# Great rates for your savings

## Fixed Rate Saver

If you need this brochure in Braille, in large print or on audio, ring 0345 6005 925† or ask your branch. Customers with hearing difficulties can use our Text Relay service by dialling 18001 0345 6005 925†.

**Call into any branch | Phone 0345 6005 925† | www.firsttrustbank.co.uk**

† Calls may be recorded. Call charges may vary - refer to your service provider.

FIRST TRUST Bank

First Trust Bank is a trade mark of AIB Group (UK) p.l.c. (a wholly owned subsidiary of Allied Irish Banks, p.l.c.), incorporated in Northern Ireland. Registered Office 92 Ann Street, Belfast BT1 3HH. Registered Number NI018800. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

# Fixed Rate Saver

If you are looking for a good return on your deposit, talk to First Trust Bank about our Fixed Rate Saver.

The Fixed Rate Saver offers an attractive rate of interest, with the rate fixed for the term of the deposit.

No withdrawals or closure of the account permitted until the Maturity date.

## Your questions answered

**Q. Who can open a Fixed Rate Saver?**

**A.** Personal customers aged 18 or over can apply.

**Q. How much can I save in a Fixed Rate Saver?**

**A.** You can save between £5,000 and £200,000 per account. You are permitted to hold 4 accounts in total.

**Q. What terms are available?**

**A.** Currently, we offer a 6, 12 and 24 month term. For more information contact your nearest branch or visit www.firsttrustbank.co.uk

**Q. What rate of interest will I receive?**

**A.** Details of the interest rate that will apply to your account are available by contacting your nearest branch or online. This rate will be fixed for the duration of the term selected.

**Q. How can I make lodgements**?

**A.** You have two business days including the date of account opening to make a single lodgement to the account. Lodgements can be made:

- from another account held by you in First Trust Bank
- by cheque or draft in the branch
- by electronic transfer from another financial institution.

If you do not make a lodgement to the account during this two day period, the account will close.

At the end of the term if you decide to reinvest, we will allow you to make an additional single lodgement of £1,000 or more to the account during the 5 business days prior to Maturity, providing the total balance does not exceed £200,000.

**Q. Can I make withdrawals?**

**A.** No withdrawals are permitted until the Maturity date. Please ensure that you have other sources of income and/or savings to meet your expenditure requirements during the term of this account.

**Q. What is a Maturity instruction?**

**A.** If, when you are opening your account, you know what you would like to do with your funds when your account reaches its Maturity date, you can tell us. This is known as a Maturity instruction. You can choose from a number of options. You can choose to:

- reinvest all your funds for the same term again or you can choose a different term. The applicable interest rate for the term you choose will be applied to your account on the day your account reinvests; Or
- withdraw some of your funds and reinvest the balance. You can choose to withdraw the interest you have earned during the term and/or you can choose to withdraw a specified amount, as long as you ensure that the minimum balance of £5,000 is maintained for reinvestment. The applicable interest rate for the term you choose will be applied to your account on the day your account reinvests; Or
- withdraw all of your funds and close your account.

If, when you are opening your account, you do not know what you would like to do with your funds when your account matures, you can tell us at any time during the term.

**Q. If I do not give a Maturity instruction before the Maturity date, what will happen to my account?**

**A.** If you do not give us a Maturity instruction before your account's Maturity date, **your funds will be automatically reinvested for the same term** (or a lesser term if the original term is no longer available) at the applicable interest rate for that term on the day of reinvestment.

**Q. If my account is automatically reinvested and I am unhappy with this, what can I do?**

**A.** You can close your account within the first 14 days following reinvestment. You should contact your branch and provide your instructions in writing.

**Q. How do I change my Maturity instruction?**

**A.** You can change your Maturity instruction at any time during the term up until close of business on the Business Day before your Maturity date by completing the 'Fixed Rate Saver Maturity Instruction Amendment Form' at any First Trust Bank branch or by downloading it from www.firsttrustbank.co.uk, completing it and sending it into your nearest branch.

**Q. Will I receive a statement of my account?**

**A.** A statement for your account setting out details of all transactions will be sent to you upon first lodgement, at reinvestment, on closure, anytime you request one and in line with regulatory requirements.

**Q. Can I receive interest on a monthly basis?**

**A.** No, interest cannot be paid monthly.

**Q. How do I open a Fixed Rate Saver?**

**A.** Talk to staff at any First Trust Bank branch. Applications are welcome from both existing and new customers. The Bank will require you to provide suitable identification.

### What else do I need to know?

1) To open and operate this account you must have a suitable First Trust Bank payment account e.g. Select Deposit Account or Current Account.

2) For joint accounts we will accept instructions from either account holder.

**Summary Box**
**Key product information for our Fixed Rate Saver**

| | |
|---|---|
| Interest Rates | Consult a member of staff as interest rates can fluctuate |
| Tax status | Refer to 'Important Information' section |
| Conditions for bonus payments | Does not apply |
| Withdrawal arrangements | On Maturity only |
| How to access your account | At your branch |

Protected

## Important Information

**Up to 5th April 2016** and subject to certain exceptions credit interest will be paid net after deduction of tax at the basic rate under current legislation. If you are a higher rate tax payer, you may have additional tax to pay.

Credit interest will be paid without deduction of tax to UK residents who are non-tax payers and who provide a valid Form R85.

Credit interest will be paid without the deduction of tax to individuals who maintain a balance of at least £10,000 and who are not resident in the UK and who have provided us with a completed non-resident declaration Form R105.

Credit interest will be paid without deduction of tax on accounts held by companies, certain trusts, pension funds, clubs, societies and associations, provided the appropriate documentation is in place.

**From the 6th April 2016 credit interest on all accounts will be paid gross (under new legislation tax will not be deducted when credit interest is paid). If your credit interest is more than your Personal Savings Allowance you may still have tax to pay. Please see www.gov.uk for information on the Personal Savings Allowance or speak to a tax advisor.**

Any reference to tax is based on our understanding of current legislation and HM Revenue & Customs practice. The law relating to taxation is always liable to change.

