



# **Savings Account**

## Terms and Conditions

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## Who are we?

We are This Bank Limited (*trading as thisbank*), a company registered in England and Wales under company number 11734380. Our registered office is at: City Bridge House, 57 Southwark Street, London, SE1 1RU.

## How are we regulated?

This Bank Limited is authorised by the PRA and regulated by the FCA and the PRA. Our Financial Services Register reference number is 832786. We are registered in England and Wales (Company No. 11734380) and our registered office is at City Bridge House, 57 Southwark Street, London, SE1 1RU.

Eligible deposits in This Bank Limited are protected by the Financial Services Compensation Scheme (FSCS) as described in [clause 20](#).

## How can you contact us?

	<p><b>Calling</b> <a href="#">0808 196 1945</a> or +44 (0) 808 196 1945 for Outside the UK Monday to Friday 9:00 – 18:00 (except Bank Holidays) Saturday 9:00 – 12:30 <i>We may record calls for monitoring and training purposes</i></p>
	<p><b>email</b> <a href="mailto:customerservice@thisbank.co.uk">customerservice@thisbank.co.uk</a></p>
	<p><b>Online</b> You can contact us by filling in our Contact Us form online at <a href="#">Contact Us</a> and a member of our Customer Support team will be in touch.</p>
	<p><b>Post</b> City Bridge House, 57 Southwark Street, London, SE1 1RU</p>

## What do these terms cover?

These terms cover any savings account you may open with us. In particular, section A applies to all savings accounts, these are called the General Terms. Other sections apply to the particular savings account you have opened, these are called the Account Specific Terms. Please read these carefully.

## What terms apply to my account?

Account Type	General Terms Section A	Account Specific Terms	
		Easy Access Savings Account Section B	Fixed Term Saving Accounts Section C
Easy Access Savings	✓	✓	✗
Fixed Term Savings	✓	✗	✓

## How much do I need to deposit?

You will not need to pay any fees to open a savings account. You must deposit a minimum amount of

- £1 to open an Easy Access Savings Account; or
- £100 to open a Fixed-Term Savings Account

## What if I change my mind and want to cancel the contract?

You can change your mind and cancel your contract with us at any time within 14 calendar days of opening your savings account (**Cooling-Off Period**). Cancelling your contract means you will close the savings account you have opened with us. You do not need to give a reason for this.

If you decide to cancel within the Cooling-Off Period, you must let us know (send us a notice of cancellation). You can do this by email, telephone [0808 196 1945](tel:08081961945),

or writing to us at the address above. Alternatively, please complete our [Contact Us](#) form.

If you cancel the contract during the Cooling-Off Period, we will return all the money you have paid in, plus any interest that accrued on that money up to the date of cancellation. We will do this without undue delay and within 14 calendar days of receiving your cancellation notice.

If you do not notify us of cancellation within the Cooling-Off Period, you will continue to be bound by all the Terms applicable to your account. After that, if you want to close the account, you'll have to do so under the normal account closure rules:

- [clause 5](#), section B of the specific Easy Access Savings Account Terms and Conditions, for closing of an Easy Access Savings Account
- [clause 5](#), section C of the specific Fixed-Term Savings Account Terms and Conditions for closing of a Fixed Term Savings account

## What if I have a complaint?

We hope that you're happy with our services, but we know that isn't always the case. If you want to make a complaint, you can let us know by using the contact information below. You can also find more information on our complaints process on our [website](#):

	<p><b>Website</b></p> <ul style="list-style-type: none"><li>• Visit our <a href="#">complaints page</a></li><li>• by clicking on the 'Complaints' link in the footer at the bottom of our web page.</li></ul>
	<p><b>email</b> <a href="mailto:customerservice@thisbank.co.uk">customerservice@thisbank.co.uk</a></p>
	<p><b>Calling</b></p> <p><a href="tel:08081961945">0808 196 1945</a> or +44 (0) 808 196 1945 for Outside the UK</p> <p>Monday to Friday 9:00 – 18:00 (except Bank Holidays)</p> <p>Saturday 9:00 – 12:30</p>

	<p>We may record calls for monitoring and training purposes</p>
	<p><b>Post</b></p> <p>City Bridge House, 57 Southwark Street, London, SE1 1RU</p> <p>Please include:</p> <ul style="list-style-type: none"><li>• Your full name, address and account number</li><li>• As much as you can about your complaint</li><li>• What has gone wrong</li><li>• How we can make this right</li></ul>

## 1. Section A – General Terms and Conditions

### Definitions

**The below definitions apply to the Terms.**

#### Account Specific Terms

The terms that apply to your type of savings account in addition to these General Terms.

#### Business Day

A day on which we are open for business in the UK, usually Monday through Friday, excluding public/bank holidays. Transactions are only processed on business days. (Weekends and bank holidays are not business days.)

#### BACS, CHAPS, Faster Payments

These are electronic payment methods in the UK:

- BACS (Bankers' Automated Clearing Services): a standard electronic transfer that usually takes 3 working days.
- CHAPS (Clearing House Automated Payment System): a same-day high value transfer service (often used for large payments).
- Faster Payments: an electronic transfer system that typically moves money within minutes or hours, same day, for most everyday transactions.

#### Cooling-Off Period

You have 14 calendar days after opening your account to cancel the agreement between you and **thisbank** without penalty. This is known as the Cooling-Off Period. For more details, see [clause 3](#) of the General Terms.

#### Easy Access Savings Account

A savings account with a variable interest rate which allows for withdrawals at any time.

#### Financial Conduct Authority (FCA)

One of the UK's financial regulators. The FCA oversees the conduct of financial services firms to ensure consumers are protected, markets run well, and promote effective competition.

#### Financial Services Compensation Scheme (FSCS)

The UK's statutory compensation scheme that protects consumers' money where an authorised firm (such as a bank or other financial institution) fails. FSCS may compensate eligible depositors up to a certain limit if a bank cannot return their money.

### **Fixed Term Deposit Savings Account**

A savings account where your money is locked in for a set term (e.g. 1 year, 2 years). During the term of the account, the interest rate is fixed and withdrawals are not allowed.

### **General Terms**

The terms set out in Section A which apply to all savings accounts with **thisbank**.

### **Internet Banking**

**thisbank**'s online service accessed via web browser.

### **Mobile Banking App**

Our mobile banking app, available for download from Apple App Store and Google Play Store.

### **Mobile Device**

Any smartphone or tablet you use to access the Mobile Banking App or Internet Banking.

### **Nominated Account**

An external bank account that you link to your **thisbank** savings account.

### **Ombudsman (Financial Ombudsman Service)**

An independent service that resolves disputes between consumers and financial companies. If you have a complaint that you can't resolve with us, you can take it to the Ombudsman for a fair, free review.

### **Online Banking**

Online Banking portal, which may also be called Online Savings Portal, Online Lending Portal or any variation thereof.

### **Open Banking**

The ability to securely share your banking data with approved third parties.

### **Power of Attorney**

A legal document that lets you appoint someone else to act on your behalf. In banking, if you give someone power of attorney, they can operate your account for you. You remain responsible for what they do.

### **Prudential Regulation Authority (PRA)**

The UK regulator responsible for the stability and soundness of financial firms (like banks). The PRA (part of the Bank of England) works alongside the FCA.

### **Security Details (Security Information)**

The unique personal information used to verify your identity for your account. This includes passwords, passcodes, security questions, one-time passcodes, etc. These details must be kept secret to protect your account.

### **Terms**

The General Terms (Section A) and the Account Specific Terms that are applicable to your type of savings account.

