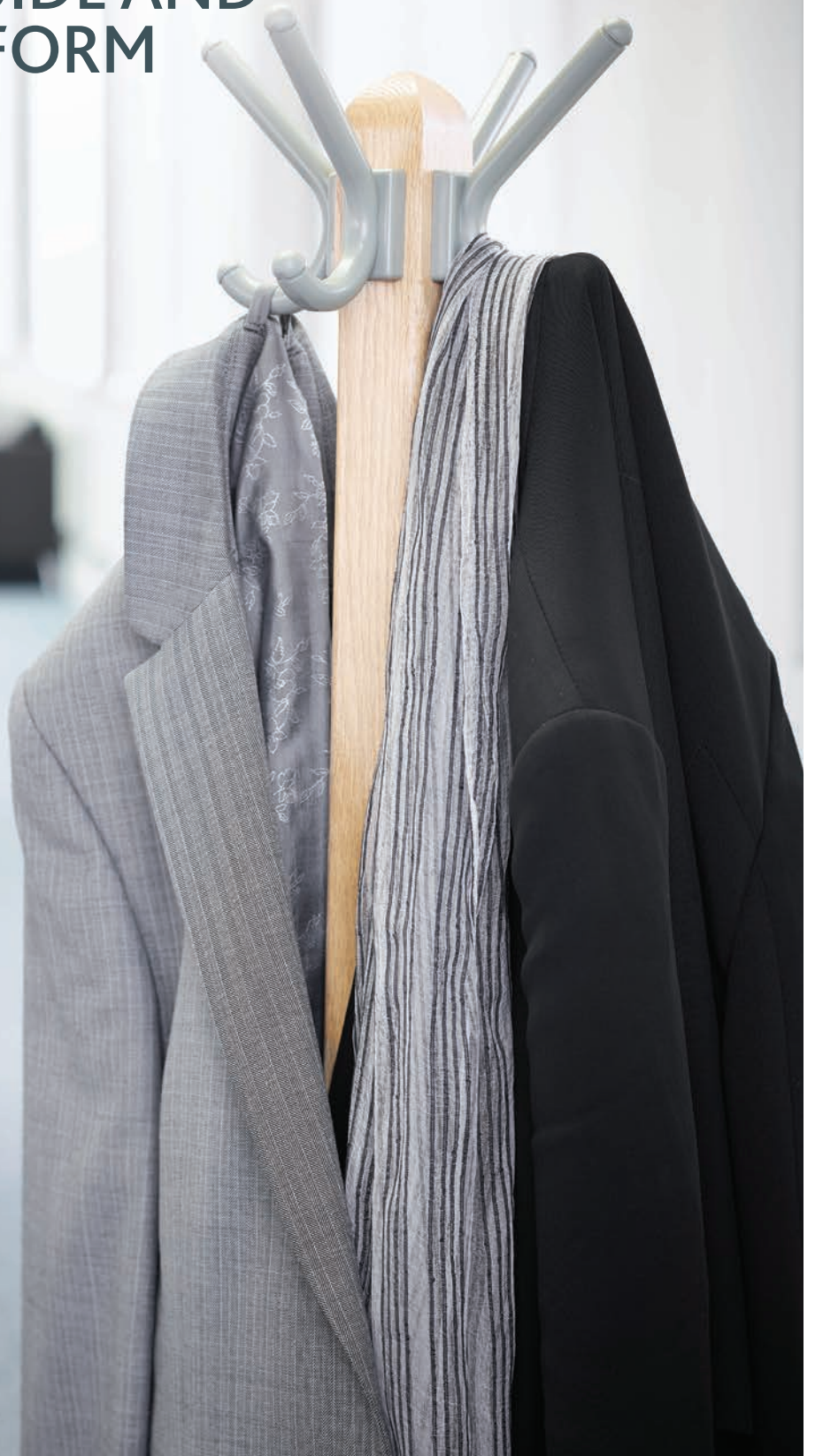


CASH JUNIOR ISA

CUSTOMER GUIDE AND APPLICATION FORM



WESLEYAN BANK

we are all about you

WESLEYAN BANK CASH JUNIOR INDIVIDUAL SAVINGS ACCOUNT (CASH JUNIOR ISA)

This document gives the main points about the Wesleyan Bank Cash Junior Individual Savings Account (Junior ISA). It doesn't explain all the definitions which are in the terms and conditions (included at the back of this document).

In this document 'you' means the registered contact. The registered contact will be someone with parental responsibility for the child, or the child themselves if they are eligible. The child is the 'account holder'.

Questions and answers

What is a junior ISA?

- ▶ A junior ISA is a tax-efficient savings account for children under 18 who are eligible for the account (see 'Who is eligible?' on page 2 for more information).
- ▶ HM Treasury sets how much can be invested each tax year (the tax year runs from 6 April one year to 5 April the following year).
- ▶ There is no income tax to pay on any income made from a junior ISA.
- ▶ Capital gains tax does not have to be paid on any money made from a junior ISA.
- ▶ A child can hold one stocks and shares junior ISA or one cash junior ISA or both types at any time.
- ▶ A child can have one junior ISA manager for their stocks and shares junior ISA and one for their cash junior ISA.

What is the Wesleyan Bank Cash Junior ISA?

- ▶ The Wesleyan Bank Cash Junior ISA is a tax-efficient savings account for UK residents under the age of 18 who are eligible for the account.

- ▶ The minimum interest on the account will always be at least the Bank of England base rate less 1.5%. This rate may change at any time. You should read our Interest Rates and Account Charges guide for more information.
- ▶ There is no tax to pay on any interest earned.
- ▶ You can open the account if you are the person with parental responsibility for an eligible child, or if you are an eligible child aged 16 or over.
- ▶ The account is managed by a registered contact.
- ▶ From age 16, the child can manage the account themselves if they want to.
- ▶ Anyone can pay money into the account, for example parents, family and friends.
- ▶ Payments can be made each month or as a lump sum.
- ▶ When the child reaches age 18, the cash junior ISA will become an adult ISA in their name.

Who is eligible?

A child is eligible for the Wesleyan Bank Cash Junior ISA if they:

- ▶ are under 18;
- ▶ were born on or after 3 January 2011, or born before this date and do not have a Child Trust Fund account; and
- ▶ are either:
 - a resident in the UK for tax purposes; or
 - a UK crown servant, or married to or in a civil partnership with a UK crown servant.

How do I open an account?

- ▶ You can open a Wesleyan Bank Cash Junior ISA with a cheque for just £10.
- ▶ To open an account, you need to complete the application form at the back of this guide and return

it with a cheque for your deposit in the Freepost envelope provided. Or you can apply online at www.wesleyanbank.co.uk

An account can be opened by a parent or guardian, or by the eligible child themselves if they are age 16 or over.

How is money paid into the account?

- ▶ Money can be paid in by cheque, bank giro credit, a transfer from another Wesleyan Bank account or by monthly direct debit.
- ▶ Anyone can pay in to the child's account, for example parents, family and friends.

How much can be paid in?

- ▶ After the Wesleyan Bank Cash Junior ISA has been opened, any amount can be paid into the account at any time, as long as it is within the yearly limit.
- ▶ The most that can be subscribed into a child's cash junior ISA in the current tax year is £4,128. The amount that is invested in a cash junior ISA will reduce the amount that can be paid into a stocks and shares junior ISA.
- ▶ Junior ISA limits are reviewed every year by HM Treasury.
- ▶ If the full junior ISA allowance is not used in any tax year it can't be carried forward to the next tax year.
- ▶ All money paid into the account will represent a gift to the child, and once it is invested in the account it cannot be taken out. Only the child can access the money when they reach age 18.

When can money be taken out?

Only the child can withdraw money when they reach 18 and take control of the account. However, if the child becomes terminally ill or dies you may be able to withdraw the money (see 'What happens if the child becomes terminally ill or dies?' on page 4 for more information).

How do I manage the account?

The account is initially managed by the person who applies for the account, known as the registered contact. This can be the child if they are aged 16 or 17 when the account is opened. When the account is opened by someone other than the eligible child, the child can manage their account from age 16 if they want to. When the child turns 18, their junior ISA will become a Wesleyan Cash ISA which they will manage.

You can manage the account by phone or by post. We will send you a statement at the end of each tax year which covers the previous 12 months.

We provide a free telephone banking service where you can speak directly to one of our personal bankers. You can check the balance, arrange withdrawals, make transfers between accounts and enquire about transactions.

Call us free on 0800 358 1122 from 8am to 6pm Monday to Friday. You can leave a message outside of these times and we will call you back. We may monitor our calls to improve our service.

Can I transfer an existing junior ISA to the Wesleyan Bank Cash Junior ISA?

- ▶ You can transfer all of an existing cash junior ISA with another provider to the Wesleyan Bank Cash Junior ISA.
- ▶ You can transfer some or all of an existing stocks and shares junior ISA with another provider to the Wesleyan Bank Cash Junior ISA.
- ▶ You will need to fill in our Cash Junior ISA Transfer Form, which you can ask us for. We will contact your current junior ISA manager and arrange for them to transfer the cash junior ISA direct to us. The current junior ISA manager might charge you for ending the account.
- ▶ If the money you are transferring has been saved in the same tax year, this will count towards the child's yearly junior ISA allowance. If the money you transfer was saved in a previous tax year it will not affect the allowance for the current tax year.

Can I transfer an existing Child Trust Fund account into the Wesleyan Bank Cash Junior ISA?

No, we do not currently accept transfers from Child Trust Fund accounts into the Wesleyan Bank Cash Junior ISA.

Can I transfer the Wesleyan Bank Cash Junior ISA to another cash junior ISA?