First Trust Bank is covered by the Financial Ombudsman Service. Leaflets are available from any branch of First Trust Bank.

## Important information about compensation arrangements

In the event that AIB Group (UK) p.l.c. is unable to meet its financial obligations, your eligible deposits are protected up to a total of £75,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. This limit is applied to the total of any eligible deposits you have with First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain, each a trading name of AIB Group (UK) p.l.c. In the case of joint accounts, each account holder is protected up to this limit.

Any total deposits you hold above £75,000 between these trading names are unlikely to be covered.

For further information about the scheme (including the amounts covered and eligibility to claim), please ask at your local branch or refer to the FSCS website www.fscs.org.uk

## Making a complaint – customers of First Trust Bank

If at any time you are dissatisfied with our service please let a member of staff in your branch (or service outlet) know, giving them the opportunity to put things right as quickly as possible. If you wish to make a complaint you may do so in person, by telephone, in writing and by email. Please be assured that all complaints received will be fully investigated.

You can register a complaint through our contact centre, our branches, our website, by phone, by email or in person at your branch. We ask that you supply as much information as possible to help our staff resolve your complaint quickly. We ask that you provide the following information:

- your name, address, Sort Code and Account Number.
- a summary of your complaint.
- if feasible, any relevant documentation.

We value your feedback and will try to resolve your complaint as soon as possible. In the event that your complaint cannot be resolved to your satisfaction you may have the right to refer the matter to the Financial Ombudsman Service. You must refer your complaint to the Financial Ombudsman Service within six months from the date of our final response letter. You can contact them at:

Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephones: 0800 023 4567
+44 20 7964 1000 (for calls from outside the UK)
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

## Tax Reporting

Financial Institutions in the UK are required, under legislation which incorporates the US Foreign Account Tax Compliance Act (FATCA) and the OECD* Common Reporting Standards (CRS) into UK law, to seek answers to certain questions for purposes of identifying those accounts, the details of which are reportable to HMRC for onward transmission to the tax authorities in the relevant jurisdiction(s).

If customers do not provide all of the information requested, we may not be able to process with opening the new account until the relevant information is provided. Existing customers of Financial Institutions such as First Trust Bank must provide the answers to these specific FATCA and CRS questions otherwise we may be obliged to include the account(s) details in the annual FATCA return and the CRS return to HMRC.

Please note that First Trust Bank is unable to offer taxation advice. For tax related questions and/or further information please contact your professional tax advisor or HMRC (http://www.hmrc.gov.uk).

Customers MUST advise First Trust Bank if their tax jurisdiction information changes.

*Organisation for Economic Cooperation and Development.

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# Fixed Rate Saver Account
# Terms and Conditions

These terms and conditions apply to any First Trust Bank Fixed Rate Saver held by personal account holders (referred to as 'you' and 'your') with AIB Group (UK) p.l.c., trading as First Trust Bank (referred to as 'we', 'us' and 'our'). AIB Group comprises Allied Irish Banks p.l.c., its subsidiaries and associated companies from time to time, including AIB Group (UK) p.l.c.
As the account holder you have agreed to be bound by these terms and conditions.

These terms and conditions are effective from 18 February 2016.

Your agreement with us for your Fixed Rate Saver ("Account") consists of these terms and conditions (as changed from time to time in accordance with condition 15 below) and the following additional terms and conditions:

- any terms and conditions implied by law in the banker-customer relationship (except to the extent they conflict with these terms and conditions);
- the application form completed by you when applying for your Account ("Application Form");
- all signing instructions in respect of your Account that you give us from time to time; and
- all other documents that are incorporated, either expressly or otherwise, into these terms and conditions or otherwise become part of our agreement with you. To the extent that there is any conflict between these terms and conditions and the provisions of the other documents, the provisions of the latter will prevail.

Copies of these terms and conditions may be obtained from your branch and on our website www.firsttrustbank.co.uk.

Please note that there may be alternative products which have different benefits, restrictions and/or cost or income options. If you want any further information please ask at any First Trust Bank branch.

**1 Availability of the Account**

1.1 The Account is available to you if you are a personal customer and cannot be opened for individuals under 18 years of age.

1.2 You may have up to four Accounts in either your sole name or in joint names with others.

1.3 The Account is only available as a sterling account.

1.4 You may not transfer ownership of your Account to anyone else and you may not use your Account as security for any borrowings or other liability unless we permit you to do so.

1.5 In order to operate your Account, you must also have a suitable payment account with us so that you can make withdrawals from your Account to your payment account. If you are a new customer, or do not already have a suitable payment account, we recommend that you open a Select Deposit Account as your payment account. You do not have to use your payment account for any purpose other than withdrawals from your Account and you will not incur any account fees when using your payment account for that purpose. Your payment account may be in your sole name or in joint names with others.

**2 Opening your Account**

2.1 Unless we already hold it, you must supply us with all necessary information and documentation to satisfy our obligation to identify you under legislation to combat money laundering and to fulfil other regulatory reporting obligations. We will advise you of our requirements at the time you seek to open your Account.

2.2 Your Account will not become operational until such time as we have received and approved this information and documentation. In advance of your Account becoming operational, you may not be able to make any lodgments to or withdrawals from your Account.

2.3 We may from time to time require you to update or supplement such information and documentation. If you fail to do so, we may refuse to carry out any transactions in respect of your Account, suspend or close your Account.

2.5 An Account opened in joint names must be opened on the basis that any one of the account holders is able to give binding instructions in respect of the joint Account. Warning: this means that funds may be withdrawn on the instructions of any one of the account holders without the knowledge or consent of the other account holders. If you are not satisfied with this you must not proceed.

2.6 We reserve the right to decline to open an Account.

**3 Term of Your Account**

3.1 Your Account will have an initial fixed term that you may choose from the options made available by us. The term will start on the day that the Account is opened If you wish to re-invest your funds at the end of the term ("Maturity"), you can choose your term from the options then made available by us. This further term will commence on the Maturity of the previous term and subject to condition 5.6, be for such period as you choose from the options then made available by us.