### **US Person**

Typically defined for tax/regulatory purposes as a U.S. citizen or resident, wherever they live, or someone otherwise subject to U.S. tax jurisdiction. Banks sometimes have restrictions around US Persons due to tax law.

### **We/Us/Our**

This Bank Limited (trading as **thisbank**), a company registered in England and Wales under company number 11734380. Our registered office is at: City Bridge House, 57 Southwark Street, London, SE1 1RU.

### **You/Your**

The account holder.

Before you apply to open one of our savings accounts, you should read the Terms carefully, along with the Product Summary Box. The Terms set out Our agreement with you.

These General Terms apply to all **thisbank** savings accounts.

In addition, depending on the account type you have the following Account Specific Terms will apply as relevant to that account:

- Section B applies to Easy Access Savings Accounts
- Section C applies to Fixed Term Deposit Savings Accounts

If there is ever a conflict between different parts of the Terms, the order of priority is:

- (1) the Product Summary box for your specific account,
- (2) the Account Specific Terms for your account type, and
- (3) the General Terms (Section A).

## **1. Contact**

### **1.1. Contacting us**

If you want to [contact us](#), please use the contact details provided at the beginning of these Terms.

### **1.2. Contacting you**

We may contact you by email, phone, text (SMS), or post. If the terms require something to be “in writing,” we might send it by email (since those can be written communications). Our primary method for delivering important account documents and notices is usually email (often with documents attached or linked).

### **1.3. Keeping your details up to date**

Please ensure that your details are kept up to date. If you change your name, address, email, phone number, or your bank details (nominated account), you must tell us right away.

You can update your details by calling Customer Support ([0808 196 1945](#)), or in some cases within the Internet Banking or App. In some cases, we might ask for proof of the change (for example, a marriage certificate for a name change, or proof of new address). If we need documentation, we'll inform you as soon as possible and explain what is required.

We are not responsible if our communications don't reach you because you didn't update your contact information. For example, if you have changed address or email, and we send statements or important notices to your previous address or email, we'll assume you received them.

That's why it's crucial that you:

- Notify us promptly of any changes in your contact details, and

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- Check your emails regularly. Many account communications will be sent electronically.

#### **1.4. Timing of receipt**

If we send you something by post, we'll assume you received it two Business Days after we mailed it (unless it comes back undelivered).

If we send you an email or text, we'll assume you received it on the same day we sent it (since electronic communications are typically delivered almost immediately).

### **2. Opening an Account**

#### **2.1. Eligibility Criteria**

To open a savings account with us you must meet the following criteria:

- 2.1.1.** be 18 or over;
- 2.1.2.** be a UK resident with a legal right to stay;
- 2.1.3.** open and use the account for only your own personal use (not as a joint account or for business purposes);
- 2.1.4.** be the legal owner of all funds you put into the account (you cannot deposit money that belongs to someone else or act as a trustee for someone else's funds);
- 2.1.5.** Only deposit money from lawful sources, you must not deposit any proceeds from illegal activities.

If your circumstances change after you have opened an account, for example, if you move abroad and are no longer a UK resident, or you start using the account for business purposes, you must inform us as soon as possible.

#### **2.2. Applying for an account**

- 2.2.1.** You will need to complete our registration process as part of your application for an account.

**2.2.2.** You will only be able to apply for an account in your name, e.g. the account holder is the person named on the application. We do not currently offer joint accounts or accounts with multiple applicants. The account holder is the person named on the application.

**2.2.3.** We use Open Banking to validate your nominated account details. Your application will not progress if you do not agree to use Open Banking.

### **2.3.** What we need from you

**2.3.1.** To open your account, we will need to conduct electronic searches to establish your identity and address details. You may be asked to provide copies of your current passport or UK driving licence.

**2.3.2.** If we can't establish your identity or address from our searches, we will ask you to provide further proof of your identity and permanent address, together with any further information we may need to comply with legislation and to prevent or detect crime.

**2.3.3.** We will also need to check the details of your Nominated Account. We may have to put your application on hold or reject it if a valid Nominated Account is not provided.

### **2.4.** Accessing Internet Banking and Mobile Banking App

**2.4.1.** You can complete your registration and account application online or using our Mobile Banking App. You can download our Mobile Banking App from all major app stores. You can find it by searching **thisbank**.

**2.4.2.** To use our Internet Banking and/or Mobile Banking App, there are some things you will need. These are:

**2.4.3.** a valid UK mobile phone number; and

**2.4.4.** a valid email address

**2.4.5.** When using Internet Banking or our Mobile Banking App, you agree to comply with our terms of use.

### **2.5.** Nominated account

**2.5.1.** Each **thisbank** account you open can only have one Nominated Account linked to it. If you have multiple accounts with us, all of them must use the same Nominated Account (in other words, we only allow one linked external bank account per customer, used for all your savings accounts with us).

**2.5.2.** External payments to your **thisbank** savings account can only be made from your Nominated Account. Any withdrawals from your account that are not being internally transferred to another account with us will be sent back to your Nominated Account. Please ensure your Nominated Account is capable of sending and receiving payments via BACS, CHAPS, and Faster Payments (these are standard UK bank transfer methods).

**2.5.3.** You can change your Nominated Account at any time by requesting the change. You can make your request via email or by calling [0808 196 1945](tel:08081961945), or in some cases within the App. You may need to provide proof of the new account details (for example, a copy of a bank statement showing your name, the new sort code and account number). We will update your Nominated Account details by the end of the third Business Day after we receive your notice and documentation.

**2.5.4.** Your Nominated Account is typically your main current account in your name. This is a security measure, so funds only move between accounts in your name.

### 3. Right to cancel

**3.1.** If you change your mind, you have 14 calendar days from the date your account is opened to close your account without incurring any penalty. This early cancellation period is commonly known as a Cooling-Off Period. If you cancel during the Cooling-Off Period, you may get a full refund of your money and any accrued interest. You do not need to give a reason for this cancellation.

**3.2.** If the Cooling-Off Period has expired, you may have the ability to close your account under the normal termination provisions of these terms (see clause 3.1 above in the General Terms and your Account Specific Terms). However, closing outside of any Cooling-Off Period might involve certain consequences (for example, a Fixed Term Deposit Savings Account may not allow early closure, or might not pay interest if closed early). Always check the specific terms for your account type regarding early closure.

## 4. Managing your account

**4.1.** When using Mobile Banking App, only download it from a major app store such as the Apple App Store or Google Play Store.

**4.2.** You may be asked to use additional security, such as biometrics or one-time passcodes, to use our Internet Banking Service or Mobile Banking App. If you lose your device or change your number, update us immediately. We may update the App from time to time — please install updates to maintain security and functionality.

**4.3.** You can operate your savings account(s) through our Internet Banking service or Mobile Banking App. Our Internet Banking service or Mobile Banking App will normally be available 24 hours a day / 7 days a week, but sometimes that might not be possible. If there are any problems that restrict access, we'll fix them as soon as possible. If we can, we will let you know before either service becomes unavailable. If we can't (e.g., where we need to make changes quickly), we will update you when we can.

**4.4.** To access our Internet Banking service or Mobile Banking App, you will need:

**4.4.1.** Your username (this will be your email provided on application).

**4.4.2.** A mobile phone that can receive texts or app notifications, registered to the phone number you've given us (for security codes and verification).

**4.4.3.** Your current password for our Internet Banking or Mobile Banking App.

These pieces of information are your security details for Internet Banking or Mobile Banking App. You may need them each time you log in or for verifying a transaction.

