of the fixed term.

Your interest

The interest rate will be fixed for the term you have chosen. This means your interest rate will not change during that time. Interest is calculated daily.

For 1-year fixed terms, interest will be paid at the end of the term.

For 2- or 3-year terms, interest will be paid on the anniversary of account opening. You can choose to have your interest paid for 2- or 3-year terms into your linked account. If you choose to have it paid into your Growth Bond, you won't be able to withdraw it until the end of the term.

Opening a Growth Bond

See the 'How to apply' section on page 5.

Who can open an account?

To apply, you must:

- Be 16 or over and live in the UK for tax purposes. This doesn't include the Channel Islands or the Isle of Man
- If you are under 16, a parent/legal guardian can open the account for you. They'll need to complete the 'Second applicant' section of the application form
- A parent/legal guardian must be over 18, live in the UK and hold parental responsibility for the child. Proof of identity and address will be required for the child. Proof of guardianship will be required
- Set up a linked account. We'll ask you for the account number and sort code of a UK bank or building society in your name
- Have a valid email address so that we can get in contact with you
- Be able to save at least £500
- You can open a sole account or a joint account

This account is for personal use only; you can find more information in section 4 of the General Savings Terms and Conditions.

We can also accept applications from Enduring or Lasting Power of Attorneys as well as from deputies under a Court of Protection Order. Please refer to the 'Applying under third-party authority' section on page 5 for instructions on how to do this.

Once your account is open

See the 'What happens next' section on page 6.

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 phone or by post, and we'll return your money with any interest it has earned.

Paying money into your Growth Bond

We need an opening deposit of at least £500 with your application. This can be made by:

- **Personal cheque** – at a Post Office branch or sent to us by post. This should be made out to you in your own name
- **Internal transfer** – from another Post Office savings account in your name, subject to the terms and conditions of that account. Include the details of this account with your application and we'll organise the rest

Once your account is open, you can't put any more money into your Growth Bond.

Taking money out of your Growth Bond or closing your account

You can't take money out of your Growth Bond, or close it, until the end of the fixed term, so you need to be sure you won't need access to your money during this time.

In exceptional circumstances we may allow you to close your Growth Bond early. These are circumstances that are outside your control, that you could not have reasonably foreseen when you opened the bond. They are likely to cause you significant financial loss or personal distress, for example bankruptcy or diagnosis of a terminal illness.

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

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

We'll normally charge you a breakage charge to close your Growth Bond early. This means you could get back less than you originally invested. We'll provide details of the breakage charge at the time of your request.

What happens when my fixed term ends?

We'll write to you before your fixed term ends. This will remind you of the maturity date and tell you what you need to do next.

Here's a summary of the options you'll have:

1. **Reinvest your money in another bond** – the letter will tell you what options are available
2. **Do nothing** – your money will move into an easy-access account called an Easy Saver. You can get access to your money when you like, or leave it there and earn interest while you decide what to do next
3. **Withdraw your money**

You can do any of these by post, by phone or online.

Logging into your account online

You can log into your account at postoffice.co.uk. You'll need your **user ID and 6-digit security number.** These will be posted to you once your account is opened. **If you've forgotten them, just call us and we'll post them to you** – we have to do this for security reasons. Please allow up to 4 business days for them to arrive.

Once logged in, you can change your 6-digit security number. Select 'Savings Account Management', then 'Change Security Number'.

Changing your linked account

To update your linked account you can call us on **0800 169 7500.*** You'll need your 6-digit security number. You can also do this by post.

Other useful information

Statements – we don't send out Growth Bond statements. You can check your balance at any time by logging in online or by phone. The information we send you before the end of your fixed term will include your latest balance.

Tax – your Growth Bond 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).

Help and support

Telephone support – to manage your account by phone, you can reach us on 0800 169 7500.* You'll need your 6-digit security number.

Writing to us – to manage your account by post, you can write to us at Post Office Savings, PO Box 87, Armagh BT61 0BN.

If your circumstances have changed, if you need to notify us of a death or if you need to appoint third-party authority – you can let us know by phone or by post.

Death of an account holder – the bond can stay the way it is until the end of the fixed term, or the bond can be closed. We'll return the money along with all the interest it has earnt up until it's been closed. See section 11 of the General Savings Terms and Conditions.

The finer details
General Savings Terms and Conditions

Finding your way round

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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 1 business day to update, and you may not be able to make online transactions during this time. If you change or close this current account and don't tell us, it may delay or prevent your transaction from going through. We're not responsible for any loss if that happens.

4. Opening your new savings account

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

- we've received a fully completed application from you; and
- we've 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

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 below. We may deduct our charges from your account, but we'll let you know in advance of any charge that you'll have to pay.

10. Changes to your account

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

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

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

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

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

*If applicable, your notice period will be set out in your Key Product Information document.