**4 Lodgements**

4.1 You have two business days including the day of account opening to make a single lodgement to your Account. If you do not make a lodgement to your Account within that period, your Account will automatically close. Save as provided in condition 4.5, below you may not make any additional lodgements to your Account.

4.2 We may request evidence of your identity when you are making a lodgement to your Account.

4.3 We may reverse any credit made to your Account if it is not paid or is recalled by the paying bank (including when we are the paying bank) or it is returned by us due to mistake, fraud or the operation of any applicable clearing rules.

4.4 When you open your Account and at Maturity we will advise you of any applicable limitations and requirements on the minimum and maximum amounts that may be lodged to your Account.

4.5 If you want to make an additional lodgement to your Account prior to Maturity, in accordance with condition 4.6 and condition 5.5 below, you should ensure that you allow sufficient time for such lodgement to go through the clearing process. For this reason, we will not accept certain Collectible Items that cannot 'clear' within the additional lodgement period (such as international cheques, or a cheque lodged with insufficient time to clear). We recommend that you lodge any Collectible Items to your payment or another suitable account instead, in advance of Maturity in order to allow time for the lodgement to 'clear' and make a transfer from your payment account to your Account.

4.6 Lodgement of cleared funds accepted to your Account prior to the applicable cut-off time on a Business Day are credited to your Account and shall accrue interest from the date of receipt of such funds. Lodgements of cleared funds posted after the daily cut-off time on any Business Day are deemed to have been received by us on the next Business Day. No interest will be paid on a lodgement credited to the Account on the date of closure.

4.7 Cut-off times for lodgements vary dependent on the type of payment you are instructing us to make and the method by which you instruct us. Depending on the instruction type and method, you can find the applicable cut-off time on First Trust Bank Internet Banking, via the First Trust Bank Phone Banking self-service facility or by asking an First Trust Bank Phone Banking customer service advisor.

4.8 In the event that the Bank should incur any costs, loss or damage in connection with the collection of Collectible Items to your Account, you agree to pay any such amounts to the Bank.

4.9 We reserve the right to refuse to accept a lodgement into your Account.

4.10 We will not normally return payments made into your account. However, in certain limited circumstances, we may have a duty to do so. Should we need to return a payment made on your account and you have a question about the returned payment, we will provide you with a reason.

**5 Maturity**

5.1 At least 30 days in advance of the Maturity of your Account, we will issue you with a Pre Maturity Advice that will detail your current Maturity instruction.

5.2 At Maturity, you may:

5.2.1 reinvest all your funds in your Account for a further term at the applicable interest rate;

5.2.2 subject to retaining any required minimum balance, withdraw part of your funds and reinvest the remainder for a further term; or

5.2.3 withdraw all your funds and close your Account.

5.3 You can change the Maturity instructions during the term of your Account, by completing the appropriate documentation and returning it to your branch by the close of business on the Business Day before Maturity. Maturity instruction amendment forms are available in our branches. We may, in the future, allow you to give your Maturity instructions by other methods, and if we do, details will be available on our website, www.firsttrustbank.co.uk.

5.4 The reinvestment option will be dependent upon us continuing to make your Account available at Maturity. If we decide to withdraw your Account, we will let you know and we will provide you with a reason for the withdrawal of your Account. For example, we may decide to withdraw your Account if, acting reasonably, we consider that to continue to permit it to operate would be a breach of these terms and conditions.

5.5 If you wish to reinvest your funds at Maturity for a further term, you may in the five Business days prior to Maturity, lodge additional funds to your Account subject to your Account balance after such lodgement not exceeding the then permitted maximum amount. Depending on the type of payment instruction you give us (for example if you make an online transfer) you may make such lodgement up to 6pm on the Business Day before Maturity.

5.6 If you do not give us any Maturity instructions your funds will be automatically reinvested in your Account at Maturity for a further term of the same duration or, at our discretion, a lesser duration, at the applicable interest rate.

5.7 After each reinvestment you have a 14 day period in which to contact us to cancel your Account. This period begins on the commencement of the new term. If you contact us within this period to cancel your Account, we will only repay you any funds you have reinvested at Maturity, but not any interest which may have accrued from the time of reinvestment. If you wish to cancel your Account, you may do so by writing to your branch.

5.8 Where you elect to withdraw funds at Maturity below, the funds will be transferred to a suitable payment account of your choosing. However, if the funds cannot be credited to your chosen account (if, for example, the account is closed or the details are incorrect), we will open a suitable payment account for you and transfer the funds to this new account. If this happens, we will send you the applicable account terms and conditions and an opening statement, which sets out your new account number and balance.

5.9 You must ensure the minimum balance is retained in your Account and that your Maturity instructions are accurate and complete. In the event your Account balance falls below the required minimum balance, we may open a suitable payment account for you and transfer all of your funds to this new account. If this happens, we will send you the applicable Account terms and conditions and an opening statement, which sets out your new account number and balance. Your Fixed Rate Saver would then be automatically closed.

5.10 Further, in the event that we cannot accurately execute your Maturity instructions, we may open a suitable payment account for you. If this happens, we will endeavour to execute your reinvestment instructions and transfer the remaining funds to this new account. We will send you the applicable payment account terms and conditions and an opening statement, which sets out your new account number and balance. For the avoidance of doubt, if we are unable to execute your Maturity instructions due to a conflict, inaccuracy or incompleteness in your instructions, we will transfer all funds to a suitable payment account and your Fixed Rate Saver would then be automatically closed.

5.11 You are responsible for ensuring the accuracy and completeness of each instruction you give us or we receive as authorised by you. We are not responsible for any delay or error which arises from incomplete, unclear, inconsistent or mistaken instructions which you give us and we may refuse to execute such instructions.

5.12 If you elect to withdraw all of your funds at Maturity, your Account will be automatically closed on Maturity.

**6 Withdrawals**

6.1 Save as provided in condition 12 below, no amount may be withdrawn from your Account during the term. At Maturity, withdrawals may be made from your Account in accordance with condition 5 above.

6.2 Your Account may not be overdrawn.

6.3 No passbook, cheque book, ATM card or debit card is issued with your Account and no standing order or direct debit facilities are available on your Account and you may not make bill payments to third parties from your Account (notwithstanding that your Account may be accessible online).