Yes, you can transfer the Wesleyan Bank Cash Junior ISA to another junior ISA manager at any time without losing tax benefits. You will need to ask the new junior ISA manager to arrange the transfer.

What about tax?

- ▶ There is no income tax to pay on any interest the junior ISA makes.
- ▶ There is no capital gains tax to pay on any money the child makes from the junior ISA.
- ▶ A junior ISA does not have to be put on a tax return.
- ▶ This is how we understand the current tax rules. They may change in the future.

What about Interest?

We work out interest daily and add it to the account each year on 5 April. The account will start earning

interest on the day we receive the funds if you send them to us by a method other than a cheque, or on the second working day if you send a cheque. You can check our interest rates by calling us on 0800 358 1122. Our lines are open from 8am to 6pm Monday to Friday.

Are there any charges?

We do not charge for the standard service to run and manage the account. However, we may charge for any other services which we make available from time to time. If you use these services we will tell you the charges before we act on any instructions.

Who might the Wesleyan Bank Cash Junior ISA be suitable for?

This junior ISA might be suitable for you or your child if you want:

- ▶ a secure investment for a child under the age of 18;
- ▶ a variable interest rate;
- ▶ family and friends to be able to pay into the account;
- ▶ a tax-efficient way to save; and
- ▶ to make regular payments each month or lump-sum payments each year.

This junior ISA will not be suitable for you or your child if:

- ▶ the child already has a Child Trust Fund Account;
- ▶ the child already has a cash junior ISA with another provider (unless funds are being transferred to us);
- ▶ you are the parent of guardian of the child and want to continue to manage the child's account after they reach age 16 or 18;
- ▶ you or the child needs to access the money before they reach age 18; or
- ▶ you want to invest your full junior ISA allowance into a stocks and shares junior ISA.

Can I change the registered contact?

Yes, you can change the registered contact after the account has been opened. The person who opens the account will be the first registered contact but another person with parental responsibility for the child can apply to become the new registered contact at any time.

We will only act on instructions from the registered contact so we may need to get their permission to change to the new registered contact.

When the child turns 16 they can become the registered contact if they want to. We will write to the child before their 16th birthday to let them know their options.

What happens if the child becomes terminally ill or dies?

- ▶ If we receive proof of the child's death we will close the cash junior ISA and pay out the money to the child's personal representatives (or beneficiary if advised by the child's personal representative). We will give an account statement to the personal representatives. Any money paid into the account after the date of the child's death will not be a valid payment. Interest which we add after the date of death but before the account is closed is not tax-free.
- ▶ If the child becomes terminally ill, the parents or guardian can contact HM Revenue & Customs (HMRC) to ask for access to the money in the child's junior ISA. If it accepts the application HMRC will write to you, as the registered contact to tell you the funds in the junior ISA can be withdrawn. You will need to send this letter to us. Only you can close the account and withdraw the funds. You can decide to keep the account open and only withdraw part of the money in the account.

Can I change my mind about opening an account?

Yes, you can change your mind. Simply write to us within 14 days from the date we receive your signed agreement. HMRC will treat this account as if it was never opened and you will be able to apply to open another one. You can cancel by writing to us at Wesleyan Bank Ltd., PO Box 3420, Colmore Circus, Birmingham B4 6AR.

If you cancel the application we will return, all funds to you, as the registered contact.

If you cancel a junior ISA transfer we can either:

- ▶ return the money to the previous junior ISA manager; or
- ▶ transfer the money to a new junior ISA manager of your choice.

Other information

Wesleyan Bank Ltd

We are wholly-owned by Wesleyan Assurance Society. We offer a high-quality personal banking experience and a full range of products and services including savings accounts and personal loans. We give you banking that is fast, efficient and friendly. We have a dedicated team of UK-based personal bankers that maintain very high standards in personal banking and guarantee high-quality customer service.

Proof of identity

In order to protect customers from the risk of fraud and to prevent money laundering, the law says we must check the identity and address of anybody who opens an account. This applies to both new and existing customers. Please see the section 'Confirming Your Identity' on the application form.

How to complain

We hope that you're happy with our service. If you do need to complain, please contact us in one of the following ways:

- ▶ Write to us at:
Complaints
Wesleyan Bank Limited
PO Box 3420
Colmore Circus
Birmingham B4 6AE.
- ▶ Call us on 0800 358 1122. Our lines are open from 8am to 6pm, Monday to Friday. We may monitor our calls to improve our service.

If you call us we will try to deal with your issue on the same day. If you write to us we will let you know that we have received your letter within five working days of when we receive it. We will try to sort out your complaint within four weeks or let you know the progress we have made.

If, after receiving our response, you're still not happy, you can complain to the Financial Ombudsman Service.

The Financial Ombudsman Service
Exchange Tower
London E14 9SR.

Phone: 0800 023 4567

(free if you are calling from a landline).

Phone: 0300 123 9 123

(free if you are calling from a mobile phone and you pay a monthly charge for calls to numbers starting 01 or 02).

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Alternatively you can submit your complaint via the Online Disputes Resolution at www.ec.europa.eu/consumers/odr/ who will forward your complaint onto the Financial Ombudsman Service.

If you complain to the ombudsman, it won't affect your legal rights.

Law

The law of England applies to the account.

The law and courts of England will decide any dispute.

Compensation

Wesleyan Bank Limited is covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our financial obligations to you, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). Further information can be found in the Financial Services Compensation Scheme Information Sheet and Exclusions List.

How to contact us

If you have any questions, please contact us in any of the following ways:

- ▶ Call us on 0800 358 1122. Our lines are open from 8am to 6pm, Monday to Friday. We may monitor our calls to improve our service.
- ▶ Write to us at:
Wesleyan Bank Limited
PO Box 3420
Colmore Circus
Birmingham B4 6AE.
- ▶ Fax us on 0121 200 9345.
- ▶ Visit our website at www.wesleyanbank.co.uk.

Wesleyan Bank Ltd Cash Junior Individual Savings Account (ISA) Terms and Conditions

Introduction

These specific terms and conditions are additional conditions to the Wesleyan Bank Limited General Terms and Conditions. If there is any difference between these conditions and the general terms and conditions, these conditions will always apply.

You can ask us for a copy of the Wesleyan Bank Limited General Terms and Conditions or you can find them on our website www.wesleyanbank.co.uk.

These terms and conditions are governed by the law of England and Wales. Any banking terms and conditions implied by law will also apply to this agreement. Wesleyan Bank Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 165116).

This information is based upon our understanding of current taxation legislation, which could change in the future.

You should read these terms and conditions carefully

and if there is anything you don't understand please contact us in one of the following ways:

- ▶ Call us on 0800 358 1122. Our lines are open from 8am to 6pm Monday to Friday. We may monitor our calls to improve our service.
- ▶ Write to us at:
Wesleyan Bank Limited
Colmore Circus
Birmingham B4 6AR.

Definitions

In these terms and conditions we use financial words and phrases that not everyone will be familiar with. We've explained what these mean below.

- ▶ **Account** – the Wesleyan Bank Cash Junior ISA.
- ▶ **Account applicant** – the person who applies for the account, (either a person with parental responsibility for an eligible child or an eligible child if aged 16 or over).
- ▶ **Account holder** – the eligible child who the account has been opened for.
- ▶ **Account manager** – Wesleyan Bank.
- ▶ **Cash JISA** – a junior ISA which is designated as a cash account under the ISA regulations. JISA means a Junior Individual Savings Account as defined in the ISA Regulations.
- ▶ **Eligible child** – a child who:
 - is under 18 years of age at the time the application is made;
 - was born on or after 3 January 2011; or prior to this date but who does not have a Child Trust Fund account as defined under the Child Trust Funds Act 2004; and
 - at the time the application is made is either:
 - resident in the United Kingdom,
 - a UK Crown Servant;
 - a dependant of a UK Crown servant; or
 - married to or in a civil partnership with a UK Crown servant.
- ▶ **ISA** – an Individual Savings Account set up and managed under the ISA regulations.
- ▶ **ISA regulations** – The Individual Savings Account regulations 1998.
- ▶ **JISA** – a junior individual savings account set up and managed under the ISA regulations (as amended).
- ▶ **JISA manager** – a firm authorised to manage junior ISAs. Maturity date – the 18th birthday of the account holder.

- ▶ **Maturity date** – the 18th birthday of the account holder.
- ▶ **Parental responsibility** – means parental responsibility within the meaning of:
 - the Children Act 1989;
 - the Children (Northern Ireland) Order 1995; or
 - the Children Act 1995 (Scotland).
- ▶ **Registered contact** – the person who is authorised to give instructions on the account holder's Wesleyan Bank Cash JISA.
- ▶ **Stocks and shares JISA** – a JISA which is designated as a stocks and shares account under the ISA regulations.
- ▶ **Subscriptions** – the money paid into the JISA.
- ▶ **Year** – a tax year which starts on 6 April one year and ends on 5 April the following year.
- ▶ **You or Your** – the registered contact. The account applicant will be the first registered contact. In most cases when an account holder turns 18 they will automatically become the registered contact.

The account

The account will be held in the name of the account holder. All account investments will be owned beneficially by the account holder. You cannot:

- ▶ transfer the rights of the account to anyone else; or
- ▶ give any rights over the account to anyone as security for a loan or other debts.

Opening an account

An account applicant can take out a JISA for an eligible child. This may be for themselves if they are aged 16 or over.

The account applicant must sign the declaration on the application form to confirm that the child for whom the account is being opened is eligible and that the applicant will manage subscriptions to the account in accordance with the ISA regulations.