Communicating changes to you

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

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

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

11. Closing your account

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

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-day 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, or we'll 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, for 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, 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)

The information shared may include (continued):
• 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.

Instant Saver
Key Product Information

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

Please retain for future reference

This Key Product Information document forms an essential part of your agreement, and must be read in conjunction with the General Savings Terms and Conditions document, the Instant Saver Summary Box and Transaction Information Box, as all these documents together form your agreement.

Account holders

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

If your account is opened in the name of a minor between the ages of 11-15 at the date of account opening:
a. the account will belong to the minor; and
b. a parent/legal guardian must sign all written instructions on the account; and
c. we'll need a certified copy of the minor's birth certificate or passport in addition to any proof of identity we may require for the parent/legal guardian; and
d. we'll accept and act upon the instructions of the parent/legal guardian until the minor reaches 16. At that point, we'll accept and act upon the instructions of the minor only; and
e. either the minor or the parent/legal guardian must provide a UK current account in their name as the linked account

A parent/legal guardian who signs an application form with a minor agrees with us that:
a. the account is suitable for the minor; and
b. the account is operated for the benefit of the minor and in line with these Terms and Conditions; and
c. they'll help the minor to understand the effect of any transactions and how the account is operated; and
d. the parent/legal guardian isn't party to the account, and has no legal claim or right to the funds in the account

Deposits

There is no minimum deposit required to open an Instant Saver account. The minimum permitted balance is £1. The maximum permitted balance (excluding interest) is £1,000,000. If you don't make a deposit to your Instant Saver account within the first 30 days, we may close your account.

The deposit at account opening can only be made by:
• a personal cheque paid in at a Post Office branch or sent to us by post (business cheques will not be accepted); or
• transfers from an existing Post Office savings account in your name(s), subject to the terms and conditions of that account

You can make **subsequent deposits** (minimum value £1) into your account in any of the following ways:
• by cash – in a Post Office branch – up to the value of £2,000 per day, limited to £10,000 annually using your ATM card and PIN (**do not send cash in the post**); or
• by transferring funds from a Post Office savings account held in your name(s), subject to the terms and conditions of that account
• through your **linked account**, in the following ways: – by personal cheque, drawn against the linked account and paid in at a Post Office branch or sent to us by post. Business cheques will not be accepted, or; – by electronic payment. Electronic payments will not be accepted from any third-party account including any other current account in your name(s), or; – by standing order

Interest

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

Withdrawals

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

Electronically	Funds can only be withdrawn from your account to your linked account in the following ways: a. Writing to us to request a withdrawal (no limit applies) b. Logging into the online banking service or phoning us. A limit of £50,000 per business day applies
In cash	You can use your ATM card to withdraw up to £1,000 a day through any Post Office branch or ATM

If you need an alternative withdrawal option, please call us.

ATM card

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

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

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

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

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

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

Lost or stolen cards

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

Growth Bond
Key Product Information

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

Please retain for future reference

This Key Product Information document forms an essential part of your agreement, and must be read in conjunction with the General Savings Terms and Conditions document, the Growth Bond Summary Box and Transaction Information Box, as all these documents together form your agreement.

Account holders

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

If your account is opened in the name of a minor under 16 at the date of account opening:
a. the account will belong to the minor; and
b. a parent/legal guardian must sign all written instructions on the account; and
c. we'll need a certified copy of the minor's birth certificate or passport in addition to any proof of identity we may require for the parent/legal guardian; and
d. we'll accept and act upon the instructions of the parent/legal guardian until the minor reaches 16. At that point, we'll accept and act upon the instructions of the minor only; and
e. the maturity account into which the matured funds from the account are paid will name the minor as payee or account holder; and
f. either the minor or the parent/legal guardian must provide a UK current account in their name as the linked account

A parent/legal guardian who signs an application form with a minor agrees with us that:
a. the account is suitable for the minor; and
b. the account is operated for the benefit of the minor and in line with these Terms and Conditions; and
c. they'll help the minor to understand the effect of any transactions and how the account is operated; and
d. the parent/legal guardian isn't party to the account, and has no legal claim or right to the funds in the account

Deposits

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

The opening deposit can only be made by either:

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

Withdrawals

You may not withdraw funds from your account prior to maturity. If you need to close your account during the fixed term please refer to the 'Closing your account' section of your General Savings Terms and Conditions.

Interest

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

Important information

About us

Post Office savings accounts are provided by Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 512956. You can confirm the registration at www.fca.org.uk. Registered in England & Wales (No. 7022885), 45 Gresham Street, London EC2V 7EH. Post Office Limited is registered in England and Wales. The Registered Number is 2154540 and the Registered Office is at 100 Wood Street, London EC2V 7ER. Post Office and the Post Office logo are registered trademarks of Post Office Limited.