6.4 We may request evidence of your identity when you are making a withdrawal from your Account.

**7 Operating your Account**

7.1 If an incorrect amount is debited from or credited to your Account we may make any necessary correcting entry on your Account without reference to you. We may also debit any charge for dealing with an incorrect, incomplete or other payment instruction of this type to your Account.

**8 Interest**

8.1 The interest rate will be fixed for each term of your Account and, in the case of the initial term, will be the rate applicable at the time your Account is opened and, in the case of any subsequent term, will be fixed at the time of reinvestment. The applicable rate is set out on the statement that we will issue on Account opening, and each time you reinvest funds for a further term.

8.2 Details of applicable interest rates are available from our branches and on our website www.firsttrustbank.co.uk. These are indicative only and the actual rate will be the applicable rate at the time the rate is fixed in accordance with condition 8.1.

8.3 Interest is calculated and accrued each day based on the balance in your Account. Interest will start to accrue when funds have been lodged for value to your Account.

If a lodgement is not made at the start of the term, the interest will be accrued for less than the full term. This may result in interest applying to your Account being less than the advertised amount.

8.4 We will credit any interest accrued to your Account at Maturity and annually where the term is greater than one year.

**9 Taxation of Interest**

9.1 **Up to 5th April 2016** and subject to certain exceptions credit interest will be paid net after deduction of tax at the basic rate under current legislation. If you are a higher rate tax payer, you may have additional tax to pay.
Credit interest will be paid without deduction of tax to UK residents who are non-tax payers and who provide a valid Form R85.
Credit interest will be paid without the deduction of tax to individuals who maintain a balance of at least £10,000 and who are not resident in the UK and who have provided us with a completed non-resident declaration Form R105.
Credit interest will be paid without deduction of tax on accounts held by companies, certain trusts, pension funds, clubs, societies and associations, provided the appropriate documentation is in place.
**From the 6th April 2016 credit interest on all accounts will be paid gross (under new legislation tax will not be deducted when credit interest is paid). If your credit interest is more than your Personal Savings Allowance you may still have tax to pay. Please see www.gov.uk for information on the Personal Savings Allowance or speak to a tax advisor.**

9.2 We will make all disclosures and provide all information required to the HM Revenue & Customs and any other relevant authorities in accordance with applicable laws and regulations.

**10 Statements**

10.1 A statement will be issued to you when you first lodge funds to your Account, on reinvestment, at closure, upon your request and in line with regulatory requirements.

**11 Joint Accounts**

11.1 If your Account is a joint Account the provisions of this condition 11 apply to all of you together as well as to each of you separately.

11.2 Payments from a joint Account will be made in accordance with the latest signing instructions governing the operation of the joint account. In accordance with condition 2.5 the signing instructions on your Account will be that any one of the account holders may give binding instructions in respect of the joint Account. Warning: this means that funds at Maturity may be withdrawn from your joint Account on the instructions of some but not all of the Account holders, money in your joint Account may be withdrawn or paid away or reinvested for a further term without the knowledge or consent of the other Account holders.

11.3 Correspondence and notices in relation to a joint Account will be sent by us to the address of the first named Account holder unless all of the Account holders direct otherwise in writing. Such correspondence and notices will be deemed to have been received by, or served upon, all of the Account holders.

11.4 If we become aware of a dispute between the Account holders we may cease to accept instructions in relation to your Account unless they are given by all the Account holders. However, we are not obliged to do this and we may, notwithstanding any dispute, continue for as long as we think fit to rely on the existing signing instructions.

11.5 We may close a joint Account acting in accordance with the existing signing instructions.

**12 Death and bankruptcy**

12.1 If you die your Account may continue until Maturity. In the case of a sole Account, the balance and interest will be payable on Maturity to your personal representatives. We will do this when we receive grant of probate or letters of administration or on any subsequent signing instructions. The balance and interest will be payable on Maturity to the survivors(s), on sight of a death certificate. We may also agree to close the Account prior to the Maturity date. If we agree to close the Account prior to the maturity date the balance and interest accrued will be payable to the survivor(s), without notice or loss of interest, on receipt of the appropriate documentation detailed above.

12.2 Notwithstanding the provisions of condition 12.1 above, if we are put on notice that there is a dispute between the surviving joint Account holder and your estate regarding ownership of any amount standing to the credit of your Account, we may cease to take or accept instructions in relation to your Account unless we receive written confirmation from both parties that the dispute is resolved. However, we are not obliged to do this and we may, notwithstanding any dispute, continue for as long as we think fit to rely on the existing signing instructions.

12.3 If you become bankrupt and your Account is in your sole name we will close your Account and pay the amount standing to the credit of your Account (but not any interest that has accrued) to the person administering your bankruptcy. We will do this when we receive the necessary legal documents to confirm the bankruptcy and to confirm the authority of the person administering your bankruptcy. If your Account is a joint Account, we will require the instructions of the other Account holders as well as the instructions of the person administering your bankruptcy

12.4 Before making any payment in accordance with conditions 12.1-12.3 above, we may exercise our set-off rights under condition 21.4 below.

**13 Fees and Charges**

13.1 Fees and charges applicable to your Account are contained in the current edition of our booklet "Price List and Guide to Fees and Interest for Personal Customers" is available at any of our branches and on our website www.firsttrustbank.co.uk.

13.2 We may debit your Account with all fees and charges which you are liable to pay us.

**14 Closure of your Account**

14.1 You may not close your Account prior to Maturity. At Maturity, if you withdraw all of your funds your Account will be automatically closed.

14.2 We may suspend or close your Account immediately at any time during its term if we reasonably believe that there are exceptional circumstances or by continuing to make it available:

14.2.1 we might be breaching a law, regulation, code or other duty which applies to us; or

14.2.2 we may expose ourselves to action or censure from any government, regulator or law enforcement agency.

14.3 If we close your Account in accordance with condition 12.1 we will pay to you all amounts standing to the credit of your Account together with accrued interest to the date of closure.