You must tell us straight away if the child is no longer eligible.

An eligible child can only hold one stocks and shares JISA and one cash JISA at any time.

You may not open a Wesleyan Bank Cash JISA if the account holder holds another Cash JISA unless all investments in that account are transferred to the Wesleyan Bank Cash JISA and payments to that account cease.

The registered contact

The account is managed by a registered contact. The first registered contact will be the person who applied for the

account. The registered contact is the only person who will be able to give instructions on the account.

When the account holder turns 16 they can become the registered contact if they want to. We will write to the child before their 16th birthday to let them know their options.

If the registered contact is someone other than the child, another person who has parental responsibility for the eligible child may apply to become the registered contact. To do so they must complete an application form. We will act in accordance with the ISA Regulations to determine whether the consent of the existing registered contact is needed to make this change.

We will not accept instructions on the account from an individual acting under any kind of Power of Attorney for the registered contact.

There can only be one registered contact.

Paying into the account

All subscriptions into the account will represent a gift to the account holder.

An initial deposit by cheque of £10 or more is needed to open the account. After this anybody can pay in any amount at any time as a regular payment or one-off subscription. However, it is the registered contact's responsibility to make sure that subscriptions to the eligible child's junior ISAs do not exceed the allowance for the current tax year, as stated in the ISA regulations.

The maximum amount that can be paid into a cash junior ISA is £4,128 and year ending 5 April 2018. Payments into a cash JISA will reduce the amount that can be paid into a stocks and shares ISA. If the full junior ISA allowance is not used in any tax year it can't be carried forward to the next tax year.

Transferring from another junior ISA manager

The registered contact can apply to transfer all of an existing cash Junior ISA and some or all of an existing stocks and shares junior ISA with another junior ISA manager, on behalf of the account holder. To do this the registered contact will need to fill in our Junior Cash ISA Transfer Form. We will contact the current junior ISA manager and arrange for the cash junior ISA to be transferred direct to us. There might be charges from the current provider for ending the account.

If the money being transferred has been saved in the same tax year, this will count towards the child's annual Junior ISA allowance. If the money you transfer was saved in a previous tax year then it will not impact your allowance for the current tax year.

When your junior ISA has been transferred, these terms and conditions will apply from the date of the transfer. We will apply the funds to the account within three working days. We have the right to refuse your transfer request if we have a valid reason for doing so.

Transferring funds to another junior ISA manager

At any time, and in accordance with the ISA regulations relating to transfers, you can ask us to transfer some or all of your account to another junior ISA manager.

Current years' subscriptions must be transferred as a whole.

When we receive a request to transfer to another manager, the money and transfer information will be sent to the new manager within five working days.

Taking money out

Unless the money is being transferred from the Wesleyan Bank Cash Junior ISA (see 'Transferring to another JISA manager'), money can only be withdrawn from the account in the following circumstances.

- ▶ The account holder becomes terminally ill (subject to HMRC permissions);
- ▶ The account holder dies; or
- ▶ The account matures.

Interest

Interest is worked out daily and added to the account each year on 5 April. If subscriptions are made by cheque the account will start earning interest on the second working day after we receive it. All other subscription methods will start earning interest on the day we receive the funds. You can check our interest rates by calling us on 0800 358 1122. Our lines are open from 8am to 6pm Monday to Friday.

The interest will be paid to the account without tax deductions.

Charges

We do not charge you for the standard service to run and manage your account. However, we may charge you for any other services which are made available to you from time to time. If you want to use non-standard services, we will tell you the charges before we act on your instructions.

Statements

We will send you a statement each year showing all payments to and from your account. You can ask us to send you a statement or call us for transaction and balance details at any time.

If payments are made using our postal deposit

service we will send you an advice note with the new transaction and balance details on the account.

When the account matures

We will contact you and the account holder at least 60 days before the maturity date to explain what will happen when the account matures.

When the account matures the funds in the account will be placed into the Wesleyan Bank Cash ISA or they will be transferred into an existing account if the account holder already has a Wesleyan Bank Cash ISA. We will send you and the account holder the new terms and conditions that will apply.

If the account holder asks us, we can pay out the funds from the account to them at the maturity date.

If we close the account

We are entitled to close the account if we believe that it isn't possible to administer the account in line with the ISA regulations or if you or the account holder are breaching the ISA regulations. We will terminate the account automatically if it becomes void under the ISA regulations. We will write to you if this happens.

If we decide that we want to stop acting as the account manager we will give six months' notice before closing the account. If we have to close the account because we no longer qualify as an account manager under the ISA regulations, we will give you 30 days' notice. The account can be transferred to another JISA manager of your choice during these notice periods.

If the account holder dies

We will close the JISA when we are told in writing that the account holder has died and the personal representatives have completed the necessary formalities (such as showing us the death certificate or the Coroner's interim certificate).

We will pay out the funds and any interest earned to the Personal Representatives of the account holder. We may ask the Personal Representatives to prove that they are entitled to receive the money.

The tax advantages for the JISA will stop on the date of the account holder's death. The investment will be part of the account holder's estate and there may be inheritance tax to pay. Income Tax will have to be paid on any interest arising after the date of death. Any subscriptions made after the date of death will not be valid.

If the child becomes terminally ill

If the account holder becomes terminally ill, as defined under the ISA regulations, an individual with parental responsibility can make a claim to HM Revenue &

Customs (HMRC) to withdraw money from the account.

If HMRC accept the claim they will send you a letter authorising withdrawals from the account. You will need to send us the letter before you can take any money from the account.

You will be able to take out any amount of money at any time. We will close the account if you withdraw all the funds and it will not be possible to subscribe to another JISA for the eligible child.

We will only allow the registered contact to withdraw money for the benefit of the account holder.

Your right to cancel

You have 14 days to cancel your application from the date that you receive your cancellation notice. If the application is cancelled all subscriptions will be returned to you.

Wesleyan Bank Ltd

General Terms and Conditions

Introduction

These Terms and Conditions explain our obligations to you and your obligations to us; and apply to all the accounts you have with us and the services we provide in connection with your accounts. They include the terms applicable to telephone and internet banking. The procedures you must follow for our Internet Banking Service are contained in the user guidance we give you in any form including electronic help texts. You must follow these procedures when using the services.

Your agreement with us is contained in these general Terms and Conditions, the additional conditions and the application form. The additional conditions include our charges and the interest rates, notice periods, minimum or maximum balances and other terms which are specific to a particular account or service.

We will tell you what these additional conditions are when you open an account or apply for a new service. They are set out in material we publish which you can ask for at any time. We may also publish them on our website. If the additional conditions are inconsistent with these general Terms and Conditions, the additional conditions will apply.

Please take time to read them carefully. They are important because they are part of the legal agreement between you and us for your account. If you find any of the Terms or Conditions unclear and would like us to clarify anything written here, please contact us at Wesleyan Bank Ltd, PO Box 3420, Colmore Circus,

Birmingham B4 6AE. Telephone: 0800 358 1122.

These Terms and Conditions are governed by the law of England and Wales. Any banking Terms and Conditions implied by law will also apply to this agreement.

Wesleyan Bank Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 165116).

Definitions

In these conditions:

- ▶ **Wesleyan Bank Ltd** is referred to as '**we**' or '**us**'.
- ▶ '**account**' refers to any account you have with Wesleyan Bank Ltd.
- ▶ '**you**' means any customer operating an account with us an includes (where appropriate) any person you



authorise to give instructions on your accounts.

- ▶ **'working day'** means Monday to Friday from 9am to 5pm, unless that day is a bank holiday in England.
- ▶ **'automated payments'** include automated payments to and from your account and include BACS, CHAPS, standing orders, Direct Debits, internal payments between your accounts with us, payments made using the Faster Payment Service and payments made through our telephone service or our Internet Banking Service. (Not all automated payments are available on all accounts).
- ▶ **'CHAPS'** stands for the Clearing House Automated Payment System and is an electronic process for bank-to-bank same-day payments made within the United Kingdom.
- ▶ **'nominated account'** is an account that you choose to receive transfers by automated payment from your account. It must be in the same name(s) as your account.
- ▶ **'reference rate'** means any rate which is linked or set against an externally set interest rate such as the Bank of England base rate.

Opening an account

The account is available for personal use by individuals or joint (not more than two) account holders who are permanently resident in the United Kingdom and aged at least 18 years. It may not be used by companies, partnerships or businesses.

You can open the account by completing and signing the application form and returning it to us together with your initial deposit.

When we receive an application we are obliged to verify the identity of the applicant and we may make any enquiries concerning the applicant that we think are appropriate; this may include undertaking a search with a credit reference agency. We may decline to accept any application (whether from a new customer or existing customer) without giving any reason.

Your right to cancel

After we receive your application form we will send you a cancellation notice. From the day you receive your cancellation notice you have 14 days to reconsider your choice of the account.

If you do decide to cancel, we will help you switch accounts or we will give you your money back with interest.

Joint accounts

If there are two or more people named as account holders, we are authorised to act upon instructions (in writing, by telephone or via our Internet Banking

Service) given by either of the account holders, unless either of the joint account holders tells us that this authority is revoked, in which case we will act only upon the written instructions of both joint account holders.

Either one of you can withdraw the whole balance in the account irrespective of which of you deposited the funds.

If one of you dies, we will continue to accept instructions in connection with your account from the survivor.

If you no longer require a joint account, you must tell us how the funds are to be divided.

To the extent that there is a disagreement about who owns the money in your account or how it is to be operated, we may freeze your account. This means we will not allow anyone to take money out, pay money in (unless we agree) or carry out any other transaction until we are satisfied that the disagreement is settled.