- 4.5.** We strive to keep our website, Internet Banking and our Mobile Banking App available at all times, but we cannot guarantee 24/7 availability. There may be times due to technical issues, maintenance, or other reasons that you cannot access the website or some Internet Banking features. If this happens, we will try to ensure our other channels (phone or email) are available so you can manage your account.
- 4.6.** We are not liable for losses you incur due to being unable to access Internet Banking and/or the Mobile Banking App, as long as other means of managing your account are available or if the outage is due to circumstances beyond our control. For example, if a technical failure (like a power cut, or internet outage, or cyber attack) prevents access, and you could have called our Customer Service Team in the meantime, we won't reimburse any losses that result from the delay. Similarly, if a situation like a terrorist threat, natural disaster, or industrial strike causes an interruption, we're not responsible for resulting losses.
- 4.7.** We are not liable to you for any losses you incur where the services are delayed or cannot be performed because you fail to provide the required documents or fail to provide us with adequate instructions or information to allow us to perform the services.

## 5. Keeping your account secure

- 5.1.** You must keep your device secure (e.g. screen lock, biometrics, and up-to-date software). If you don't keep your account safe in the way we ask you to, you could lose your money.

The information below tells you what you should do to keep your account safe.

<b>Your security information</b>	<p>Is the information we ask you to give us before we let you use your account. It includes your username for internet banking service and your online password.</p> <p>You need to keep your security information private.</p> <p>We will never ask for your passcode or password.</p>
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<b>Keeping your security information safe</b>	<p>Here are some other actions we ask you to take to keep your security information safe:</p> <ul style="list-style-type: none"> <li>• You should avoid using a Passcode or password that is easy to guess, such as your date of birth.</li> <li>• Never write down your security information, without trying to disguise it, or share it with anyone else, including us.</li> </ul> <p>Don't use the same Passcode or password for different accounts or cards you have.</p>
<b>Any technology you use to access your account</b>	<p>To keep your Mobile Devices safe try:</p> <ul style="list-style-type: none"> <li>• To only use devices that you trust. This means making sure that your devices have regular checks for viruses.</li> <li>• Not to leave your device while you are still logged into your Internet Banking. Someone else might be able to use your account while you are still logged in. If you need to leave your device, make sure you log out first.</li> </ul>
<b>Internet Banking service</b>	<p>You shouldn't log in to your Mobile Banking App using a public Wi-Fi network. A public Wi-Fi network is one which doesn't need a password.</p>

## 6. Suspending use of your account

**6.1.** There may be times when we may need to suspend or block your security information being used to access your Internet Banking service or Mobile Banking App. This will stop you from accessing your account.

We'll only do this if we're acting reasonably, and:

- we think your security information or other security devices are being used by someone else without permission (for example, if there's unusual activity on your account); or
- there are other legal or security reasons why we need to do so, such as:
  - where we suspect a criminal offence has or may be committed;
  - or

- you have acted fraudulently, or we suspect that you have acted fraudulently; or
- we have received guidance from the Financial Ombudsman Service.

**6.2.** If we stop you from accessing your account, we'll get in touch with you before we do, or as soon as possible afterwards. We'll also tell you why we stopped you from accessing your account unless there are legal reasons why we can't.

As soon as the reasons for stopping you from accessing your account have ended, we'll unblock your security information or other security devices. If we need to, we'll replace them if you can no longer use them.

## 7. Making deposits

### 7.1. Electronic payments



An electronic payment is one which is made electronically into or from your account using the account information (such as account number and sort code, or IBAN).

You can receive electronic payments into your account, such as through Faster Payments and CHAPS. To receive an electronic payment from your nominated account, you will need your account number and sort code. We only accept payments in UK Pounds Sterling (£). You may also be able to use Open Banking.

### 7.2. Internal transfers

You can receive internal transfers into your account. An internal transfer is a payment you receive from another deposit account that you have with us.

### 7.3. Timing of your deposits

**Ways of making deposits into your account**

**When will we pay the money into your account?**

<b>Electronic Payments</b>	Electronic payments (such as Faster Payments or via Open Banking) received in: <ul style="list-style-type: none"> <li>• pounds (£) only</li> </ul>	If sent and received on a Business Day, on the same day. If not received on a Business Day, we will pay funds into your account on the next Business Day. Any interest will be calculated from the date we receive your money
<b>Internal Transfers</b>	Receiving an internal transfer in pounds (£) only	As soon as we receive it

## 8. Withdrawing money

**We can only send money in pounds (£) to your UK nominated account.**

### 8.1. How to ask us to make a payment

If your account permits withdrawals, here are the ways to make your withdrawal

	You won't be able to ask us to make a payment from your account by telephone
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Types of withdrawals	Completing a withdrawal request
Internal transfers or payments to be sent to your Nominated Account	Internet Banking or via our Mobile Banking App on the Business Day requested

We keep a record of the payments you ask us to make. Any payments you ask us to make using your Internet Banking or our Mobile Banking App will be treated by us as evidence of your instructions, and the time when you gave them, unless there is an obvious mistake in our records.

### 8.2. When we may refuse or delay a payment

We may refuse to carry out a withdrawal instruction (or any instruction) if:

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**8.2.1.** We reasonably believe the instruction did not come from you. For example, if we suspect someone is impersonating you or using your security details without permission.

**8.2.2.** We suspect the instruction might be fraudulent or related to illegal activity.

**8.2.3.** The instruction is unclear, incomplete, or in the wrong format.

**8.2.4.** We would break a law, regulation, code, or other duty that applies to us.

**8.2.5.** We have another valid reason to doubt or refuse the instruction – for example, we have evidence that you lack mental capacity to manage your account or there's a legal dispute over the account ownership.

**8.3.** If we do refuse a withdrawal (or other) instruction, we will inform you through the most appropriate channel (for example, via email or letter). If possible, we'll explain why we refused and how you might fix the issue (for instance, by correcting an error in the instruction), unless telling you would be unlawful or compromise security.

**8.4.** If you make or modify an instruction through Internet Banking or the Mobile Banking App, we typically ask you to click a confirmation button on-screen to confirm the instruction (or change/cancellation). By clicking the confirmation, you agree that this action is your authorisation for us to proceed. Once you have confirmed an instruction online, you cannot cancel it via Internet Banking or the Mobile Banking App and the payment will be processed as instructed.

**8.5.** We are responsible for sending your withdrawal to the bank that holds your Nominated Account (typically via Faster Payments as noted). If we can prove that the payment was received by your nominated bank within the timeframe promised (see [clause 8.1](#)), then we will consider your withdrawal request completed.

## 9. Interest

**9.1.** You start earning interest from the day money is deposited into your account (as described in [clause 7.3](#) for timing of deposits).

- 9.2.** If an account has a minimum balance requirement (check your product summary box for any minimum), and your balance falls below that minimum, the account will earn no interest until you bring the balance back up to at least the minimum. (For example, if the minimum balance to earn interest is £1 and your account has £0.90p, we won't pay interest while it's £0.90p. Once you top it up to £1.00, interest starts again.)
- 9.3.** You can always find our current interest rates and historical interest rates on our website, or by contacting us by phone or writing. If you use internet banking, you can also see the interest rate applicable to your account when you are logged in.

