

We're making some changes to our General Savings Conditions



We're making changes to our General Savings Conditions (the "Conditions") which apply to all our accounts including ISAs. These changes will apply to Notice and Easy Access accounts with effect from 4 July 2019, and if you have a Fixed Rate Bond to any account your money transfers to at the end of the fixed term. Details of the changes are summarised below.

To view the new Conditions in full please visit the **Useful documents** page of our website, chartersavingsbank.co.uk.

If you'd like to see a detailed comparison between the old and new Conditions please contact us on 0800 032 9999. We're open from 8am to 8pm Monday to Thursday, 8am to 6:30pm on Fridays, 9am to 5pm on Saturdays and 10am to 4pm on Sundays.

What's going to change?

The changes and the reasons we're making them are:	Condition(s)
<ul style="list-style-type: none"> To reflect changes to the way we operate we've: 	
<ul style="list-style-type: none"> - renamed the 'Key Features Document' the 'Key Features and Summary Box' as it now includes a Summary Box which provides important information about our accounts. 	'How this agreement works', 3, 4, 6, 8, 9, 13
<ul style="list-style-type: none"> - removed the reference to the Key Features and Summary Box Document, the Agreement and the Tariff of Fees being published on our website. This is because we won't publish documents relating to an account after the relevant account is withdrawn from sale. You can still ask us for a copy of the documents at any time. 	'How this agreement works'
<ul style="list-style-type: none"> - updated our contact details including the address you should use when you write to us and the telephone number you should use if you're calling from a mobile phone or outside of the UK. You can either: <ul style="list-style-type: none"> - call us on 0800 032 9999 or +44 330 123 1111 if you're calling from outside of the UK - email us at: info@online.chartersavingsbank.co.uk, or - write to us at Charter Savings Bank, PO Box 855, Wallsend, NE28 5BL 	2, 5, 12, 13, 15, 17, 22, 26 and the Schedule paragraph 2.
<ul style="list-style-type: none"> - amended the Conditions which enable us to change the terms of our Agreement with you, the interest rate we pay and charges you may incur. In particular: <ul style="list-style-type: none"> - we've changed the Conditions which state how much notice we must give you of a reduction to the interest rate on your account and whether, as a result, you will be able to close your Account. The effect of these changes are that we may either give you (i) at least 14 days' notice, plus the number of days' notice you must give us for withdrawals from your account, in which case you may close the account in accordance with its terms and conditions, or (ii) 14 days' notice, in which case you will be able to close your Account without notice, charge or loss of interest. This is unless we decrease the interest rate relying on paragraph 20.3 of the Conditions in which case you can always close your Account without notice, loss of interest or additional charges. - if we exercise the rights in Condition 19 to change the fees and charges in our Tariff of Fees and the changes are to your disadvantage, we have reduced the period during which you can close your Account without notice, loss of interest or additional charges from 60 to 30 days. 	20, 21 19, 21
<ul style="list-style-type: none"> - changed Condition 22 to make it clear that, where an account is closed upon the death of a single account holder, we will pay any money left in the Account by cheque to the personal representatives or beneficiaries rather than to the Nominated Account. 	22
<ul style="list-style-type: none"> - changed Condition 23 to make it clear that the statements that we provide to you will include information relating to the date funds were debited to the account, in respect of payments out of your Account (rather than the date we received the payment instruction). 	23.2
<ul style="list-style-type: none"> - made changes to the way you should contact us if you need to tell us about any changes to your address, email or mobile phone number. We've removed details of how to tell us about a change of name. If you would like details of the process for this, please contact us. 	26.2