If two persons are named as the account holder each person can be held fully responsible for any debt on the account. This is known as 'joint and several' liability.

Contacting each other

We may contact you by post, telephone, email or secure message using the latest address, telephone number or email address you have given us. It is your responsibility to ensure that we have your current contact details.

We will normally contact only the joint account holder named first in our records subject to any legal requirements or unless you request otherwise. The first named account holder is responsible for passing information we send to the other account holder. The other joint account holder will be bound by the contents of such communication.

You can contact us at the appropriate address and telephone number we give you, or by internet following the user guidance.

We will record telephone calls between you and us, in order to keep a record of your instructions. If you disagree with us about any instructions you give over the phone we can use the recording to check what was said. Calls may also be monitored, to assist us in assessing the quality of our service.

Giving us instructions (automated payments)

This section applies to the following services: payments made using the online and telephone banking services, Faster Payments, BACS, CHAPS, Direct Debits, standing orders or any other automated payment.

Before we carry out instructions to make an automated payment on your account these must be authorised by you in one of the following ways: by calling Wesleyan Bank on 0800 358 1122 or logging onto our Internet

Banking Service, by providing your personal security details to us and requesting an available withdrawal from your account; in writing and signed by you or an authorised person; providing your account details to complete an automated payment from your account.

We may tell you that instructions must be given in a specific way for a particular account or service.

Your instructions to carry out a payment can include a single payment, a series of recurring payments (including payments for an indefinite period) or pre-authorising a future payment of a certain (or uncertain) amount.

In the event that a transaction has not been properly authorised by you, you may authorise the transaction after it has been made by providing your consent to the payment either orally or in writing to us.

When you tell us to make a funds transfer via our Internet Banking Service, by post, by our telephone banking service or by standing order, and provided you tell us before 4pm on a working day, the maximum time it will take to reach the recipient's bank will be the next working day following the day the instruction was received. If possible we will use the Faster Payments system, meaning the funds will, in most cases, be available in the recipient's account the same day. The Faster Payments system depends on the recipient's account being able to receive the monies and on financial limits. If you request a same-day transfer this

will be sent by CHAPS; there is a charge for this service as detailed in our account tariff.

Where we receive your instructions, and provided it is authorised as detailed above to make a payment from your account, we have set out below details of the transaction times for each type of payment and the time in the day prior to which your instructions must be received to allow the payment to begin being processed that day.

Where an instruction is received after the cut-off time specified above it will be treated as having been received on the next working day.

Certain automated payments may require additional authorisation in accordance with our security procedures. If this is necessary your instruction will be treated as being completed after the security check. If this happens, your payment will normally still be sent at the instructed time. We will always adjust the effective date for the interest to ensure that you never lose interest because of a security check.

When you give us an automated payment instruction you must give us the sort code and account number for payments in the UK, or the equivalent information for payments outside the UK and any other details we ask you for, such as the name of the person you are sending the payment to, so we can make the payment. We may ask you to check and confirm your payment instruction.



You are responsible for checking the details are correct. We will not be liable if your payment is delayed or sent to the wrong person because you gave us the wrong details. If a payment does go to the wrong person because you sent us the wrong details, we will use reasonable efforts to recover the payment and, if we manage to do so, we may charge you our reasonable costs.

We will not make a standing order payment from your account or a future-dated payment instruction on a day which is not a working day. If you ask us to do so, we will treat it as if the payment were scheduled to be paid on the next working day.

We will allow Direct Debit payments to be collected from your account on the date specified in the Direct Debit instruction. If you give a business or other organisation (in the UK) authority to collect payments from your account on a regular basis, they will normally tell you at least 10 working days before changing the payment dates or amount of money they ask us to pay from your account, unless you agree otherwise.

If you think there has been an incorrect Direct Debit payment you should tell us immediately so that we can arrange a full and immediate refund – even if the original error was made by the business or organisation who set it up. You should also contact them to let them know what you have done and why.

Other than in the case of future-dated payments and cheques, once a transaction is authorised by you it cannot be changed or cancelled because we start processing it when we receive it.

A future-dated payment can only be cancelled up to the end of the working day before the day set for its execution.

Where you have set up instructions for a number of recurring transactions you may cancel this instruction by contacting us. This will cancel any of the recurring

payments which are set for execution after the end of the day of cancellation where this is a working day. Where the cancellation is received on a non-working day, it will cancel any recurring payments which are set for execution after the end of the next working day.

If you wish to cancel or change a Direct Debit, as well as telling us, you must tell the business or organisation to make sure the payment is cancelled.

Where you instruct us to make a payment to a person or account outside the UK, or in a currency other than in sterling, this is not covered by this agreement and you will be given separate conditions and details at that time.

For security reasons we cannot accept instructions by fax.

We are unable to process instructions sent to us via insecure email. If you send us an email, you cannot assume that it has reached us until we return an email acknowledging receipt.

Giving us instructions (cheque payments)

You must complete cheques so that they are not easy to alter.

When we receive a cheque you have written we will take the money from your account on the same day. We typically receive cheques within a few days of you writing them, but the exact timing depends on when the person you gave the cheque to pays it into their account.

It is your responsibility to make sure you have available funds in your account to cover any cheques you have written. If you do not have the available funds to make the payment or you have exceeded a limit we have applied to your account, the cheque will be returned unpaid.

You may not ask us to pay a cheque later than when we receive it by writing a future date on it. We will not be liable if we pay the cheque before that future date. If

Type of automated payment out	Cut-off time	When the payment appears on your statement (transaction date)	When the payment stops earning interest	When the payment is available to the payee
Online Banking, Telephone Banking, Postal Instruction or Standing Order	Completed instruction by 4pm Monday to Friday	On the working day you instruct us to send the payment	Immediately on the date we send the payment	Next working day following the receipt of a request for payment
CHAPS	Completed instruction by 2.30pm Monday to Friday	On the working day you instruct us to send the payment	Immediately on the date we send the payment	Same day
Internal transfers to other Wesleyan Bank accounts	Completed instruction by 4pm Monday to Friday	On the working day you instruct us to send the payment	Immediately on the date we send the payment	Same day
Direct Debit (only available on Privilege and Cheque Accounts)	Not applicable	On the day we receive the request for payment	On the day we receive the request for payment	Three working days from the receipt of a request for payment

you want to make a payment on a future date you can do so by instructing us in writing, by telephone or by our Internet Banking Service.

We may pay a cheque even if it is not presented to us for payment within six months of the date on the cheque; however, we reserve the right to return any such cheque unpaid.

We may debit any cheque to your account without notifying you even if the cheque contains technical irregularities.

If someone asks you to replace a cheque (for example because they have lost it or there is a problem with it) it is your responsibility to ask us to stop the old cheque, before you write a new one. If you do not do this, there is a risk that both the old and replacement cheques will be paid from your account.

You can stop a cheque before it has been presented to us for payment unless it has been guaranteed. We may make a charge for stopping a cheque. Details of charges for stopping cheques are set out in our account tariff.

Refusing instructions

We may refuse to carry out a payment instruction if: you do not have the available funds to make the payment or you have exceeded a limit we have applied to your account; the payment instruction is not clear; the wrong security details have been used for your account; there is a legal requirement or a court or other authority that tells us to act in that way; the payment seems unusual compared with the way you normally use your account; we reasonably believe you or someone else has used or is using or obtaining, or may use or obtain, a service or money illegally or fraudulently; you enter into a voluntary arrangement with anyone you owe money to (or you are going to do so); a bankruptcy order is made against you or we think that one is likely to be made; an administration order has been made under the appropriate legislation which covers how you are to repay money you owe; we reasonably believe that someone else may have rights over money in your account (in this case we can also ask a court what to do, or do anything else we reasonably need to do to protect us); the relationship between you and us has irretrievably broken down (for example if you have been threatening or abusive to our staff); the terms of the account prevent completion of the transaction; circumstances beyond our reasonable control prevent us from offering a normal service (such as an act of terrorism, computer failure or industrial action); or any other reason set out separately in this agreement applies.

For security purposes we have internal controls on the maximum amount that can be taken out of your

account in certain circumstances. We may vary these limits at any time with immediate effect. We will tell you if your transaction exceeds any of the limits.

We use systems to identify payments that seem unusual and to help us prevent the misuse of your account. Where we think an unusual payment involves misuse we may investigate further, for example by calling you, or refusing to make the payment.

If we prevent you from using your account or refuse to make a payment under this condition, we will act in a manner we think is reasonably appropriate for the circumstances and try to reduce any inconvenience to you.

Unless the law prevents us from doing so, we will try to contact you to tell you that we are refusing to act on your payment instruction. We will do this at the earliest opportunity, but in any case by the time the payment should have reached the bank you asked us to make the payment to.

You can also contact us to find out (unless the law prevents us from telling you) why we have refused to act on your payment instruction and how you can correct any factual errors that have led to our refusal.

Safeguards and corrective measures

A payment instrument is any personalised device or set of procedures used by you in order to instruct automated payments from your account.

You will not be able to give a payment instruction if we have stopped or suspended your ability to use a payment instrument. We can do this if we reasonably consider it necessary for reasons relating to the security of your account, or a significantly increased risk that you may be unable to pay any money you owe us on the relevant account.

Unless the law prevents us from doing so or we believe it will undermine our security measures, we will try and contact you by telephone or in writing in advance to tell you that we have done this and our reasons for doing so. If we are unable to tell you in advance, we will tell you as soon as possible afterwards.

We will allow the use of the payment instrument or replace it with a new payment instrument as soon as practicable after the reasons for stopping its use cease to exist.

You must use the payment instrument in accordance with the terms and conditions governing its issue and use as provided to you.