## 10. Tax

- 10.1.** We pay interest gross, which means we do not deduct tax from the interest you earn. It's your responsibility to determine if you owe any tax on the interest and to pay any required tax to HM Revenue & Customs (HMRC) or in any other relevant jurisdiction where tax may be applicable to you. The rules on taxation of savings interest can depend on your personal circumstances (for example, many people have a Personal Savings Allowance allowing some interest tax-free). If you need more information on how interest is taxed, visit the UK government's [HMRC website](#) or consult a tax advisor. We may be legally required to report the interest you earn to HMRC (as part of our regulatory obligations).
- 10.2.** If future laws or regulations require us to withhold tax from interest (for example, if tax rules change), we will do so as required. If we ever deduct tax from your interest, we will let you know how much we deducted. Note that whenever we quote an interest rate, we quote the gross rate (before any tax). So if a tax deduction is required, the effective rate you receive will be lower than the gross rate, and we are not obliged to compensate the difference.
- 10.3.** You will receive an annual interest statement to show the total interest paid on your account every year. You can also request a one-off interest certificate at any other time for the last full tax year. We may charge a small fee for providing additional or duplicate statements/certificates.

**10.4.** You are responsible for any taxes, duties, or charges that may apply to your money (apart from those we are required to deduct as per [clause 10.2](#)). We will not pay any taxes or other charges on your behalf. We also won't give you tax advice – if you're unsure about the tax implications of an account, you should seek professional advice.

## 11. Changes to Terms and Conditions

**11.1.** We can make changes to the Terms (excluding interest rates changes which are dealt with in [clause 11.3](#)) if we have a valid reason. For example, we can make changes:

- To reflect improvements in our technology
- To respond to changes in the law, a regulation, a code of conduct or decisions of a court or an Ombudsman
- To respond to changes to regulatory requirements or a code of practice we subscribe to
- To make this agreement clearer, fairer or to correct any mistakes
- If the change is to your benefit
- If your account has no fixed end date, we may also need to make changes for other reasons which affect how we run our business and your accounts, but which we have not yet been able to anticipate. If we do, we'll explain the reason to you when we tell you about the change.

**11.2.** Non-interest rate changes: We will let you know of any changes to these terms (excluding interest rates) in writing (for example, by email). The amount of advance notice we give you depends on the type of change:

- If a change is positive or neutral for you (or has no disadvantage), we can make the change at any time and will notify you within 30 calendar days after the change takes effect.
- If a change is to your disadvantage (e.g. adding a new fee or more restrictive term), we will notify you at least 30 calendar days before the change takes effect.

**11.3.** Interest rate changes: we may change interest rates from time to time. For details on how we may change interest rates please see the Account Specific Terms dealing with your type of account.

**11.4.** If we notify you in advance of a disadvantageous change (like a new restriction) and you are not happy with it, you have the right to object or close your account.

**11.5.** If you object to the change before it takes effect, you can close your account without any charges or penalties. If we don't hear from you by the effective date of the change, we will assume you have accepted the change and it will apply going forward.

## 12. Statements

**12.1.** We will provide you with annual statements that detail all transactions (deposits and withdrawals) on your account over the year. You should review these statements carefully and let us know as soon as possible if you have any questions or spot any errors.

**12.2.** You can also request a statement from us at any time, and we will provide one (there might be a charge for additional statements, but we'll let you know in advance if so).

**12.3.** In addition to annual PDF statements, you can use Internet Banking or the Mobile Banking App to:

- See up-to-date daily transaction information on your account.
- Access annual statements.

## 13. Closing accounts

**13.1.** Your account (and our agreement with you) will continue indefinitely until either you or we close the account as allowed by the Terms.

### When you can close your account

**13.2.** The Account Specific Terms will set out when and how you can close your account with us. For example, some accounts may have restricted rights of closure or closure may set out an interest penalty for early closure. We strongly recommend you read the account-specific terms before requesting closure, so you understand any implications (like loss of interest) of closing the account at that time. If you have any questions on how this applies to you specifically, then please contact us using the options as outlined in [clause 1](#).

**13.3.** To close your account(s) (and terminate our agreement with you), you must notify us that you wish to do so. You can do this in writing (for example, a letter or email) or by contacting Customer Support on [0808 196 1945](#), or by using the “[Contact us](#)” form or in some cases within Internet Banking or the Mobile App. We will treat that as a request to close your account(s) as soon as possible, subject to any specific notice or maturity requirements for each account as set out in the Account Specific Terms.

**13.4.** If you close your account, we will send you a closing statement confirming the final transactions. We aim to do this as soon as possible after closure. Any remaining balance in your account (including any accrued interest that hasn't yet been paid) will be paid out to your nominated account upon closure.

**13.5.** If your account is closed (whether by you or by us) or if either party ends this agreement, certain rights and obligations may continue even after closure. Additionally, our obligations under data protection law to handle your personal information properly will continue (see [clause 14](#) of the General Terms), meaning we will continue to protect any personal data we hold about you even after your account is closed, in accordance with our data retention policies.

**13.6.** In the unfortunate event of your death, your account can be closed by us once we receive the proper documentation. We will ask to see an original death certificate and may also require legal documents proving who has authority to deal with your estate (such as a Grant of Probate, Letters of Administration, or a Statutory Declaration for small estates, depending on circumstances). Once we have the necessary documents, we will work with your executor or estate representatives to either close the account or otherwise manage it according to legal requirements.

### When we can close your account

**13.7.** We may decide to close your account (and end the agreement) for any reason, by giving you at least two months' written notice. In other words, we can close your account by notifying you two months in advance, then after two months, we can close your account and return your money.

**13.8.** In certain exceptional circumstances, we can close your account straight away (without advance notice). This is where:

- Keeping your account open would cause us to break the law
- We reasonably believe that any of the following has happened or will happen
- you are not (or are no longer) eligible for the account (for example, you moved outside the UK, and residency in the UK is required)
- you gave us false or misleading information when applying for the account
- you have stopped being a UK resident
- you are seriously or repeatedly in breach of the Terms
- you have used (or tried to use) your account for an illegal purpose
- you have interfered with or disrupted (or attempted to) our Internet Banking service, Mobile Banking App or website
- you are or might soon be insolvent or bankrupt (e.g., you've been declared bankrupt or similar)
- you have acted fraudulently or illegally in your dealings with us; or
- our relationship has completely broken down because of your conduct (for example, you have been threatening or abusive toward our staff).

If any of the above occurs, we may close the account immediately and later inform you of the closure (if law permits).

## **14. How we use your information**

We collect and use your personal information. Our privacy policy explains when, how and why we do this. You can find our privacy policy on our website [here](#).

## **15. Set-off**

**15.1.** We have a right of set-off under these terms. "Set-off" means if you owe us money, we can use funds from your account with us to reduce or pay off that debt.

**15.2.** In practice, if you have any debt or liability to us (for example, you have another account with a negative balance or you owe us on a loan or credit product), we can transfer money from your savings account to clear or reduce what you owe, as long as it's done in line with any terms of the borrowing. We will only do this in accordance with the agreements you have with us (so if your borrowing terms allow us to use set-off, these savings terms confirm we can do so).

**15.3.** Before we exercise set-off, we will give you reasonable written notice of our intention. We will inform you how much we plan to take and from which account. We will also ensure that after using set-off, you will still have enough money to cover essential living expenses or priority debts (like mortgage or rent, utility bills, etc.). We don't want set-off to leave you in hardship, so we will take that into account.

**What this means for you:** If you owe **thisbank** money and you haven't paid it, we can take money from your savings to cover that debt. We'll warn you first and won't take everything – we'll leave you with money for essentials.

## 16. What to do if something goes wrong

**16.1.** You should check your statements and payment history regularly to make sure you recognise all of the activity on your account.