Making a complaint

If you're unhappy about something, we'll do our very best to sort it out. To make a complaint, get in touch using the contact details on the back page or write to us at Freepost, Post Office Customer Care Team BS1 9HY. We'll try to resolve things quickly and will get back to you within 5 working days.

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

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

Making a complaint won't affect your legal rights.

You can contact the Financial Ombudsman Service at:

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

0800 0234 567

financial-ombudsman.org.uk

complaint.info@financial-ombudsman.org.uk

Death of an account holder

To tell us an account holder has died:

- call 0800 169 7500*
- visit postoffice.co.uk (search for 'bereavement')
- write to us at PO Box 87, Armagh BT61 0BN

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'**
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 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
To contact the FSCS for further information on compensation:	**Financial Services Compensation Scheme** 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU **Tel:** 0800 678 1100 or 020 7741 4100 **Email:** ict@fscs.org.uk
More information:	**http://www.fscs.org.uk**

[1]Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £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; or

b. a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity; or

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 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 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 The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

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.

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
Instant Saver and Growth Bond							
Cheque	✓	N/A	During Post Office opening hours, or by post to the customer service centre. Cheques received after 5pm will be processed the next business day.	Your Post Office account number. For cheques sent by post, write your full name and address on the reverse of the cheque.	Once the deposit has been made you can only stop/cancel the cheque with the originating bank or building society.	Up to the maximum permitted balance for your account.	As soon as we have received cleared funds, interest will start to accrue on that amount and the funds will be available for withdrawal. Cheques typically take between 3 and 5 business days to clear.
Transfer funds between your eligible Post Office savings accounts	✓	✓	5pm on any business day. Instructions received after this time will be processed the next business day.	Your account number(s) and, if you choose, an appropriate reference to identify the transfer.	If you ask us to process your transaction online or by phone, it cannot be cancelled after you confirm the request. If your request was in writing, call us within 3 business days and we may be able to cancel this for you.	No limit on the number or value of transfers, within the account's minimum and maximum permitted balances.	Inbound transfers are paid into your account immediately and we'll start paying interest on the business day the funds are added. Outbound transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.
Instant Saver only							
Cash deposits at Post Office counters (only applicable to opened accounts)	✓	N/A	Post Office opening hours.	Instant Saver – ATM PIN and ATM card.	N/A	£2,000 daily limit after account opening. £10,000 maximum annually.	Paid in to your Post Office savings account on the business day the funds are received by us (usually 2 business days).
Cash withdrawals	N/A	✓	24 hours a day at an ATM. During Post Office opening hours for branch cash withdrawals.	ATM PIN and ATM card.	Not available once you have withdrawn your funds.	Daily limit: £1,000.	Your withdrawal will leave your account immediately and we will stop paying interest from the business day you withdraw the funds.
Electronic transfer in from/out to your linked account	✓	✓	Inbound – 5pm on the business day your funds are sent to your Post Office account. Outbound – we need to know by 5pm to enable funds to be sent to your linked account the next business day.	Inbound – when making standing orders from your linked account to your Post Office account, you need your Post Office account number and sort code. Outbound – confirmation of your linked account number and sort code.	The transaction may only be cancelled if it was made in writing. To cancel, call us within 3 business days and we may be able to cancel this for you.	Inbound – up to the maximum balance permitted for your account. Outbound – we can authorise up to £50,000 on the phone or online; there is no maximum limit in writing.	Inbound – paid into your Post Office account the same business day the funds are received by us and we'll start paying interest immediately. Outbound transfers leave your account immediately and we'll stop paying interest from the business day the funds leave your account.

*In all cases we'll require your name and account number to authorise any transactions. For written requests we also validate your signature. Requests made online or via the telephone will be validated by asking for 3 digits from your 6-digit security number. Without this information we will not be able to carry out your transaction.
**If your transaction request cannot be made you'll be notified at the time of the request, unless your request is in writing or a cheque submission, in which case we'll write back to you.
***Withdrawals require sufficient cleared funds in your account for us to process the payment. Should your withdrawal take your account below the minimum permitted balance, your account may be closed and any remaining funds, plus interest earned up to that date, sent to your linked account.

Post Office Privacy Policy

At 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, data is enriched with other information from other sources.

Why do we collect personal information about you, and what do 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, 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 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**, 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, provided to you ('portability') and the right to object to or 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, 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

Notes

Notes

Contact us

Ask at the counter

Visit postoffice.co.uk/savings-accounts

Call 0800 169 7500*

*Calls to 0800 numbers are free from UK consumer landlines and mobile phones. We may record or monitor calls and use them for training and compliance purposes. Our telephone lines are open 9am-7pm Mon-Fri, 9am-2pm Sat and closed Sun.

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** or call free on **0800 707 6606**, quoting **PL10355**.

Branch Response Code

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