You must take all reasonable steps to keep its personalised security features safe at all times.

You must notify us without undue delay on becoming aware of the loss, theft, misappropriation

or unauthorised use of the payment instrument. For unauthorised payment transactions, notification must be no later than thirteen months after the debit date for the transaction.

We will ensure that appropriate means are available at all times to enable you to notify us of any loss, theft, misappropriation or unauthorised use of the payment instrument.

If you notify us as above, we will, upon your request, provide proof that such notification was made at any time during a period of eighteen months after the alleged date of the notification.

We will prevent any further use of the payment instrument once notification as above has been made by you.

As soon as you become aware of the loss, theft, misappropriation or unauthorised use of a payment instrument then you must contact us immediately on 0800 358 1122 (+44 121 212 0899 from abroad) or by writing to Wesleyan Bank Ltd, PO Box 3420, Colmore Circus, Birmingham B4 6AE.

Unauthorised and incorrectly executed payments

If you become aware that an automated payment has not been properly authorised by you or has been incorrectly executed you must notify us by calling 0800 358 1122. We will refund the amount of the payment and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount. This notification must be provided as soon as you become aware of the error and in any event within thirteen months of the date the transaction is debited to your account. If you do not notify us, or you notify us more than thirteen months after it was made, you will not be entitled to a refund under this condition.

We are responsible for a transaction which was not, or which was, incorrectly executed and you notified us in accordance with these conditions.

A claim for a refund will not be accepted if you have consented to the transaction.

We will not be liable where we can prove the payee's bank or building society is at fault.

You can ask us for a refund where a pre-authorised transaction did not specify the exact amount of the transaction at the time your authorisation to the transaction was provided and the amount charged by a supplier was more than you could reasonably have expected, taking into account normal spending patterns on account or the circumstances of the transaction, and you request a refund within eight weeks of the date the payment was made from your account.

We may ask you to provide information which is

reasonably necessary to investigate whether or not you are entitled to a refund.

This does not affect your rights under the Direct Debit Scheme.

Your liability

You are liable for all losses incurred in respect of an unauthorised automated payment transaction where you: have acted fraudulently; have with intent or gross negligence failed to comply with your obligations under these conditions.

Subject to the above you are liable up to a maximum of £50 for any losses incurred in respect of unauthorised payment transactions arising: from the use of a lost or stolen payment instrument; where you have failed to keep the personalised security features of the payment instrument safe from misuse.

You are not liable for any losses incurred in respect of unauthorised payment transactions processed by way of a payment instrument which arises after any notification.

Payments into your account (deposits)

You may pay money into your account by: sending us a cheque through the post (using one of the pre-paid envelopes provided); giving us instructions to transfer funds from another Wesleyan Bank account in your name (subject to the terms and conditions applicable to that account); by transfers from other banks or building societies; by direct transfer from Wesleyan Assurance Society products.

When you or someone else pays money into your account you cannot withdraw it until it has cleared. It also takes time before the payment has an effect on the interest we pay you. This depends on how the money is paid in. The table below sets out the number of working days before the money starts to earn interest and how long you have to wait to withdraw sums you pay into your account.

If we receive a cheque after 3 pm or on a day which is not a working day, we will deal with it as if we had received it on the next working day.

If any cheque or Direct Debit payment is returned to us without it being paid we will take the same amount out of your account and adjust the interest we have to pay you. We may re-present it for payment. If we do so we will treat it as a new transaction.

If you pay a cheque into your account and we let you take some or all of the amount of the cheque out of your account, that does not mean the cheque has been paid by the paying bank. If the cheque is returned to us without being paid we may take the amount of the cheque out of your account unless more than six working days have passed since the day we received the cheque. After six working days have passed we cannot take the

amount of the cheque out of your account without your consent, unless you are a knowing party to a fraud.

Cheques paid into your account should be denominated in sterling and be made payable to you. We will not accept a cheque payable to a third party for the credit of your account. If you want to pay a cheque into your account you should write your account number on the back of the cheque and send it to us using the pre-paid envelopes provided.

For security reasons you should not send cash to us through the post. If you do so and it is lost before we receive it, we will not be liable for the loss.

If you receive money into your account in a foreign currency, the amount of the payment will be changed to sterling by our clearing bank on the day they receive it. They will use their standard exchange rate for buying the relevant currency that applies on the day they receive the payment. You can find out this rate by calling us. They may make a charge for this service which we will pass on to you. We will tell you the full amount of the payment and any charges that applied.

We may at any time refuse to accept further deposits to your account or limit the amount that may be paid in without giving any reason.

Available funds and overdrawn accounts

The available funds is the amount you can use to make payments out of your account each day. This will be the cleared credit balance that is available for you to use on your account. When working out your available funds we do not include any regular or other payments that we are aware may be paid into your account.

Where you do not have available funds to make a

payment you will not be able to make that payment (and we will tell you we have declined your request). The charges that apply are set out in our account tariff.

The account may not be overdrawn, but if any debt arises on the account you will be responsible for repayment. You must repay all amounts owing to us on your account in full on our written demand together with any interest, charges or other applicable fees we may make. We will send any written demand by first-class post to the address you last notified to us. Any such demand will be treated as having been received by you 24 hours after posting.

You will pay interest on any overdrawn amounts. Please refer to the condition titled 'Interest' and to our account tariff.

Set off

If we owe you money on a savings or other account under this agreement or another agreement with us, and you have failed to pay us any amount you owe us on an overdraft, personal loan or any other credit agreement you have with us, we may use the money we owe you to reduce or repay the amount you owe us. This is called a right of 'set off'. We can use our set-off right without telling you in advance if we reasonably think you will do something to prevent us from obtaining repayment by set off. If you have told us that money you hold on an account in your name is not yours, but someone else's, we will not use the set-off rights we have under this agreement against the money in that account.

We can use our set-off right where you have accounts which are only in your name as well as joint accounts.

If we are legally required to hold money in an account in your name for someone else, or pay it to someone else,

	When the payment appears on your statement (transaction date)	When you start getting the benefit of any interest (effective date)	When you can use the money (availability date)
Cheque	No later than the day after we receive it	Two working days after we receive it	Four working days after we receive it
CHAPS	On the day we receive it	On the day we receive it	On the day we receive it
BACS	On the day we receive it	On the day we receive it	On the day we receive it
Faster Payment	On the day we receive it	On the day we receive it	On the day we receive it
Bank GIRO	On the day we receive it	Two working days after we receive it	Four working days after we receive it
Internal transfers from other Wesleyan Bank accounts	On the same day	On the same day	On the same day
Transfers from Wesleyan Assurance Society	On the day we receive it	On the day we receive it	On the day we receive it
Direct Debit from an account	On the day we request it	Three working days from us requesting it	Four working days from us requesting it

then unless otherwise required by law we will only hold for, or pay to, that person what is left after we have used our set-off rights to repay what you owe us.

Internet Banking Service

The service is available for use from within the UK only. If you use our Internet Banking Service outside the UK, you do so at your own risk, as it may constitute an offence in that country.

The service is for use with personal accounts only and not for business purposes or clubs and unincorporated associations.

We will take reasonable care to ensure the security of and prevent unauthorised access to our Internet Banking Service.

You must ensure your computer complies with the standards and requirements we tell you from time to time; carry out your own virus checks; follow the procedures and instructions in the user guidance that we give you from time to time; not attempt to change any software provided by us; not copy or allow any third party to use or copy any software provided by us without our consent; tell us as soon as you can if you become aware of any failure, delay, malfunction or error in the sending or receiving of instructions or any suspected fraud.

When you access the service you must make sure that you are using your own computer or one which you have been given permission to use for the specific purpose of accessing the service, and no-one can see you do so, particularly if your computer is linked to a local area network.

You must always exit the service when leaving your computer unattended and must never let anyone else access the service with your customer security codes.

When you access the service you must ensure all the transactions and information you input are accurate. The records we maintain of any instructions you give us by computer will be final evidence of your instructions and of the time they are given except where there is an obvious mistake. You must not modify, delete or add to online data in any way.

We cannot guarantee the speed of the service or access to the service due to, for example, routine maintenance, or that the service will be free from interruption.

You must contact us immediately on the telephone number we give you if you become aware of an error or potential error in the service, or in any transaction resulting from any use of the service. You should check your statements and the date and time of the last use of the service on a regular basis.

You agree that, in the event that you have asked us not to send you information about our products and services, we

may, nevertheless, advertise our products and services on the website through which you access the service.

Interest

We will give you details of our current rates of interest in our Interest Rate guide or other additional conditions. You can also find out about them by contacting us on 0800 358 1122 and on our website.

We may change our interest rates from time to time. For details of how interest rates can be changed please see section 'Changes to these conditions and the additional conditions'.

We will calculate interest we pay or charge on a daily basis (unless we have told you otherwise).

The additional conditions will tell you when we pay interest on your account. We will pay interest by crediting your account. We pay compound interest once interest is credited to your account as it becomes part of the account balance and counts towards the amount we pay interest on.

Interest will be paid gross (without the deduction of tax).

Money paid into the account by cheque will start earning interest on the second working day after it is credited. In the case of other payments, interest will usually accrue from the working day on which we receive the funds. Please see section 'Payments into your account' for further details.

Money taken out of your account will stop earning interest from the day on which the withdrawal is processed by us.

Charges

We can make charges, which may also be referred to as fees, for the services we make available to you. We set out details of our charges in our Account Tariff guide or other additional conditions. You can also find out about them by contacting us on 0800 358 1122 and on our website.

If you use a special service, we will tell you the charge.