The changes and the reasons we're making them are:	Condition
<ul style="list-style-type: none"> We've updated the Conditions to reflect that we now offer accounts which you can apply for and manage through the post. 	2, 4, 7, 10, 11, 13, 16, 17, 22, 23, 26 and the Schedule.
<ul style="list-style-type: none"> To make the Conditions clearer and easier to understand we've: 	
<ul style="list-style-type: none"> - moved wording from the definition of 'Application Form' and 'Payment Instruction' in Condition 4 to Condition 3 and Condition 11.2 respectively. 	4
<ul style="list-style-type: none"> - noted in the definition of Nominated Account that the UK doesn't include the Channel Islands or Isle of Man. Your Nominated Account can't be in those locations. 	4
<ul style="list-style-type: none"> - included more information on why we may not accept an application to open an account. We've also made it clear that you should not send funds to us until we've confirmed that an account is open and explained the consequences of you doing so. 	5.8
<ul style="list-style-type: none"> - included an additional example of what we may do if we're informed that there is a dispute or the relationship has broken down between joint account holders (i.e. we may suspend your ability to make a payment instruction). 	6.3
<ul style="list-style-type: none"> - added more information on the process to change your Nominated Account, which must be used to transfer funds into and out of an account held with us. 	7
<ul style="list-style-type: none"> - made it clear that if your Account is an Online Account, you can find details of the applicable interest rates by logging into our online banking service. For all other customers, the interest rates will be available on our website, chartersavingsbank.co.uk. 	13.1
<ul style="list-style-type: none"> - added a Condition to explain that we may restrict access to our online banking service to help protect your security, for example the web browsers that you can use. Details of the restrictions are published on our website, chartersavingsbank.co.uk. 	16
<ul style="list-style-type: none"> - deleted a Condition which explained that your responsibility for the transactions from your Account is limited where the law or any code of practice provides for this. In the conditions we only hold you responsible for transactions to the extent that the law or a code of practice allows for this, so this wording is not needed. 	18
<ul style="list-style-type: none"> - made it clear that you can't make a withdrawal by post if you have opened an Account online. 	26.1
<ul style="list-style-type: none"> - included information about how we may contact you (including by post, email or message on our online banking service (if you have an Online Account)). We have made it clear that if you have a Joint Account, we may send notices to the postal or email address we have for the Account holder who is named first on the Application Form. 	26.2
<ul style="list-style-type: none"> - amended Condition 2 of the Schedule to make it clear that we must have received and acknowledged your request to cancel a payment before the instruction to cancel the payment is effective. 	The Schedule
<ul style="list-style-type: none"> We've made changes to the Conditions to reflect the introduction of a new image based cheque clearing system. Where cheques are processed using this system, you will start earning interest and be able to withdraw the money earlier. 	4,10
<ul style="list-style-type: none"> To reflect changes in the law we've: 	
<ul style="list-style-type: none"> - made a change to explain that we aren't currently required to deduct tax before we pay interest to you (although this may change in the future). 	24
<ul style="list-style-type: none"> - removed much of the information about how we use your personal information from the Conditions. This information is available in our Privacy Notice, which you can find on the useful documents page of our website, chartersavingsbank.co.uk. 	27

Do I need to do anything?

If you're happy with the changes to the Conditions (including the Payment Services Conditions), you don't need to do anything else, the changes will apply automatically.

If you aren't happy with the changes to the Conditions (including the Payment Services Conditions) you have until 11:59pm on 3rd July 2019 to make a withdrawal and close your Notice or Easy Access account without having to give us any notice, incur any charge or loss of interest. You can do this by accessing your Online Account at chartersavingsbank.co.uk.

Withdrawals from Notice or Easy Access accounts after 4 July 2019 or from Fixed Rate Bonds will be subject to the usual terms and conditions.

Would you like further help and information?

If you have any questions or are unsure of anything, please visit the Frequently Asked Questions page on our website. Or, if you prefer, call us on 0800 032 9999. We're open from 8am to 8pm Monday to Thursday, 8am to 6:30pm on Fridays, 9am to 5pm on Saturdays and 10am to 4pm on Sundays.

We can provide literature in large print, Braille and audio. Please ask us for this leaflet in an alternative format if you need it.