**16.2.** If you don't recognise a payment or you think it is wrong, you need to [contact us](#) straightaway and we'll look into this for you.

In the table below are some examples of things that could go wrong with your payments.

What has gone wrong	Why this might have happened	What happens next
A payment was taken without your permission	<p>This could be for a number of reasons. For example:</p> <ul style="list-style-type: none"> <li>• someone has taken money from your account without your permission,</li> <li>• we took a payment in error, or</li> </ul>	Go to the section called " <a href="#">A payment was taken without your permission</a> " below

	<ul style="list-style-type: none"> <li>• we didn't stop a payment you had already cancelled.</li> </ul>	
A payment was taken from your account fraudulently	<p>You were misled into sending money to a fraudster. This could be for a number of reasons. For example:</p> <ul style="list-style-type: none"> <li>• You thought the payment was legitimate but it turned out to be fraudulent</li> <li>• You meant to send the money to a particular person but you were tricked into sending to someone else.</li> </ul>	Go to the section called " <a href="#">A payment was taken from your account fraudulently</a> " below
A payment is incorrect	<p>This is where a payment you've made or received isn't right. For example, if:</p> <ul style="list-style-type: none"> <li>• the amount of the payment is higher or lower than it should be,</li> <li>• your payment is late or isn't received at all, or</li> <li>• you gave us the wrong account information.</li> </ul>	Go to the section called " <a href="#">A payment is incorrect</a> " below

You receive a payment by mistake	This is where you've received money which wasn't meant for you.	Go to the section called " <a href="#">Payments received by mistake</a> " below
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### 16.3. What happens if a payment was taken without your permission

If you think a payment has been taken without your permission, you need to tell us as quickly as possible. You must let us know there is a problem within **13 months** of the payment being made. If you don't let us know in time, you might not get your money back.

You can find our contact information in the "[How you can contact us](#)" section at the beginning of the Terms.

#### What happens next

If money has been taken from your account and we think you're the victim of crime, we may report this to the police or to Action Fraud. We'll give them and any other law enforcement agency any information we think is relevant to the crime.

We might also ask you to give us information you have about the crime to help us to get back any money that has been taken. You agree to report the crime to the police and help us and them as far as possible with their enquiries, if we ask you to.

#### How long will a refund take?

If someone has taken money from your account without your permission, you can ask us for a refund. We'll make reasonable attempts to restore your account to the state it would have been in had the unauthorised payment not taken place.

We'll usually refund the full amount of the payment, plus any charges paid and interest you would've received if the payment hadn't been made. If we owe you a refund, you'll see the money in your account by the end of the next working day after you contacted us.

There might be a delay if the law prevents us from giving you a refund, or if we reasonably think you have acted fraudulently and we have written to the police or other law enforcement agency about this.

If we give you a refund, you agree that you won't have any further claim against us.

There are some exceptions. We explain these in the section below (when you'll get a refund).

## When you'll get a refund

As long as you haven't acted fraudulently, you'll always get a full refund if:

- you couldn't have known your security information or devices were lost or stolen,
- it was our fault the payments were taken out of your account,
- we were legally required to ask you for certain security information and we didn't,
- we didn't give you any contact details to get in touch with us, or
- the payment was made to buy something remotely, such as online or over the telephone.



You're acting fraudulently if you haven't told us the truth. For example, if you knew that you agreed to someone else taking money out of your account, but you told us you didn't. We'll tell the police or other law enforcement agency in writing if this is the case.

In all other cases, whether or not you'll receive a refund depends on the circumstances.

## Where will you not receive a refund?

We will not issue a refund where you have:

- Failed to keep your account secure
- Failed to tell us as soon as possible that someone may have used your device details. You need to tell us about the payments that were taken from your account within 13 months. If you tell us later than that, we may not refund you.
- Acted fraudulently or we suspect that you have acted fraudulently.



For example, this could be if you knowingly gave your password and/or authentication code to someone who took the money from your account.

We might ask you to pay us up to £35 for any payments that were taken out of your account before you told us your security information or devices were lost or stolen.

If we think you aren't owed a refund, we'll tell you why unless there are legal reasons why we can't.

### **Can we take the refund back?**

Sometimes, we give you a refund while we're still investigating what went wrong. In those cases, we might need you to give us more information to find out what has happened.

If we find out we gave you a refund and we shouldn't have, we can take it back. We'll tell you if we are going to do this.

#### **16.4. What happens if a payment was taken from your account fraudulently?**

An Authorised Push Payment (APP) scam happens when someone is tricked into sending money to a fraudster posing as a genuine payee.

### **What happens next**

If you have been a victim of an APP scam, you may be entitled to a refund in certain circumstances.

When you make a claim, we will request information from you. We may share this information with any banks you have sent money to (so we can work with them to investigate) and we may report this to the police or to Action Fraud.

## How long will a refund take?

If you are entitled to a refund, we will refund you within 5 Business Days after you have reported the fraudulent payment to us, unless we need more information. If we need more time to determine if your claim is eligible, we'll reimburse you no later than 35 Business Days after you contact us.

## When you'll get a refund

To be entitled to a refund for an APP scam, the payment must have been made on or after 7<sup>th</sup> October 2024. If you don't let us know there is a problem within **13 months** of the payment being made, we won't always be able to help you.

The total claim limit is up to £120,000.

A £100 excess could apply to any eligible claim you make. This means that we wouldn't refund £100 if your claim is successful. If your claim is under £100, you may not get any money back – but it is still very important you report the scam to us. We will take your personal circumstances into account.

## Where will you not receive a refund?

We will not issue a refund where you have:

- Failed to tell us as soon as possible of the APP scam. You need to tell us about the payments that were taken from your account within 13 months. If you tell us later than that, we may not refund you.
- Acted fraudulently or we suspect that you have acted fraudulently.
- The payment was sent to or from an account outside the UK.
- The payment was sent to another account you control.
- You didn't authorise a payment (please see section on 'A payment was taken without your permission').
- Failed to keep your account secure.

## Can we take the refund back?

Sometimes, we give you a refund while we're still investigating what went wrong.

In those cases, we might need you to give us more information to find out what has happened.

If we find out we gave you a refund and we shouldn't have, we can take it back. We'll tell you if we are going to do this.

## 16.5. What happens if a payment is incorrect?

If you think one of your payments isn't correct, you should get in touch with us as quickly as possible. If you don't let us know there is a problem within **13 months** of the payment being made, we won't always be able to help you.

You can find our contact information in the "[How you can contact us](#)" section at the beginning of this agreement.

### What happens next

We'll try to fix things if there is a problem with your payment. What we can do depends on why the mistake was made and who made it.

#### If we made a mistake

If we make a payment for the wrong amount, we'll do our best to put things right. This means that:

- if you paid more than you should have, we'll refund you the difference, or
- if we paid too little, we'll refund you the payment in full.

We'll also pay back any interest or charges you've missed out on or shouldn't have paid.

#### What happens if you made a mistake?

If you give us the wrong information when you ask us to make a withdrawal, we aren't responsible but we'll still try to help you get your money back. We may charge you, but we'll always tell you the maximum amount you'll pay first.

If we can't get your money back for any reason, you can write to us to ask for all the information we have on the payment so that you can try to get the money back yourself.



When you tell us to make a payment, we rely on the account information you give to us.

If you're making a payment to another account in the UK, this is the account number and sort code.

If you're making a transfer to another account with us, all you need is your other bank account number.

We might ask you for other information, such as the person's full name who you are paying, but we don't rely on this to make your payment.