14.4 If we decide to withdraw this Fixed Rate Saver, we will notify you at least two months in advance of Maturity. If this product is no longer available, we will reinvest your funds in another similar fixed term product, for the nearest possible term, unless you request us to close your Account.

**15 Changes to these Terms and Conditions**

15.1 We may change these terms and conditions from time to time. Changes will normally be caused by:

15.1.1 changes in the cost of providing our services;

15.1.2 changes in, or the need to conform with, general banking practice, expected or actual changes in legal, regulatory, taxation or other requirements affecting us;

15.1.3 promotional reasons, system or product developments;

15.1.4 the need to conduct our business in a prudent or competitive manner, or other good reasons; We may also make changes to make these terms and conditions clearer or more favourable to you or to rectify any errors identified in them.

15.1.5 If the change to these terms and conditions is not to your disadvantage, we may make the change immediately and tell you about it within 30 days. We will notify you of any such changes by a notice on our website, by a notice in our branches, by a notice sent to you by post, email or other electronic means or by any other means required or permitted by law.

15.1.6 If the change is to your disadvantage we will notify you personally at least 30 days prior to the change taking effect. Notification will be by letter or other such direct means which we consider appropriate. At any time within 60 days of the notification you will be free to close or switch your account without notice or penalty.

**16 Communicating with us**

16.1 You can contact us through our branches, by email and by phone, and through our different helplines listed below:-

i. for our Freephone helpline service – 0800 389 6218

ii. for general information about Online and Phone Banking or to sort out any problems with the service – 028 9034 6034

iii. We have a phone number you can use to report suspicious or fraudulent transactions, no matter what product or service they apply to. The number is 0044 (0)28 9034 6034. A customer service advisor will be available from 8.30am to 5pm, Monday to Friday. Outside these hours, there will be a recorded answering service. You can leave a message and we will follow it up the next banking day. We will also record the message and add it to our files.

16.2 We will give you details of your branch when you open your account.

**17 About you**

17.1 We need you to tell us about any changes in circumstances, name, contact details and/or other important changes that are relevant to us. We may ask you to provide and/or confirm details of any such changes in writing (for example, by completing our change of address form).

17.2 If you do not keep us informed of these changes, your eligibility for your Account, the services we can offer you or how they work might be affected.

**18 Communicating with you**

18.1 Subject to applicable law, we may contact you in person or by phone, post or hand delivery, or by fax, email, online, or other electronic means. We are always working towards ways to make our services more convenient and flexible so we may introduce new ways to communicate with you in the future.

18.2 You will be deemed to have received any notice sent by us to the last address notified by you immediately upon delivery if delivered by hand and four Business Days after dispatch if sent by ordinary post. Any notice sent by fax, email or online (to your fax number, email address or online address last known to us) will be deemed to have been received by you at the time it is sent.

18.3 We may record or monitor phone calls between you and us so that we can check instructions and make sure that we are meeting our service standards and to ensure the security of our business and that of our customers and staff and for the purposes of training our staff.

18.4 These terms and conditions are in English and we will only write and communicate with you in English.

**19 Data Protection Notice – How We Use Your Information**

In this notice, 'we', 'us' and 'our' refers to AIB Group (UK) p.l.c. which includes First Trust Bank, Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct and AIB Group which refers to Allied Irish Banks, p.l.c., its subsidiaries, affiliates and their respective parent and subsidiary companies. For more information about our group of companies, please visit www.aibgroup.com.
This notice explains what we will do with your information, so that you can decide whether or not to provide that information to us. It is important that you read it carefully. The personal information requested from you is required to enable us to effectively provide or administer a product or service to you. Failure to supply us with sufficient information may result in us not being able to provide or meet your product/service needs. The information that you provide may be held by us on a computer database and/or in any other way and will be treated confidentially.

**1. Disclosure of Information:**
Information we hold about you will not be disclosed to anyone, outside of AIB Group, other than:
**1.1** If we are required by law to give the information.
**1.2** Where we have a public duty to disclose information.
**1.3** Where disclosure is required for our legitimate business interests.
**1.4** Where disclosure is made with your consent.
We may use this information in the following ways:

**2. Products and Services:**
**2.1** To administer the products and services that we supply to you and any future agreements that we may have with you, and to manage and develop our relationship with you.
**2.2** For direct marketing purposes; to advise you of products or services, where you have given your permission to us through your marketing choices.

**3. Credit Scoring and Credit Reference Agencies:**
**3.1** We may use automated credit scoring methods to assess your application. Credit scoring takes into account information provided directly by you, any information we may hold about you, and any information we may obtain from other organisations.
**3.2** We will verify the identity and address of all applicants, including through the use of Electronic Identification. We may also carry out additional verification checks throughout the lifetime of your agreement.
**3.3** To carry out searches (including verifying your identity and/or a credit search) and disclose information to credit reference agencies for the purpose of assessing applications for credit and credit related services and for ongoing review of credit. Credit reference agencies will record details of each type of search we make, whether or not your application proceeds. We may use credit scoring techniques and other automated decision making systems to either partially or fully assess your application.
**3.4** Whether you borrow money from us or not, we may regularly give credit reference agencies details of your account and how you use it, including in certain circumstances, details of any payments you have failed to make. These details may include your account balance, credit limit and any arrears. Credit reference agencies may make this information available to other organisations so that they can take decisions about you and your associates.
**3.5** In relation to joint applications; a 'financial association' may be created between applicants at the credit reference agencies. This association may be considered in future applications by us and other financial institutions.
**3.6** Please be aware that the presence of several credit searches on your record with a credit reference agency may affect your ability to obtain credit elsewhere for a short period of time.
**3.7** To review your financial position across AIB Group, including debit and credit balances and security for credit facilities.

**4. Other Third Parties:**
**4.1** To provide your personal details to debt collection agencies, tracing agencies, and/or third party processors and contractors, who act on behalf of us, if it is necessary for the performance of a contract and/or to protect the legitimate interests of AIB. The third parties will not be allowed to use your information for anything else.
**4.2** To whom we transfer, or may transfer any of our rights or obligations under any contract with you.