We may take money out of your account to meet any charges that are due to us.

We may change the amounts we charge you from time to time.

For details of how charges can be changed please see section 'Changes to these conditions and the additional conditions'.

We may choose for any valid reason not to make a charge which you would otherwise have to pay.

If we incur an expense as a result of anything we are entitled to do in connection with your account, you have to pay us our reasonable expenses. This includes the cost of getting back any money you owe us and any

legal proceedings started by or against us in connection with your account.

Statements

We will make a statement available each month there are any payments on the account and will provide you with a paper statement at least once a year. You can call us on 0800 358 1122 to ask us for a statement.

You can ask us to send a copy of a paper statement we have already provided but we may charge you for this service.

You must check your statement carefully and tell us as soon as possible if it includes something which appears to you to be wrong or not made in accordance with your instructions.

We will correct any entries we make by mistake to your account as soon as possible after you tell us about them or we notice them.

We may put messages on your statements to tell you about changes to this agreement.

Ending this agreement, closing your account and ending a service

You can close an account, stop receiving any service for which you applied separately or end this agreement completely by telling us. We may ask you to confirm this in writing. If you end this agreement, you will not be able to make further use of your accounts but we will not close them until you have returned any payment instrument we have given you and any unused cheques and you have repaid any money you owe us, including the amount of any cheques, or other payment orders you have made, which have not been taken out of your account.

Any benefit or services we provide in relation to particular accounts will end as soon as your account is closed.

When you close an account it is your responsibility to cancel any direct payments to or from your account. Where someone attempts to make a payment into an account which has been closed, we will take reasonable steps to return the payment to the sender.

If we decide to close an account, stop providing a service or end this agreement, we will give you at least two months' notice unless we can end the agreement immediately for any of the reasons set out below.

We may end this agreement, stop providing services and close your accounts immediately if we reasonably believe that you have seriously or persistently broken any terms of this agreement or any additional conditions including: giving us any false information at any time; using (or allowing someone else to use) the account illegally or for criminal activity; inappropriately authorising a person to give instructions on your account to operate it; behaving in a manner (for

example, by abusing people who work for us) that makes it inappropriate for us to maintain your account; putting us in a position where we might break a law, regulation, code or other duty which applies to us if we maintain your account.

We may also end this agreement (and stop providing services and close your accounts) immediately if we reasonably believe that maintaining your account might expose us (or another Wesleyan Group company) to action or censure from any government, regulator or law enforcement agency.

We may take action immediately to close an account or stop providing a service, without terminating the agreement, if we discover, after opening it, that you are not eligible for that account or service.

If we end this agreement or stop providing an account or service, we will act in a manner we think is reasonably appropriate for the circumstance and will try to reduce the inconvenience to you.

If there have been no payments into or out of your account for fifteen years (or other period specified by law) and we have not been able to find you after making reasonable attempts, we may transfer any money in the account to the 'reclaim fund' (which is a body set up to deal with unclaimed assets in dormant accounts). You will be entitled to reclaim any money transferred, and any interest payable from the reclaim fund, and if you ask us we can help you to do this.

In the event of your death, we may need to see a grant of probate, certificate of confirmation or grant of representation before releasing any money in your account to your personal representatives.

If you are a joint account holder and one of you dies, we can, but are not bound to, continue to act on the instructions of the remaining joint customers, including allowing them to withdraw any or all money from the account and provide instructions relating to any services or benefits of the account.

You may not transfer any obligations or rights, benefits or interests under this agreement or in your accounts (or income from them) or create any security over money in your accounts in favour of someone else unless we say you can in writing.

Using information about you

We will store and process your information on our computers and in any other way. By 'your information' we mean personal and financial information we obtain from you or from third parties, such as joint account holders, credit reference agencies (who may search the Electoral Register), fraud prevention agencies or

other organisations when you apply for an account or any other product or service or which you or they give to us at any other time or; learn from the way you use and manage your account(s), from the transactions you make such as the date, amount, currency and the name and type of supplier (e.g. supermarket services, medical services, retail services) and from the payments which are made to your account.

Wesleyan Bank Limited is part of the Wesleyan Group. The Wesleyan Group is a group of Companies wholly owned by Wesleyan Assurance Society. In order to ensure that we and any other companies you deal with within the Wesleyan Group can provide you with a fully integrated service, we will need to disclose details about you and your accounts to other companies within the Wesleyan Group.

We may also need to disclose your information to other service providers or carefully selected third parties for these purposes. If you are a joint applicant, the Wesleyan may also disclose your information where necessary to other joint applicant(s).

We will use your information to open and administer your account and for other business purposes. This may include: to consider any applications made by you; helping us to make credit decisions about you and anyone to whom you are linked financially or other members of your household; to deal with your account(s) or run any other services we provide to you; to consider and implement business, product and technology developments; to undertake statistical analysis, financial risk assessment, money laundering checks, compliance and regulatory reporting, fraud prevention and debt tracing; to help us or our insurance underwriters to make decisions on insurance proposals and claims, such as life and other insurance proposals and insurance claims for you and anyone else linked to your insurance proposal or claim; to help us identify products and services which may be of interest to you (unless you have asked us not to).

By submitting information to us, you consent to our processing sensitive personal information about you where this is necessary or appropriate. 'Sensitive' personal data may include, for example, information relating to medical health or criminal convictions, which we may use for assessment and servicing purposes.

We and the group may use, analyse and assess your information to maintain and develop our relationships with you. We may link your information between your account(s) and other products and services you have with us or the group and with information about others with whom you have a financial link.

The information you provide will only be disclosed

outside the Wesleyan Group and its associated subsidiaries in the following circumstances: for the purpose of fraud prevention or where there is a legal or regulatory obligation to do so; to carefully selected third parties for processing purposes, for example to our agents or subcontractors for operational reasons or to our affinity partners if you have an affinity product; to licensed credit reference agencies as set out below; at your request or with your consent where you have provided your agreement.

We may disclose your information to licensed credit reference and/or fraud prevention agencies to help make financial or insurance proposals and claims decisions for you and anyone with whom you are linked financially or other members of your household – our enquiries or searches may be recorded – and credit reference agencies may supply us with financial information.

We may also disclose information to licensed credit reference agencies about how you conduct your account(s) and this information may be shared with other financial institutions to help make financial decisions about you and anyone with whom you are linked financially or other members of your household. If you borrow and do not repay in full and on time, we may tell credit reference agencies who will record the outstanding debt. We do not give information about savings accounts to credit reference agencies.

A link between joint applicants and/or any individual identified as your financial partner will be created at credit reference agencies, which will link your financial records. You and anyone else with whom you have a financial link understand that each other's information will be taken into account in all future applications by either or both of you. This linking will continue until one of you successfully files a disassociation at the credit reference agencies.

You have a right of access to your information held by credit reference agencies on payment of a fee. If you ask we will tell you the name and address of the credit reference agencies we may use.

You agree that your information may be transmitted to, from and/ or through any country as a result of your use of your account(s) and any services which form part of your account(s) irrespective of the levels of data protection provided in any particular country and at your own risk. If we transfer your information to an agent or subcontractor who provides a service to us in another country outside the European Economic Area we will ensure they agree to treat your information with the same level of protection as us.

Each employee is personally responsible for maintaining customer confidentiality. We provide training and education

to all our staff to remind them about their obligations. Whilst we take all reasonable precautions and security measures to protect your personal data, we cannot be held responsible for and therefore exclude any liability for loss or misuse of personal data, which is intercepted or otherwise accessed by unauthorised persons.

We, other members of the Wesleyan Group and carefully selected third parties, may contact you by letter or telephone to inform you about other products and services that may interest you. We try to limit our customer contact programme to acceptable levels, but if you wish to exercise your right to opt out, simply inform us by any means convenient for you. Remember, however, that opting out will stop us contacting you about any of our products or services that could benefit you.

If you email us, or give us your email address, we will keep a record of it for administrative purposes. We will not use it or pass it to any unauthorised third parties for research and marketing purposes, unless you have provided specific consent for us to use it in this manner.

Under the terms of the Data Protection Act 1998 you have the right to obtain from us a copy of the information held about you, upon payment of an appropriate fee. If you see inaccurate data, please let us know so that it can be corrected.

What we process and share with Fraud Prevention Agencies (FPAs)

Before we provide services, goods or financing to you, we undertake checks for the purposes of preventing fraud and money laundering and to verify your identity. These checks require us to process personal data about you.

What we process and share

The personal data you have provided, we have collected from you, or we have received from third parties may include your:

- ▶ name
- ▶ date of birth
- ▶ residential address and address history
- ▶ contact details such as email address and telephone numbers
- ▶ financial information
- ▶ employment details
- ▶ identifiers assigned to your computer or other internet connected device including your Internet Protocol (IP) address
- ▶ vehicle details

When we and fraud prevention agencies process your personal data, we do so on the basis that we have a legitimate interest in preventing fraud and money laundering, and to verify identity, in order to protect our business and to comply with laws that apply to us. Such processing is also a contractual requirement of the services or financing you have requested.

We, and fraud prevention agencies, may also enable law enforcement agencies to access and use your personal data to detect, investigate and prevent crime.

Fraud prevention agencies can hold your personal data for different periods of time, and if you are considered to pose a fraud or money laundering risk, your data can be held for up to six years.

Automated decisions

As part of the processing of your personal data, decisions may be made by automated means. This means we may automatically decide that you pose a fraud or money laundering risk if:

- ▶ our processing reveals your behaviour to be consistent with that of known fraudsters or money launderers; or is inconsistent with your previous submissions; or
- ▶ you appear to have deliberately hidden your true identity

You have rights in relation to automated decision making: if you want to know more please contact us using the details above.