## What happens if your payment is late?

Your payment is late if it takes longer than the time we say it will take.

You can find more information on how long your withdrawal should take in the section "[Completing a withdrawal request](#)" above. The time it takes depends on whether you are making the withdrawal or receiving the deposit.

If a deposit we've made into your account is late and this is our fault, we'll make sure we pay the right amount into your account. We'll also refund you any interest or charges you have missed out on or shouldn't have paid.

### 16.6. Payments you receive by mistake

It's possible you might receive money into your account by mistake. If this happens, you should get in touch with us as soon as possible so we can put it right.

If we're told by another account provider that they've paid money into your account by mistake, we're allowed to take the money out of your account. We won't ask for your permission to do this, but we'll let you know if it happens.

If we need to pay back any money you received by mistake, we'll try our best to minimise any trouble this causes you.

In some cases, we might be told that money has been paid into your account by mistake but we won't send the money back. If this happens, we might still be legally required to provide information to the other account provider about you,

your account and the payment. This is to help them recover the money that was paid to you by mistake.

### 16.7. When we aren't responsible

We aren't responsible for all payments that go wrong. If there's a problem with your payment for any of the reasons we explain below, we won't be responsible to you.

For example, we won't be responsible for a payment going wrong or any losses you suffer if:

- we can show that the Nominated Account provider received the right amount and the payment was received on time. If that's the case, it will be the responsibility of the nominated account provider to fix things,
- we can show that you, or someone with permission to use your account, agreed to the payment and it wasn't affected by a technical error or breakdown which we caused,
- we refused your payment for any of the reasons set out in the "[When we can refuse a payment](#)" section,
- something went wrong because of abnormal and unforeseeable circumstances which were outside our control, and despite our best efforts to avoid it, or
- there's a problem with your payment because we needed to follow any UK laws or regulations.



Examples of things that are outside our control include:

- industrial action,
- electricity or telephone communication outages,
- breakdown of third party computer software or hardware,
- failures or delays in the supply of services to us by a third party, or

where your mobile phone provider fails to send you a one-time passcode which we have given to you.

- 16.8.** We reserve the right to investigate any unauthorised or incorrect transaction on your account to find out what happened. If we refund you and later discover that you were actually at fault (for example, the transaction was authorised by you, or you were involved in fraud), we may take steps to recover the money from you that we had given back. (This could include debiting your account again for the amount, after explaining why.)
- 16.9.** We also reserve the right to inform relevant regulatory bodies (like the police, FCA, etc.) about the outcomes of any investigation if appropriate and lawful. For instance, if we find evidence of fraud, we may report it to law enforcement authorities.

## **17. Use of third parties**

- 17.1.** We may delegate or outsource some of our obligations under the Terms to third parties. For example, we might use another company to handle certain administrative tasks or use a payment processing service for transactions.
- 17.2.** If we do delegate any tasks, we remain responsible to you for the performance of those obligations. In other words, even if we have a third party to do something on our behalf, we are accountable to you for making sure it's done right.
- 17.3.** Unless laws require us to tell you, we are not obligated to inform you each time we outsource or delegate a function. (We typically ensure any third parties maintain confidentiality and standards as required by law.)

## **18. Assignment (transferring this agreement)**

- 18.1.** We can transfer (assign) all or part of our rights and obligations under our agreement with you to another party at any time, your consent, but we will notify you of the transfer and make sure that your rights are not adversely affected as a result.

This could happen, for example, if we sold our savings business or merged with another bank. We might also share information we have about you and your accounts with the party we transfer to, as part of that process.

**18.2.** You are not allowed to transfer any of your rights or obligations under the Terms to anyone else. This agreement is personal to you as our customer.

**What this means for you:** We can move your account to another bank or company (say, if we restructure or sell our business), but if we do, your terms remain the same. You, however, can't hand over your account or rights to another person – for example, you can't "sell" or give your savings account to someone else.

## 19. Inactive accounts

**19.1.** If you don't make any transactions on your account for three years and you haven't contacted us in that time, we may treat your account as inactive for security purposes. This could mean we restrict access (for instance, we might block online access until we hear from you).

**19.2.** If we restrict an inactive account, it does not affect your ownership of the money. The funds still belong to you (or, if you have died, to your estate), no matter how long the account remains inactive or restricted.

**19.3.** To reactivate an inactive account or to withdraw the funds, you (or your rightful heirs) will need to [contact us](#). We will require you to go through our security and identity verification steps to prove you are the account holder (or the legal heir). Once we're satisfied with the verification, we'll remove the restrictions, and you can access the account again.

### If You need to make a complaint

We hope that you're happy with our services, but we know that isn't always the case. If you want to make a complaint get in touch by sending us an email at [complaints@thisbank.co.uk](mailto:complaints@thisbank.co.uk), or calling on [0808 196 1945](tel:08081961945). For our complete complaints information see our [complaints section](#).

### What happens if you're unhappy with the resolution?

When you tell us about a complaint, we'll do our best to put things right.

If you're still unhappy after we tell you your complaint has been resolved, you may take your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is a free service to resolve complaints. If the Financial Ombudsman Service decides that you have been treated unfairly, they have the power to put things right.

You can get in touch with the Financial Ombudsman Service by:

	<b>Calling</b>  <u><a href="tel:08000234567">0800 023 4567</a></u>
	<b>Post</b> Financial Ombudsman Service Exchange Tower Harbour Exchange London, E14 9SR

Online Standard template complaint forms are available at

<https://www.financial-ombudsman.org.uk/consumers/how-to-complain>.

Further details about the Financial Ombudsman Service will be provided in the letter we send to you that tells you your complaint has been resolved.

You can also visit their website for further information:

	<b>Website</b>  Visit <u><a href="https://www.financial-ombudsman.org.uk">https://www.financial-ombudsman.org.uk</a></u>
	<b>Email</b>  <u><a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a></u>

## 20. Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS.

The FSCS can pay compensation to eligible customers if their bank can't pay out on claims against it, for example, if a bank stops trading. Compensation is subject to a limit which can be found [here](#). The limit applied to all accounts you

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hold with us combined. Any deposits that you hold above the current limit are unlikely to be covered.

If you have a compensation-related query you can also contact the FSCS directly, using their contact details below.

	<p><b>Calling</b></p> <p>If you would like to speak to the FSCS, you can contact them by telephone.</p> <p>Their lines are open from:</p> <ul style="list-style-type: none"><li>• Weekdays (excluding public holidays) - 9.00am to 5.00pm (UK time)</li></ul> <p>You can contact them on:</p> <ul style="list-style-type: none"><li>• <a href="tel:08006781100">0800 678 1100</a> (if you're in the UK)</li><li>+44 (0)20 7741 4100 (if you're outside the UK)</li></ul>
	<p><b>Post</b></p> <p>You can write to the FSCS at their address:</p> <p>Financial Services Compensation Scheme PO Box 300 Mitcheldean GL17 1DY</p>
	<p><b>Online</b></p> <p>You can contact the FSCS by visiting their website at <a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a></p>

## 21. Remedies and waivers

If we delay enforcing a right under these Terms or choose not to enforce it at all on a particular occasion, that does not mean we've waived (given up) our right to enforce it in the future. We can still insist on our rights later or in other situations.

## 22. Illegal and invalid conditions

If any part of our Terms is found to be illegal, invalid, or unenforceable by a court or regulator (such as the FCA or PRA), that specific part will be treated as void or adjusted as needed, but the rest of the agreement will not be affected.