**5. Financial Crime Prevention:**
To prevent and detect fraud, money laundering or other criminal activity; and to trace those responsible.
**5.1** If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.
**5.2** Law enforcement agencies may access and use this information.
**5.3** We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
- Checking details on applications for credit and credit related or other facilities.
- Managing credit and credit related accounts or facilities.
- Recovering debt.
- Checking details on proposals and claims for all types of insurance.
- Checking details of job applicants and employees.

**5.4** We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
**5.5** If other criminal activity is identified, details will be passed to the relevant authorities

**6. Market Research:**
To carry out statistical analysis and market research, or to instruct a third party to perform this on our behalf.

**7. Security and Service Improvement:**
We may record telephone conversations for additional security, to help resolve complaints and improve our service standards. Conversations may also be monitored for staff training purposes.

**8.** Miscellaneous:
**8.1** Under the Data Protection Act 1998 you have the right of access to personal information we hold about you on our records for a nominal fee (currently £10.00). You can exercise this right by writing to the Data Protection Unit, AIB Group (UK) p.l.c., First Trust Centre, 92 Ann Street, Belfast, BT1 3HH.
**8.2** If any of your personal information held by us is inaccurate or incorrect, please let us know and we will correct it. There is no fee for such corrections.
**8.3** If you want details of the Credit Reference Agencies, Fraud Prevention Agencies, Debt Collection Agencies or other third parties we use, please contact us.
**8.4** If you decide to proceed with this product/service or have any other communication with us through or in relation to our products and services, you consent to the use by us of your personal data as indicated above.

**20 General**

20.1 We shall not be legally responsible to you for breach of contract or for any loss or cost you suffer or incur because we cannot carry out our responsibilities to you due to circumstances beyond our reasonable control including, amongst other things, acts of God, fire, acts of government, war, civil commotion, inability to communicate with third parties, failure of any computer or telecommunications system, or failure of any payment, settlement or clearance system, labour disputes or the acts or omissions of our agents or any other third party.

20.2 We shall not be legally responsible to you if you are claiming for any loss or damage arising from any delay or refusal to carry out any instruction for a payment from your Account where we are entitled to do so in accordance with these terms and conditions or by law, or for any loss or damage you may suffer as a result.

20.3 None of the above will apply if we act fraudulently, with wilful default or gross negligence, or where the law does not allow us to exclude our liability.

20.4 We may, in addition to any other similar right we may have, at any time without notice to you, set off any credit balance on your Account (whether or not your Account has matured) against any sums which are or may become owing to us by you in any manner or on any account whatsoever. We can convert or transfer all or any part of the credit balance in your account into another currency, and apply an exchange rate which, in our opinion, fairly reflects the current rates. We will give you at least 14 days' notice if we intend to do this for the first time.

20.5 If we do not exercise, or we delay in exercising, any right, power or privilege we do not thereby waive it and we may exercise it at a later date. If we exercise, in whole or in part, any right power or privilege on one occasion we may exercise it, or any other right, power or privilege, at any other time.

20.6 Notwithstanding any other provision in these terms and conditions, we may take whatever action we consider appropriate to meet our obligations, either in Northern Ireland or elsewhere in the world, relating to the prevention of fraud, money laundering, or terrorism and to the provision of financial and other services to persons who may be subject to sanctions. This action may include, but is not limited to, investigating and intercepting payments into and out of your Account and making enquiries to establish whether a person is subject to sanctions. This may result in a delay or failure to execute instructions received from you or in the receipt of cleared funds. You acknowledge and agree that, to the extent permitted by law, we shall not be liable for any loss, damage or other liability suffered by you or any third party which arises as a result of taking such action.

**21 Governing Law and Jurisdiction**

21.1 This agreement, and any non-contractual obligations arising out of or in connection with it, is governed by and construed in accordance with the laws of Northern Ireland and, for our benefit and without prejudice to our right to take proceedings before any other court of competent jurisdiction, you submit to the jurisdiction of the courts of Northern Ireland with respect to any dispute or claim arising out of or in connection with it (including any dispute or claim relating to its existence, validity or termination) or any non-contractual obligations arising out of or in connection with it.

**22 Interpretation**

In these terms and conditions:

**Business Day** means a day (other than Saturday, Sunday or a public holiday) on which we are generally open for business in Northern Ireland;

**Collectible Items** means cheques, drafts and other negotiable or non-negotiable paper items drawn on or by us or which we have to process through a clearing system or directly present to the drawee bank in order to receive payment. It can take five Business Days (UK timescale) or longer to clear a Collectible Item that is from an account in another UK financial institution. It can take considerably longer to clear a Collectible Item that is from a financial institution abroad;

Any reference to "branch" means any of our branches in Northern Ireland and the services available in such branches will only be available during branch opening hours or in any other manner we may allow;

Reference to any gender includes all genders and the singular includes the plural and vice versa (where the context allows);

Any phrase introduced by the terms "for example", "including", "include(s)", "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words that come before those terms; and

Headings are for convenience only and are not to be taken into account when interpreting this agreement.

If at any time any part of this agreement is deemed to be invalid or unenforceable the rest of it will remain fully effective.

**23 About us**

First Trust Bank is a trade mark of AIB Group (UK) p.l.c. (a wholly owned subsidiary of Allied Irish Banks, p.l.c.), incorporated in Northern Ireland. Registered Office 92 Ann Street BT1 3HH. Registered Number NI018800. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. AIB Group (UK) p.l.c is covered by the Financial Services Compensation Scheme established under the Financial Services and Markets Act 2000.

† Calls may be recorded. Call charges may vary - refer to your service provider.

FIRST TRUST Bank

# Application for a Fixed Rate Saver

Sort code 9 3

Account number

Branch

Applicant name(s) (must include title/first name and initial, if any)

1

Address for the first applicant (and the correspondence address)

1

Post code

Are you a US citizen? Yes No

In what country(ies) are you tax resident?
If you answered yes to the US Citizen question please include the United States as one of the countries below

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

You should be able to find your national insurance number on a payslip, form P45 or P60, a letter from HMRC, a letter from the DWP, or pension order book.