Consequences of processing

If we, or a fraud prevention agency, determine that you pose a fraud or money laundering risk, we may refuse to provide the services and financing you have requested, or to employ you, or we may stop providing existing services to you.

A record of any fraud or money laundering risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services, financing or employment to you. If you have any questions about this, please contact us on the details above.

Data transfers

Whenever fraud prevention agencies transfer your personal data outside of the European Economic Area, they impose contractual obligations on the recipients of that data to protect your personal data to the standard required in the European Economic Area. They may also require the recipient to subscribe to 'international frameworks' intended to enable secure data sharing.

Your rights

Your personal data is protected by legal rights, which include your rights to:

- ▶ object to our processing of your personal data
- ▶ request that your personal data is erased or corrected
- ▶ request access to your personal data

For more information or to exercise your data protection rights, please contact us using the contact details above.

If you are unhappy about how your personal data has been used, please refer to our complaints policy which is available on our website at www.wesleyanbank.co.uk. You also have a right to complain to the Information Commissioner's Office ico.org.uk, which regulates the processing of personal data.

Money laundering

Like other financial organisations, we are legally obliged to collect and record information confirming customer identity and report details of suspicious transactions to National Crime Agency (NCA).

Changes to these conditions and the additional conditions

We can change the conditions (including the additional conditions) applicable to your account as set out below.

We will not change a fixed rate on your account or any other condition, if we have agreed to fix it, for the time we have agreed to keep it fixed.

Rates on 'tracker accounts' change automatically. A 'tracker account' is an account where the interest rate tracks a 'reference rate'. This is a rate which is not set by us but is publicly available so that you can find out what it is and check it independently. The Bank of England base rate is an example of a reference interest rate. We will tell you in the additional terms and conditions covering a tracker account when we will apply the new rate after the reference rate has changed.

We can change interest rates on an account which does not track a reference interest rate ('managed rates') to respond proportionately to actual or reasonably expected changes in regulatory requirements affecting us, or the costs of running our accounts, including changes in our funding costs (for example, changes to the Bank of England base rate).

We may also make changes to managed rates on your account, for a valid reason not stated in this condition. Where we do make a change for any valid reason we will

do so in a reasonable and proportionate manner.

Such changes may be made without advance notice if the change is favourable to you. In these circumstances we will make the new rate available on our website and through telephone banking within three working days of the change. We will tell you about the change personally within thirty days.

We will give you at least 14 days' advance personal notice of other changes to a managed rate.

If we provide a new service or facility in connection with your account, we may introduce a new charge for providing you with that service or facility.

We may change our charges to respond proportionately to actual or reasonably expected changes in regulatory requirements affecting us, or the costs we incur in carrying out the activity for which the charge is or will be made. We may also change our charges for a valid reason not stated in this condition. Where we do make a change for any valid reason we will do so in a reasonable and proportionate manner.

We may upgrade your account or enhance the services we provide you if we reasonably consider this is to your advantage and there is no increased cost to you.

We may also change any of the other terms of this agreement for any of the following reasons: where we reasonably consider that the change would make the terms easier to understand or fairer to you; or the change would not be to your disadvantage; or to cover: the improvement of any service or facility we supply in connection with the account; the introduction of a new service or facility; the replacement of an existing service or facility with a new one; or the withdrawal of a service or facility which has become obsolete, or has ceased to be widely used, or has not been used by you at any time in the previous year; or to enable us to make reasonable changes to the way we look after your accounts as a result of changes in: the banking or financial system; technology; or the systems we use to run our banking business; or as a result of a regulatory requirement (or where we reasonably expect that there will be a change in a regulatory requirement).

As long as you are able to end the agreement without charge (or we agree to waive any charge that would otherwise apply), we may change any of the terms of this agreement for any valid reason not stated in this condition.

We will give you at least two months' personal notice of all changes, except the changes to interest rates which we can make without notice as set out above. When we tell you about a change we will tell you the date it

comes into effect. As long as the notice of a change is given to you at the most recent address we have for you, you will be treated as accepting the change on that date unless, before then, you tell us that you want to terminate your agreement with us and not accept the change. We will not make any termination charge if you terminate your agreement in this case.

Some of the terms of this agreement reflect our understanding of regulatory requirements that will not have been published when this document is printed. If we find that any term is inconsistent with a regulatory requirement which is published after this document is printed, we will not rely on that term but will treat it as if it did reflect the relevant regulatory requirement. If we need to make operational changes before we can fully comply with the new regulatory requirement, we will make those changes as soon as reasonably practicable. We will update our terms and conditions to reflect the new regulatory requirement when they are next reprinted.

Our liability

We will ensure that any person to whom we delegate any of the functions or responsibilities under these Terms and Conditions is competent to carry out those functions and responsibilities.

If we cannot provide any of our services or facilities to you, or there is a delay in acting on your instructions, because of an event or circumstance beyond our reasonable control (for example, equipment, software or communication failure or a power cut or a delay in the supply of services to us by a third party), we will not be liable to you for any loss or expense which you may suffer as a consequence.

Nothing in this agreement will exclude or limit any liability we have as a result of acting fraudulently or with extreme carelessness or any duty or liability we may have to you under applicable law or any liability that cannot lawfully be excluded.

Complaints

We undertake to provide the highest standard of service, whilst acting responsibly at all times. If, however, in the unlikely event that you do have a complaint regarding the service we provide on your account, please telephone our Customer Helpline on 0800 358 1122. A leaflet detailing how we deal with complaints is available on request. Where possible we will resolve the issue on the same day.

Alternatively, you can write to us addressing your letter to: Complaints, Wesleyan Bank Ltd, PO Box 3420, Colmore Circus, Birmingham B4 6AE.

Complaints in writing will be acknowledged within five working days of receipt. You will receive a letter within four weeks either resolving your complaint or explaining the progress made. If you believe the response to your problem is unsatisfactory, you may write to the Banking Manager, Wesleyan Bank Ltd at the above address.

If you are still not satisfied with our response, you may wish to take your complaint to the Financial Ombudsman Service. In order to contact the Financial Ombudsman Service, you should write to them at: Exchange Tower, London E14 9SR, telephone them on 0800 023 4567 or 0300 123 9123, by email to complaint.info@financial-ombudsman.org.uk or look at their website www.financial-ombudsman.org.uk.

Alternatively you can submit your complaint via the Online Disputes Resolution at www.ec.europa.eu/consumers/odr/ who will forward your complaint onto the Financial Ombudsman Service. The Financial Ombudsman Service is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the Financial Ombudsman Service.

Financial Services Compensation Scheme

Wesleyan Bank Ltd is covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our financial obligations to you, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). Further information can be found in the Financial Services Compensation Scheme Information Sheet and Exclusions List.



You can apply through your Financial Consultant or by completing the application form and posting it to us in the pre-paid envelope provided along with 'confirmation of your identity' as detailed overleaf.

If you would like someone to talk you through the application, or you simply require more information, please call 0800 358 1122.

A Junior ISA (JISA) application can only be made by a person aged 16 or over. Where the child is aged 16 or over, either the child or a person with parental responsibility for the child can apply to open the account. Where the child is under 16 only a person with parental responsibility for the child can apply to open the account.

In all cases, the child will be the beneficial owner of the investments held in the JISA and the account will be held in the child's name.

Please complete using BLOCK CAPITALS or ticking the appropriate boxes and send your cheque and identification (if applicable) to Freepost WESLEYAN BANK LTD.

All applicants must read and sign the 'Cash Junior ISA application and declaration' and the Direct Debit Mandate (if applicable).

APPLICANT DETAILS

PLEASE USE BLOCK CAPITALS

Mr/Mrs/Miss/Ms/Other Surname

First name(s)

Address (in full)

Postcode

Home tel no. Daytime tel no.

Mother's maiden name

Date of birth Place of birth

Please enter your nationality

If you have other nationalities or citizenships please enter full details below (for example, United States citizen)

Occupation

Employer's name

Employer's address

Postcode

Please tick the box if you wish to be contacted by email about products, special offers or discounts.

DATA PROTECTION NOTICE

Using your personal information

Your personal information is very important to us. Wesleyan Bank Limited will use your information for the provision of products and services, crime prevention, quality monitoring and improvement, risk management, administration and research and analysis. We may share your information within the Wesleyan Group of Companies, with carefully selected third parties and agents as well as any joint applicants for some or all of these purposes. We do not sell your information to third parties but you give your consent for us to process it outside the European Economic Area. Where you provide us with sensitive personal information, such as relating to your health, you consent to us processing that information where it is necessary and/or appropriate. Where you have provided information about another person you confirm that you have their authority.

If you would like to find out more about how we protect your information, how we use your personal data or if you would like a copy of the information we hold about you please visit www.wesleyan.co.uk/. Our website will also give you details of how to make a complaint or what to do if you believe the information we hold about you is incorrect.

Wesleyan Bank Limited and the Wesleyan Group of Companies would like to contact you with information about products, services and special offers from us as well as for market research. If you do not want to be contacted for these purposes please advise us and we will amend our records. We do not sell your information to third parties. For information about this please visit www.wesleyan.co.uk/.

If you **don't** want to receive this information tick the box:

Post Phone Email

To opt out of receiving marketing communications from us you can contact us free on 0800 358 1122 or visit www.wesleyan.co.uk/.

CASH JISA APPLICATION AND DECLARATION

For your own benefit and protection you should read the full terms and conditions carefully before signing this application form below. If you do not understand any aspect of the terms and conditions please ask for further information before proceeding.