## 23. Power of Attorney

If you authorise another person to operate your account via a Power of Attorney (for example, you legally appoint someone to handle your finances), you are responsible for that person's actions on the account as if they were your own actions. That person must use the account according to these Terms just like you must.

## 24. Third party interests

- 24.1.** We do not have to recognise any third-party interest in your account. We are not legally liable for not acknowledging or acting on any alleged interest of another person in your account. This means, for example, if you say the money in your account is held for someone else or someone else has a claim on it, we will still treat the account as yours alone (unless required by law or official authority to acknowledge a third-party claim).
- 24.2.** This agreement is between you and us only. It is not intended to give rights to anyone else. No third party can enforce any part of this agreement under the Contracts (Rights of Third Parties) Act 1999. (In other words, only **thisbank** and you can enforce the terms; someone who is not a party to this contract cannot claim they have rights under it.)

## 25. Law and jurisdiction

These Terms (and the relationship between you and us) are governed by English and Welsh law. If there is any dispute or legal case about them or your account, it will be dealt with by the courts of England and Wales exclusively.

## 26. Language

All communications between us regarding your account will be in English. We will provide information, terms, and customer service in English only.

## Section B

### Specific Easy Access Savings Account Terms and Conditions

#### 1. Account restrictions

- 1.1.** You must maintain a minimum balance of £1 in your Easy Access Savings Account at all times. If your account balance falls below £1 (for example, if you withdraw and leave less than £1), that is considered a breach of the Terms. In the event of a breach, we have the right to close your account.  
**What this means for you:** Always leave at least £1 in the account. If the balance goes below £1, we could close your account without notice.
- 1.2.** Because of the rule in [clause 3.1](#), when opening the account, you must deposit at least £1. If you attempt to deposit less than £1 (which might happen by mistake if you were trying to fund it), we reserve the right to refuse that deposit and send it back to where it came from, without adding any interest in that amount.
- 1.3.** You need to make your initial deposit within 14 calendar days of opening your Easy Access savings account. If you fail to put in at least the £1 minimum within 14 calendar days, that is also a breach of the Terms, and we may close your account.
- 1.4.** You must not exceed the maximum balance limit of £500,000 in this account. If a deposit you make (or interest credited) would push your balance over £500,000, we may: reject or return the deposit that exceeds the limit, refuse further deposits, and/or require you to withdraw some money to bring the balance under £500,000. We will not be liable for any loss you suffer due to these actions (for example, if returned funds miss out on earning interest elsewhere temporarily). This limit applies at a per customer level, meaning the total amount of deposits across all of your accounts with us must not go above the maximum limit of £500,000.

- 1.5.** If you have reached the maximum allowed balance in this account (or the combined maximum across accounts, if that applies), you will still continue to earn interest on the money in your account. Interest will be paid into your account as usual. However, we will prevent you from making any further deposits until the balance is below the limit. We may also contact you and ask you to withdraw any excess above the limit. Again, we aren't liable for any losses caused by these limitations (for example, if you were temporarily unable to add money and missed an opportunity).
- 1.6.** Because of the £500,000 limit noted in [clause 1.4](#) of this Section B, the maximum initial deposit you can make into your Easy Access Savings Account is also £500,000. (You can't open it with more than that.)

## **2. Withdrawing from your account**

- 2.1.** You may withdraw money at any time from an Easy Access Savings Account. There are no notice requirements or penalties for making a withdrawal.
- 2.2.** Withdrawals are processed immediately and will be made available to you in line with [clause 8](#) of the General Terms. (In practice, this means via Faster Payments to your Nominated Account on the same Business Day, as long as you give the instruction through internet banking and we don't need to delay for checks.)

## **3. Interest on your account**

- 3.1.** The interest on your Easy Access Savings Account is paid at the account's published interest rate. This rate is variable, meaning we have the right to change it over time. (It does not track a specific external rate like Bank of England base rate, but it can move up or down at our discretion for the reasons given in the General Terms.)
- 3.2.** If we increase the interest rate, we will apply the increase immediately (so you get the benefit straight away) and inform you within 14 calendar days after the change.

Your account has a variable rate and we reduce the interest rate, we will inform you at least 14 calendar days before the change takes effect.

- 3.3.** Details of your account's current interest rate are available on our website, in your Internet Banking or Mobile Banking App. We also publish a [historic savings rates](#) document showing past rates. The latest version of that document is on historic-saving-rates on our website. We update that document so you can see how rates have moved over time.
- 3.4.** Interest on your Easy Access Savings Account is calculated daily (each day we apply the daily equivalent of the annual rate to your balance). Interest is paid into your Easy Access Savings Account monthly, on the last working day of each month.
- 3.5.** If you request a withdrawal, the money you're withdrawing will continue to earn interest up until the day it leaves your account and is sent to your nominated account. (So, there's no "interest penalty" for withdrawing; you earn interest up to the date of transfer.)

## 4. Cancelling your account (Cooling-Off)

- 4.1.** This Easy Access account comes with a Cooling-Off Period of 14 calendar days from the date you opened your savings account. Further details of the Cooling-Off Period can be found in the summary box.

## 5. Closing your account

- 5.1.** You may close your Easy Access account at any time. You can request closure by email or calling us on [0808 196 1945](#), or in some cases via Internet Banking or the app.
- 5.2.** When we receive your request to close the account, we will close it within 24hrs. We will transfer your remaining account balance, plus any interest earned up to that day, to your Nominated Account. The transfer of the closing balance will be done according to [clause 3](#) of the General Terms (i.e., via Faster Payments to your nominated account).

## Section C

### Specific Fixed-Term Savings Account Terms and Conditions

(These terms apply to all **thisbank** Fixed-Term Savings Accounts. They add to the General Terms where applicable.)

#### 1. Account restrictions

- 1.1. You have a limited window to deposit money into a Fixed-Term Savings Account. You may make a maximum of 11 deposits during the “funding window” which is the 14 calendar days starting the day you submitted your application for your Fixed Term Savings Account. (So essentially, once you apply for your Fixed Term Savings Account, you can make 11 separate deposits over 14 calendar days.)
- 1.2. Within this 14 calendar day funding window, you must deposit at least the minimum deposit amount of £100. If you do not deposit at least the £100 minimum amount within 14 calendar days, that is a breach of the terms, and we may close your account. If we close your account for this reason, we will return any money you did deposit to your Nominated Account. Also, if you try to put money into the account after the 14 calendar day funding window has closed, we may return that money to your Nominated Account (since additional deposits are not allowed after the window).

**What this means for you:** You get two weeks to put your money into your Fixed Term Deposit Savings Account, but once that two week window closes, you can't add more). If you don't meet the minimum funding requirement in time, the account will be closed.

- 1.3. You can make deposits by BACS, CHAPS, or Faster Payment from your Nominated Account, just like with the Easy Access Savings Account (but remember, only within that initial 14 calendar day period).
- 1.4. The rules in [clause 7](#) of the General Terms about deposits apply here too. So, all deposits must come from your Nominated Account, be in sterling (£), and we have the same rights to return funds or refuse them as stated there.

- 1.5. The maximum balance for a Fixed-Term Savings Account is £500,000. You must not exceed this. If you do, we may reject or return any deposit that would put you over £500,000, refuse further deposits, and/or require you to withdraw some money to bring the balance under £500,000. We won't be responsible for any losses caused by these actions (like interest you didn't earn on returned funds). This limit applies at a per customer level, meaning the total amount of deposits across all of your accounts with us must not go above the maximum limit of £500,000.
- 1.6. If you reach the maximum balance (either in this account or combined across accounts if relevant), you will still earn interest on the full balance, but we will block any further deposits. We will contact you and ask you to withdraw any excess above the limit to get the balance below £500,000. We aren't liable for any losses from preventing additional deposits.
- 1.7. The maximum initial deposit you can make is £500,000.

