Key Features & Summary Box

Charter Savings Bank

3 YEAR FIXED RATE BOND

Summary Box

Account Name:	3 Year Fixed Rate Bond

What is the interest rate?

	Annual Interest		Monthly Interest	
Balance	**Gross[1]**	**AER[2]**	**Gross[1]**	**AER[2]**
£1,000 - £250,000	2.36%	2.36%	2.33%	2.36%

You have the option of receiving interest from this Account annually or monthly.

- Annual Interest - your interest will be paid annually on the anniversary of your initial deposit.
- Monthly Interest - your interest will be paid one month after your initial deposit into your Account and on that day in every month after that.

Interest is calculated daily at the interest rate at the end of that day.

You can choose to have your interest paid into your Fixed Rate Bond, another Charter Savings Bank account held by you (subject to the specific conditions of that account) or your Nominated Account.

Can Charter Savings Bank change the interest rate?

No. The interest rate is fixed for three years from the date your initial deposit is credited to your Fixed Rate Bond (the Fixed Rate Period).

What would the estimated balance be after 36 months based on a £1,000 deposit?

	Annual Interest		Monthly Interest	
Initial deposit	**Interest Earned**	**Balance at the end of the term**	**Interest Earned**	**Balance at the end of the term**
£1,000	£72.48	**£1,072.48**	£72.33	**£1,072.33**

The above examples are for illustrative purposes only, they do not take account of your individual circumstances and make the following assumptions:

- your initial deposit is paid into the Account by Electronic Transfer when it is opened
- no further deposits are made during the Fixed Rate Period
- the period does not cover a leap year
- each month lasts 30.416 days (365 days divided by 12 months)
- interest is credited to the Account

How do I open and manage my account?

- You must be aged 18 or over and reside in the UK. The Account cannot be used by clubs or charities or held in trust for anyone else.
- You can only apply for and manage your Account online through our website – chartersavingsbank.co.uk.
- Minimum deposit of £1,000, maximum account balance of £250,000. Once the Account is opened, you can only make deposits into the Account for up to 14 days, beginning on the day you apply for your Fixed Rate Bond provided the product has not been closed to new deposits. Deposits into the Account must be from your Nominated Account by Electronic Transfer or a cheque if it's your initial deposit. Following the expiry of the 14 day period, you will be unable to make any other deposits into your Account.
- If you would like to get in contact with us please use the secure messaging service by logging in to our online banking service at chartersavingsbank.co.uk or
  - call us on 0800 032 9999 (or +44 330 123 1111 if calling from outside of the UK).
  - email us at: info@online.chartersavingsbank.co.uk.

Can I withdraw money?	No withdrawals are permitted during the Fixed Rate Period. Your Account will mature at the end of the last day of the Fixed Rate Period. We'll write to you before then to remind you of that date and ask you what you would like to do with the funds in the Account at maturity. You can either withdraw your funds into your Nominated Account or transfer them into a new or existing Charter Savings Bank account in your name (subject to meeting any Specific Conditions for that account). If you don't let us know what you wish to do 2 calendar days before the end of the Fixed Rate Period then at the end of the Fixed Rate Period your Account will become a variable rate Account without any withdrawal restrictions. We will tell you the interest rate and terms and conditions which will apply to that Account when we write to you before maturity.
Additional information	• As this is a limited issue Fixed Rate Bond, we can withdraw it from sale at any time without notice. • If we don't receive your initial deposit within 14 days of your application, we'll assume you no longer wish to save with us and will close your Account. **How interest on your savings is taxed:** • We do not deduct tax from the interest we pay. It's your responsibility to ensure that any tax is paid; the way interest is taxed depends upon individual circumstances and may change in the future. **Definitions:** • [1]**GROSS.** The interest that you earn on money in your Account before income tax is deducted. • [2]**AER.** This stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. • The definitions section of our General Savings Conditions define what Account, Nominated Account, Working Day and Electronic Transfer mean.

Please read this Summary Box in conjunction with the Specific Conditions on the next page, our General Savings Conditions (http://pdf.chartersavingsbank.co.uk/01097_general_savings_conditions.pdf) and Tariff of Fees. These together with your Application Form make up our agreement with you.

POINTS TO NOTE

- **How to make a complaint:** Our aim is to provide quality products and services at all times. If you feel this hasn't been achieved, let us know and we'll do our best to deal with your concerns to your full satisfaction. More information on this is in the 'How to make a complaint' section of our General Savings Conditions or ask for a copy of our complaints procedure.
- **Financial Services Compensation Scheme (FSCS):** Your eligible deposits with Charter Savings Bank are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. Any deposits you hold above the limit are unlikely to be covered. For further information visit fscs.org.uk.
- **Cancelling your Account:** You cannot cancel or close this Account.
- For details of other savings products we offer please visit chartersavingsbank.co.uk

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

Details correct as at 2 August 2018

www.chartersavingsbank.co.uk

Tel: 0800 032 9999

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security.