I declare that

- ▶ I am 16 years of age or over
- ▶ I am the child/I have parental responsibility for that child (delete which does not apply)
- ▶ I/the child do/does not have a Child Trust Fund account (delete which does not apply)
- ▶ I will be the registered contact for the JISA
- ▶ The child is resident in the UK, or is a UK Crown servant, a dependant of a UK Crown servant or is married to/in a civil partnership with a UK Crown servant
- ▶ I have not subscribed and will not subscribe to another JISA of this type for this child
- ▶ I am not aware that this child has another JISA of this type
- ▶ I am not aware of other JISA subscriptions that will result in this child exceeding the annual limit
- ▶ I will not knowingly make subscriptions to JISAs for this child that will result in the subscription limit being exceeded.

I authorise Wesleyan Bank

- ▶ to hold the child's subscriptions, JISA investments, interest, dividends and any other rights or proceeds in respect of those investments and cash, and
- ▶ to make on the child's behalf any claims to relief from tax in respect of JISA investments.

I confirm that

- ▶ I have been given adequate opportunity to read and understand, and agree to be bound by, the Wesleyan Bank General Terms and Conditions and the Wesleyan Bank Cash Junior ISA Specific Terms and Conditions.
- ▶ I understand that any subscriptions made to the account by me or by any other individual will constitute a gift to child.
- ▶ I have read and agree to the Data Protection Notice and Wesleyan Bank's Privacy Policy which sets out how my information (and that of the child) will be used. I understand that I must write to Wesleyan Bank at Freepost WESLEYAN BANK LTD if I do not wish Wesleyan Bank or other members of the Wesleyan Group to tell me about other products or services.
- ▶ I agree that Wesleyan Bank may search the files of a credit reference agency which will keep a record of that search.
- ▶ I understand that calls may be recorded or monitored for quality control, training or anti-fraud purposes.
- ▶ I accept that Wesleyan Bank has the right to decline my application without giving an explanation.
- ▶ To the best of my belief the information in this form is true. I confirm that I will be liable to compensate Wesleyan Bank for any loss that it may suffer as a result of any inaccuracy in this information.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

To progress your application you are required to confirm receipt of the Financial Services Compensation Scheme Information Sheet and Exclusions List. We recommend that you retain the copy received for your records. Please tick the box.

I acknowledge receipt of the Financial Services Compensation Scheme Information Sheet and Exclusions List.

Signature _____ Date _____

ACCOUNT APPLICATION

To be completed by Financial Consultant

Applicant

Is this an existing client whose identity has already been verified?

Yes Existing Wesleyan Bank account number / CDS Party No.

No Original Identity Verification Certificate attached / CDS Party No.

Financial Consultant signature _____ Date _____

Name

RAT number

To be completed by Wesleyan Bank staff only

Account number

Opened by

RAT number for direct sale

Authorised by

Date _____

If the child does not already hold a Wesleyan Bank Cash Junior ISA, you will need to complete a Wesleyan Bank Cash Junior ISA application form as well as this transfer authority form. Please note that we are not currently able to accept transfers from Child Trust Fund Accounts.

If the child already holds a Wesleyan Bank Cash Junior ISA enter the account number here:

INFORMATION ABOUT THE APPLICANT (TO BE COMPLETED BY THE REGISTERED CONTACT)

Title Forename(s) Surname

Date of birth

Residential address

Postcode

Contact tel no.

INFORMATION ABOUT THE CHILD (ACCOUNT HOLDER)

Title Forename(s) Surname

Date of birth

Residential address

Postcode

National Insurance Number (if they have one)

INFORMATION ABOUT THE JUNIOR ISA TO BE TRANSFERRED (TO BE COMPLETED BY THE APPLICANT)

Name of existing Junior ISA Manager

Address of existing Junior ISA Manager

Account number of Junior ISA to be transferred

Please note:

The terms and conditions of some Junior ISA products do not allow only part of a Junior ISA to be transferred. You will need to check with your existing provider to establish whether this is the case.

CASH JUNIOR ISA TRANSFER	STOCKS AND SHARES JUNIOR ISA TRANSFER
<p><i>Where you are applying to transfer a Cash Junior ISA with another provider to the Wesleyan Bank Cash Junior ISA, the existing account will need to be transferred in full.</i></p> <p>Please transfer the whole of the child's Cash Junior ISA to the Wesleyan Bank Cash Junior ISA <input type="checkbox"/></p>	<p><i>For part-transfers of Stocks and Shares Junior ISAs, current year subscriptions must be transferred in full.</i></p> <p><i>Either:</i></p> <p>a) I wish to transfer the whole of the child's Stocks and Shares Junior ISA to the Wesleyan Bank Cash Junior ISA <input type="checkbox"/></p> <p>Or</p> <p>b) I wish to transfer part of the child's Stocks and Shares Junior ISA to the Wesleyan Bank Cash Junior ISA (please give further details below) <input type="checkbox"/></p> <p>Transfer current tax year subscriptions in full <input type="checkbox"/></p> <p><i>And/or</i></p> <p>Transfer amount from previous tax years £ <input type="text"/></p>

DECLARATION AND AUTHORISATION (TO BE COMPLETED BY THE REGISTERED CONTACT)

I apply to transfer the above noted Junior ISA holdings to the Wesleyan Bank Cash Junior ISA subject to the Terms & Conditions.

I declare that:

- ▶ I am 16 years of age or over
- ▶ I am the child/I have parental responsibility for that child (delete which does not apply)
- ▶ I am the registered contact for the Junior ISA

I authorise Wesleyan Bank Limited:

- ▶ To hold the child's subscriptions, Junior ISA investments, interest, dividends and any other rights or proceeds in respect of those investments and cash, and
- ▶ To make on behalf of the child any claims to relief from tax in respect of Junior ISA investments.

I have been given adequate opportunity to read and understand, and agree to be bound by, the Wesleyan Bank General Terms and Conditions and the Wesleyan Bank Cash Junior ISA Specific Terms and Conditions.

Signature _____ Date _____

TRANSFER AUTHORITY TO EXISTING JUNIOR ISA MANAGER

I authorise the existing Junior ISA Manager (as specified above) to transfer the Junior ISA (account number and details above) to Wesleyan Bank Limited.

I authorise the existing Junior ISA Manager to provide Wesleyan Bank Limited with any information, written or non-written, concerning the Junior ISA account and to accept any instructions from them relating to the Junior ISA being transferred.

Where I must give notice to close or transfer part of an existing Cash Junior ISA, or the existing Cash Junior ISA contains a fixed-term deposit that has not reached its maturity date, I instruct the existing Junior ISA provider to either: (tick as appropriate):

1. Wait for the full notice period to end or wait until the maturity date (whichever is relevant) before going ahead with the transfer

OR

2. Subject to the terms and conditions, carry out the transfer as soon as possible – I will accept any consequential loss of interest or charges which may be applied

Signature _____ Date _____

TRANSFER ACCEPTANCE (TO BE COMPLETED BY NEW JUNIOR ISA MANAGER)

We are willing to accept this Junior ISA transfer in line with the customer's instructions above, as long as the following conditions are met.

- ▶ The transfer proceeds are made solely of allowable investments for a Junior ISA
- ▶ Where the customer has shown above that they want to transfer subscriptions from the current tax year, these must not be more than

£

For the purposes of the transfer of the Junior ISA wrapper under the ISA regulations, the date shown below will be the transfer date.

Name: Wesleyan Bank

Telephone: 0800 358 1122

Address: PO Box 3420
Colmore Circus
Birmingham
B4 6AE

Signature _____ Date _____

WESLEYAN BANK



WESLEYAN BANK LTD

Please fill in the whole form, including official use box, using a ballpoint pen and send it to:
Wesleyan Bank Ltd, PO Box 3420, Colmore Circus,

Birmingham B4 6AE

Name(s) of Account Holder(s)

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Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Reference Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

Instruction to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number

8	3	7	0	4	5
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<p>FOR WESLEYAN BANK LTD OFFICIAL USE ONLY This is not part of the instruction to your Bank or Building Society</p>

Instruction to your Bank or Building Society

Please pay Wesleyan Bank Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with Wesleyan Bank Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

This guarantee should be detached and retained by the Payer

THE DIRECT DEBIT GUARANTEE



- ▶ This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- ▶ If there are any changes to the amount, date or frequency of your Direct Debit, Wesleyan Bank Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Wesleyan Bank Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- ▶ If an error is made in the payment of your Direct Debit by Wesleyan Bank Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- ▶ If you receive a refund you are not entitled to, you must pay it back when Wesleyan Bank Ltd asks you to
- ▶ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us





WESLEYAN

we are all about you

Being a mutual is the bedrock of what Wesleyan does.

It is integral to how we think about our business and the way we look after our members, customers and our communities.

We believe mutuality has many advantages. It allows us to put our members and customers at the heart of all we do - rather than shareholders and the need to maximise short term profit - meaning we are able to focus on what's right for those who invest in our business. Not just for today, but for the long term.

For over 175 years our mutual status has served us well, and we have no doubt it will continue to do so for many years to come.

The Wesleyan Group of companies provides advice and solutions on a wide range of products and services to meet both the personal and business needs of our customers.

For you



Savings



Mortgages



Investments



Insurance



Retirement
planning



Personal
loans



Life & income
protection

or your business



Finance &
funding



Equipment
insurance



Premises
insurance



Personal
protection



Staff
protection

For more information about the Wesleyan Group of companies, visit [wesleyan.co.uk/legal-disclaimer](https://www.wesleyan.co.uk/legal-disclaimer)

If you would like this document in Braille, large print or audio format, please contact **0345 351 2352**.

0345 351 2352



wesleyan.co.uk



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