## 2. Withdrawal from your account

- 2.1. You cannot withdraw any money from your Fixed-Term Savings Account until the term ends (maturity). The term (length of time your money is locked in) is stated in your Product Summary document, and it begins on the date we open your account. Throughout this term, your money must stay in the account.

**What this means for you:** Be prepared to leave your money untouched for the entire term (e.g., 1 year). You won't be able to get it out early, except in the special case described in [clause 2.6](#). Make sure you won't need this money before you commit to a fixed term.
- 2.2. We will send you a maturity notice by email at least 22 calendar days before the maturity date of your Fixed Term account. This notice will inform you that your term is ending soon and will provide options for what you can do with the maturing funds (such as reinvest in a new account or transfer the funds out).
- 2.3. If we don't receive any instructions from you by the maturity date, we will open a new Easy Access Savings Account for you and transfer the full balance of your Fixed-Term Savings Account into that new Easy Access Savings Account.

The reason we do this is to ensure your money is not locked anymore and you have access to it. The benefit of moving the funds to an Easy Access Savings Account is that you can then withdraw anytime you wish (to your Nominated Account), since Easy Access Savings Account has no withdrawal restrictions.

We will use the nominated account information from your Fixed-Term Savings Account for any transfers out from the new Easy Access Savings Account (meaning it stays linked to the same external bank account).

- 2.4.** Once your funds are in a newly-opened Easy Access Savings Account (as per [clause 2.3](#)), the terms and conditions of the Easy Access account will apply to those funds. For ease, those are the general terms (Section A) and the terms in Section B. The interest rate on your money will change to a variable rate equal to the current rate we pay on Easy Access Savings at that time (which could be different from what your fixed rate was). Essentially, after maturity, your money is treated like normal Easy Access Savings Account.
- 2.5.** You are not obliged to wait until maturity to tell us what to do. You can provide us with instructions regarding your maturing balance any time before maturity (for example, telling us to transfer it all out to your Nominated Account on the maturity date, or to re-invest in another term if available on the maturity date). We aim to keep you informed at each step approaching maturity – we'll email you options and reminders. If we do not hear back with instructions (no response from you) then, per [clause 2.3](#), we'll proceed with moving your money to Easy Access Savings Account and we will email you the details of that new account and any related documentation for it. We will still provide you with notice on maturity as at 2.2 of this section C.
- 2.6. **Exception – Early withdrawal in hardship:**** We may, at our complete discretion, allow you to withdraw your money before maturity in exceptional circumstances. An example of an exceptional circumstance is proven financial hardship (like extreme financial difficulty where accessing this money is critical). We reserve the right to ask for evidence of your situation to decide if it qualifies as exceptional.

If you believe you have such an exceptional reason and need to withdraw early, you must contact us (via Customer Support at [0808 196 1945](#) or

email [customerservice@thisbank.co.uk](mailto:customerservice@thisbank.co.uk)) to request an early withdrawal.

We will review and, if we agree to make an exception, we will permit you to break the term.

Where we do agree to waive the no-withdrawal rule in this clause: we will close your Fixed-Term Savings Account and transfer your full balance plus any accrued interest up to that date to you (to your Nominated Account).

- 2.7.** Partial withdrawals are not allowed under any circumstances.
- 2.8.** Even in an exceptional case (see [clause 2.6](#) of this Section C), if we let you withdraw, it will be the entire balance closing the account.

**What this means for you:** Once your money is in a Fixed Term Savings Account, plan for it to stay put until the term is over. The only possible early exit is if we agree you have a truly severe need, and then we give all your money back and close the account; you can't just take a portion out early.

### **3. Interest on your account**

- 3.1.** The interest rate on a Fixed-Term Savings Account is fixed for the entire term. We will pay interest at the rate we promised when you opened the account (the "account interest rate"). Unlike variable rates, a fixed rate means we do not have the right to change the interest rate during the agreed term, regardless of market movements (up or down) or changes in the Bank of England base rate. The rate stays the same until maturity.
- 3.2.** Details of your account's interest rate are available on our website and in our [historic saving rates](#) document (just like for Easy Access Savings Accounts). The latest rates document can be found on [thisbank.co.uk/savings](http://thisbank.co.uk/savings) and by logging into your Internet Banking or the Mobile Banking App (so, you can always check what rate you're getting and what we've offered in the past.)
- 3.3.** Interest is calculated daily on the balance of your Fixed-Term Savings Account, using the fixed rate.

**3.4.** Interest on Fixed-Term Savings Accounts is paid on an annual basis. Specifically, we pay interest once a year on the account opening anniversary date. (so if you opened on March 1, interest will post on March 1 each year). If your term is exactly one year, then interest will be paid at the end of that one-year term (which is both the annual payment and the final maturity payment). The interest is credited into your Fixed-Term Savings Account itself (it capitalises – meaning it gets added to your balance within the account). You are not permitted to withdraw any interest we credit to your account until your Fixed-Term Savings Account matures.

## 4. Cancelling your account (Cooling-Off)

**4.1.** This Fixed-Term Savings Account comes with a Cooling-Off Period of 14 calendar days. Further details of the Cooling-Off Period can be found in the summary box.

## 5. Cancelling your account

**5.1.** Except where we make an exception per [clause 2.6](#) (hardship withdrawal) of Section C or where we've notified you of a change that is disadvantageous to you and you are not happy with it (per [clause 11.4](#) of the General Terms), you may not

close your Fixed-Term Savings Account before the maturity date. By opening a Fixed Term Savings Account, you are committing to keep it open for the full term.

**5.2.** If we receive your request to close the account because we've made a change that is disadvantageous to you and you are not happy with it, we will close it immediately. We will transfer your remaining account balance, plus any interest earned up to the day your account is closed, to your Nominated Account within 24hrs. The transfer of the closing balance will be done according to clause 3 of the General Terms (i.e., via Faster Payments to your Nominated Account).

**5.3.** If we close your account with notice ([clause 13.7 and 13.8](#) of the General Terms or clause 5.4 below), we will transfer your remaining account balance, plus any interest earned up to the day your account is closed, to your Nominated Account. The transfer of the closing balance will be done according to clause 3 of the General Terms (i.e., via Faster Payments to your Nominated Account).

**5.4.** In exceptional circumstances, such as the business entering Solvent Wind Down, we may decide to close your account (and end the agreement), by giving you at least two months' written notice. In this circumstance we will pay you your accrued interest up to the point of closure of account, rather than the total amount that would have been accrued for the full length of the term.

**5.5.** If you die during the term of your Fixed-Term Savings Account, we handle the early closure it a bit differently than we would normally. In the event of your death:

- We will, upon receiving proof of death and the necessary legal documents for your estate (as described in the General Terms), repay the full account balance plus any interest earned up to the date of repayment, to your estate's representatives.
- We will not charge any fees or penalties for this early closure due to death, and there will be no loss of interest – we will pay interest up to the point of account closure at the fixed rate. The fixed interest rate remains unchanged until we make that payment.
- Alternatively, your estate's representatives can choose to keep the account open until maturity. If they prefer, the account can continue to run until the original maturity date, still earning the fixed rate interest, and then the maturity amount can be handled as part of your estate. We'll follow whichever instruction your executors/representatives give us (close and pay out or maintain until maturity).