Applicant name(s) (must include title/first name and initial, if any)

2

Address for the second applicant

2

Post code

Are you a US citizen? Yes No

In what country(ies) are you tax resident?
If you answered yes to the US Citizen question please include the United States as one of the countries below

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

Jurisdiction of Tax Residence

Tax Identification Number (TIN)

You should be able to find your national insurance number on a payslip, form P45 or P60, a letter from HMRC, a letter from the DWP, or pension order book.

Amount

Term

Terms available: 6, 12 & 24 months.

I / We authorise First Trust Bank to debit the following account

Sort code

Account number

Amount

FIRST TRUST Bank

# Application for a Fixed Rate Saver

**Part 1: At maturity I/we wish to choose (please tick)**

1. Full Reinvestment

   Reinvest all funds for the same term ☐ Reinvest all funds for a different term* ☐

   *Please complete Part 2 – Reinvestment Details

2. Partial Withdrawal

   a) Withdraw a specified amount and reinvest the balance* ☐

   Amount of _____ *Please complete Part 2 – Reinvestment Details and Part 3 – Payment Details

   b) Withdraw Interest and reinvest the balance ☐

   *Please complete Part 2 – Reinvestment Details and Part 3 – Payment Details

   c) Withdraw Interest and a specified amount and reinvest the balance* ☐

   In addition to Interest, I would like to withdraw a specified amount of _____

   *Please complete Part 2 – Reinvestment Details and Part 3 – Payment Details

   **NB: Minimum reinvestment balance is £5,000**

3. Full Withdrawal and Close

   Withdraw all funds and close my account ☐ Please Complete Part 3 – Payment Details

**Part 2: Reinvestment Details** *At Maturity, if your instruction is to reinvest all or a portion of the funds, please tick period of investment:

Reinvest remaining funds for the same term or, please select from the following terms 6 Months ☐ 12 Months ☐ 24 Months ☐

**Part 3: Payment Details**

Please transfer funds to the following First Trust Bank account

Account Name _____

Sort Code _____ Account Number _____

**IMPORTANT:**

If you know what you would like to do with your funds at the end of your investment term (Maturity), you can complete this section now. Alternatively, you can change your Maturity instructions at any time during the term of your account until close of business on the Business Day before your account is due to mature.

Please ensure that your Maturity instructions are accurate and complete. If your Maturity instructions are inaccurate or incomplete, or the funds in your account fall below the required minimum balance, or there is a conflict in your Maturity instructions, we may open up a Select Deposit Account for you and transfer the balance of your account to the new account.

**Auto-reinvestment - If you do not give us Maturity instructions, at Maturity, your funds will be automatically reinvested in your Account for a further term at the applicable interest rate (subject to retaining the required minimum balance in your account).**

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1. Disclosure of Information:

Information we hold about you will not be disclosed to anyone, outside of AIB Group, other than:

1.1 If we are required by law to give the information.
1.2 Where we have a public duty to disclose information.
1.3 Where disclosure is required for our legitimate business interests.
1.4 Where disclosure is made with your consent.
We may use this information in the following ways:

2. Products and Services:

2.1 To administer the products and services that we supply to you and any future agreements that we may have with you, and to manage and develop our relationship with you.
2.2 For direct marketing purposes; to advise you of products or services, where you have given your permission to us through your marketing choices.

3. Credit Scoring and Credit Reference Agencies:

3.1 We may use automated credit scoring methods to assess your application. Credit scoring takes into account information provided directly by you, any information we may hold about you, and any information we may obtain from other organisations.
3.2 We will verify the identity and address of all applicants, including through the use of Electronic Identification. We may also carry out additional verification checks throughout the lifetime of your agreement.
3.3 To carry out searches (including verifying your identity and/or a credit search) and disclose information to credit reference agencies for the purpose of assessing applications for credit and credit related services and for ongoing review of credit. Credit reference agencies will record details of each type of search we make, whether or not your application proceeds. We may use credit scoring techniques and other automated decision making systems to either partially or fully assess your application.
3.4 Whether you borrow money from us or not, we may regularly give credit reference agencies details of your account and how you use it, including in certain circumstances, details of any payments you have failed to make. These details may include your account balance, credit limit and any arrears. Credit reference agencies may make this information available to other organisations so that they can take decisions about you and your associates.
3.5 In relation to joint applications; a 'financial association' may be created between applicants at the credit reference agencies. This association may be considered in future applications by us and other financial institutions.
3.6 Please be aware that the presence of several credit searches on your record with a credit reference agency may affect your ability to obtain credit elsewhere for a short period of time.
3.7 To review your financial position across AIB Group, including debit and credit balances and security for credit facilities.

4. Other Third Parties:

4.1 To provide your personal details to debt collection agencies, tracing agencies, and/or third party processors and contractors, who act on behalf of us, if it is necessary for the performance of a contract and/or to protect the legitimate interests of AIB. The third parties will not be allowed to use your information for anything else.
4.2 To whom we transfer, or may transfer any of our rights or obligations under any contract with you.

5. Financial Crime Prevention:

To prevent and detect fraud, money laundering or other criminal activity; and to trace those responsible.

5.1 If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.
5.2 Law enforcement agencies may access and use this information.
5.3 We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
- Checking details on applications for credit and credit related or other facilities.
- Managing credit and credit related accounts or facilities.
- Recovering debt.
- Checking details on proposals and claims for all types of insurance.
- Checking details of job applicants and employees.

5.4 We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
5.5 If other criminal activity is identified, details will be passed to the relevant authorities

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To carry out statistical analysis and market research, or to instruct a third party to perform this on our behalf.

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8.2 If any of your personal information held by us is inaccurate or incorrect, please let us know and we will correct it. There is no fee for such corrections.
8.3 If you want details of the Credit Reference Agencies, Fraud Prevention Agencies, Debt Collection Agencies or other third parties we use, please contact us.
8.4 If you decide to proceed with this product/service or have any other communication with us through or in relation to our products and services, you consent to the use by us of your personal data as indicated above.