01298 3yr fixed bond (19)

SPECIFIC CONDITIONS

- **Defined terms** - certain words and phrases **(in bold)** in these **Specific Conditions** have the meanings given to them in the **General Savings Conditions**. Please read both these documents together with the **Tariff of Fees** which are available on our website or in paper format upon request.
- **Changes to the General Savings Conditions**

  Paragraph 24 (Tax) shall be deleted and replaced with the following:

  - We will deduct tax and costs from the interest we pay to you when required to by applicable laws or regulation. Other taxes or costs may exist that aren't paid through us or imposed by us. It is your responsibility to ensure that this tax is paid.

  Paragraph 27 (Use of your personal information) shall no longer apply. Details of how we and fraud prevention agencies use your information and on your data protection rights, can be found in the Privacy Notice at **www.chartersavingsbank.co.uk/Legal/PrivacyNotice.**
- **Information about your account -** As this product is an account for a fixed term at a fixed interest rate:
  - you won't be able to view a copy of the Key Features Document (including these **Specific Conditions**) on our website chartersavingsbank.co.uk, but you can ask us for a copy and we will give you a copy at any time, and
  - details of the interest rate that applies to your **Account** will not be published on our website but you can find it by logging in to our online banking service at chartersavingsbank.co.uk or you can call us on **0800 032 9999** (or **+44 330 123 1111** if calling from outside of the UK) and we'll tell you the interest rate that applies. Paragraphs 13.1 and 20.5 of the **General Savings Conditions** are amended accordingly.
- **Applicants** - must be 18 or over and must reside in the UK.
- **Account use** - the **Account** is a personal account which can be held in sole or joint names, with a maximum of two account holders. The **Account** cannot be used for clubs or charities or held in trust for anyone else.
- **Account limits** - the minimum **Account** balance and opening deposit is £1,000. The maximum **Account** balance is £250,000.
- **Interest rates** - The interest rate is fixed at :

Payment Frequency	AER	Gross
Annual	2.36%	2.36%
Monthly	2.36%	2.33%

  and will not change during the Fixed Rate Period.
- **Fixed Rate Period** - is three years from and including the date your initial deposit is credited to your Fixed Rate Bond.
- **Initial deposit** - you must make your first deposit into the **Account** within 14 days of making your application (which may be by cheque). If you do not, then we will assume that you no longer require the **Account** and close it. You will be able to apply to open a replacement account as long as the product has not been withdrawn from sale.
- **Deposits** - you can only deposit funds into your **Account** from your **Nominated Account** by **Electronic Transfer** or, for your first deposit, by cheque. You can deposit funds up to a total balance of £250,000 during the 14 day period after you have applied for your Fixed Rate Bond. You cannot make any further deposits into your **Account** after that.
- **Withdrawals** - you cannot make a withdrawal or close the **Account** during the Fixed Rate Period.
- **Interest payments** - you can choose to receive your interest monthly or annually. You can ask us to pay interest into this **Account**, another Charter Savings Bank account held by you (subject to the specific conditions of that account) or into your **Nominated Account**. Just tell us what you'd prefer in the **Application Form**.
- **Interest payment date** - if you choose to have interest paid monthly, we will pay interest one month after you first make a deposit into your **Account** and on that day in every month after that. If you chose to have interest paid annually we will pay interest one year after you first make a deposit into the **Account** and on that day in every year after that. If the interest payment date would normally be the 29th, 30th or 31st then the interest payment date will be the last day of any month with fewer days than that.
- **Payment of Interest to your Nominated Account** - If the interest payment date is not a **Working Day** you will receive the interest payment into your **Nominated Account** on the next **Working Day**.

  If, on an interest payment date, the amount of interest that would be payable is less than £1, we will not pay interest on that date but will pay it on the next interest payment date where the interest payable is £1 or more.
- **Maturity** - Your **Account** will mature at the end of the last day of the Fixed Rate Period.

  We'll write to you before Maturity to remind you of that date and ask you what you would like to do with the funds in the **Account** at Maturity.

  You can either withdraw your funds into your **Nominated Account** or transfer them into a new or existing Charter Savings Bank account in your name (subject to meeting any **Specific Conditions** for that account).

  If you choose to withdraw all or part of your funds and have them paid to your **Nominated Account**, this will be a **Payment Instruction** to make the payment on the day after the end of the Fixed Rate Period. We will make the payment in accordance with paragraph 11 (Taking money from your **Account**) of the **General Savings Conditions**.

  If the day after the end of the Fixed Rate Period is not a **Working Day** we will make the payment on the next **Working Day** and pay interest at the interest rate from the end of the Fixed Rate Period until, but not including, the day we make the payment.

  If you don't let us know what you wish to do 2 calendar days before the end of the Fixed Rate Period then on Maturity your **Account** will become a variable rate **Account** without any withdrawal restrictions. We will tell you the interest rate and terms and conditions which will apply to that **Account** when we write to you before Maturity.
- **Product withdrawal** - we reserve the right to withdraw this product from sale at any time.
- **Qualifying time deposit** - this product is not a Qualifying Time Deposit ('QTD') as defined by HM Revenue and Customs.