9. Marketing Options:

We would like to tell you about offers, products and services that may be of interest to you. Please select how you would like to be contacted:

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Applicant 1 : | By phone | Yes ☐ | No ☐ | By post | Yes ☐ | No ☐ | By email | Yes ☐ | No ☐ |
| Applicant 2 : | By phone | Yes ☐ | No ☐ | By post | Yes ☐ | No ☐ | By email | Yes ☐ | No ☐ |

I/We, the customer(s) named above

1. Hereby request you open and keep a Fixed Rate Saver in my/our names. I/We have received a copy of the First Trust Bank Fixed Rate Saver Terms & Conditions and have been given the opportunity to read them. I/We accept and agree to be bound by them (Note: Please take the time to read the Terms & Conditions carefully before signing this document. If you do not understand any point please ask for further information).
2. Understand that completion of this application does not impose an obligation upon First Trust Bank to open a Fixed Rate Saver in my/our names.
3. Accept that if I/we do not amend my/our Maturity instruction before the Maturity date that my/our funds will be reinvested for the same or lesser term at the applicable interest rate for reinvestment.
4. Have considered my/our short term needs and have retained sufficient funds in short term accessible deposits.
5. Understand that no withdrawals before the Maturity date are permitted.
6. Understand that should interest rates rise I/we will not be able to avail of such rise until maturity.
7. I/We acknowledge receipt of the Financial Services Compensation Scheme (FSCS) Depositor Information Sheet / Exclusion List.

**Signing Instructions**

For Joint Account holders, the signing instruction is "either of us"

**WARNING TO JOINT ACCOUNT HOLDERS: If you instruct the Bank to make payments from the Account on the signature of any, funds in the Account may be withdrawn or reinvested without the knowledge of all of you.**

**Signatures**

By signing this application form you are agreeing to and authorising the searches and the use of your information as set out in the Data Protection Notice - How We Use Your Information section above and in the Data Protection Notice - How We Use Your Information section in your Terms & Conditions.

Signed by First Applicant

Print Name of First Applicant

Signed by Second Applicant

Print Name of Second Applicant

Date

Date

**For bank use only**

**Account details**

Product name

**Brochures issued**

1) Fixed Rate Saver terms and conditions ☐
2) Price List and Guide to Fees and Interest ☐
3) Switch to First Trust Bank ☐
4) Personal Savings Accounts Guide ☐
5) Current credit interest rates sheet ☐
6) FSCS Depositor Information Sheet / Exclusive List ☐

**Account number card issued** ☐

**Taxation**

Gross (relevant documentation held) ☐ Net ☐

**Other Information**

Purpose of new account

Origin of funds

Expected turnover (per annum)

Source of income/wealth

Connections or relationships with other AIB Group (UK) p.l.c or AIB Group accounts

CDD flag: Yes ☐ Face to face: Yes ☐ No ☐

**ID/POA**

ID/POA documentation Held ☐ Attached ☐

Contact lead keyed Yes ☐ No ☐

This application has been checked and all mandatory fields have been completed Yes ☐ No ☐

Account opening official

Date / /

Central account opening with RLO oversight

Date / /

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# Financial Services Compensation Scheme - Depositor Information Sheet

## Basic information about the protection of your eligible deposits

| | |
|---|---|
| Eligible deposits in AIB Group (UK) p.l.c. are protected by: | the Financial Services Compensation Scheme ("FSCS")[1] |
| Limit of protection: | £75,000 per depositor per bank[2]<br>Your bank, AIB Group (UK) p.l.c., operates under the trading names of First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain |
| If you have more eligible deposits at the same bank: | All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £75,000.[2] |
| If you have a joint account with other person(s): | The limit of £75,000 applies to each depositor separately.[3] |
| Reimbursement period in case of banks failure: | 20 working days[4] |
| Currency of reimbursement: | Pound sterling (GBP, £) |
| To contact AIB Group (UK) p.l.c for enquiries relating to your account | AIB Group (UK) p.l.c<br>(trading as First Trust Bank)<br>92 Ann Street, Belfast, BT1 3HH<br>0345 6005 925†<br>www.firsttrustbank.co.uk<br>†Call charges may vary – refer to your service provider |
| To contact the FSCS for further information on compensation: | Financial Services Compensation Scheme<br>10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU<br>Tel: 0800 678 1100 or 020 7741 4100<br>Email: ICT@fscs.org.uk |
| More information: | http://www.fscs.org.uk |

### Additional information

**[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 should occur, your eligible deposits would be repaid up to £75,000 by the Deposit Guarantee Scheme.

**[2] General limit of protection**
If a covered deposit is unavailable because a bank is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £75,000 per bank. This means that all eligible deposits at the same bank are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £75,000.

This method will also be applied if a bank operates under different trading names. AIB Group (UK) p.l.c. also trades under First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain. This means that all eligible deposits with one or more of these trading names are in total covered up to £75,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £75,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:
(a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
(b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under http://www.fscs.org.uk

**[3] Limit of protection for joint accounts**
In case of joint accounts, the limit of £75,000 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 £75,000.

**[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 £75,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

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

In the case of a depositor which is a large company, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 December 2016, ensure that you have access to your covered deposits within 15 working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

In the case of a depositor which is a small local authority, where the FSCS cannot make the repayable amount available within 7 working days, it will, from 3 July 2015 until 1 June 2016, ensure that you have access to your covered deposits within 15 working days of a request containing sufficient information to enable it to make a payment, save where specific exceptions apply.

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

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

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# Financial Services Compensation Scheme - Exclusions List

## A deposit is excluded from protection if:

(1) The depositor and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, please contact us.

(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[2]

The following are deposits, categories of deposits or other instruments which will no longer be protected from 3 July 2015:

- deposits of a credit union to which the credit union itself is entitled
- deposits which can only be proven by a financial instrument[3] (unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which exists in a Member State on 2 July 2014)
- deposits of a collective investment scheme which qualifies as a small company[4]
- deposits of an overseas financial services institution which qualifies as a small company[5]
- deposits of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company[6] - refer to the FSCS for further information on this category

**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 A local authority with an annual budget of up to EUR 500,000.
3 Listed in Section C of Annex 1 of Directive 2014/65/EU
4 Under the Companies Act 1985 or Companies Act 2006
5 See footnote 4
6 See footnote 4

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