Charter Savings Bank

Summary of changes to the terms and conditions for your Easy Access and Fixed Rate Accounts (including ISAs)

This summary applies where you have agreed to the changes being made

Our new Online Services

To make it easier, more secure and improve the way you manage your savings accounts online, we are introducing a new Online Services platform.

Your Notice, Easy Access and Fixed Rate Accounts (including ISAs) (your 'Account') will move to those new Online Services in early 2027. We will write to you to let you know the exact date closer to the time.

Changes to Your Terms and Conditions

We have different terms and conditions for accounts on our new Online Services and in anticipation of your Account moving, we've asked you to agree to those terms when you open your Account.

If your Account will be opened on maturity of an existing Fixed Rate Bond or Fixed Rate ISA, we'll provide the new terms and conditions to you when telling you about your options at the end of the term. These terms apply to any new account your money is transferred to on maturity of that Fixed Rate Bond or Fixed Rate ISA.

What is Changing and When

The Terms and Conditions which initially apply to your Account

- Key Features and Summary Box (including Specific Conditions)
- General Savings Conditions

The Terms and Conditions which apply when your Account moves to our new Online Services

- Key Features and Summary Box (including Specific Conditions)
- Savings Account Conditions

Please keep these in a safe place in case you need them in the future.

Your Account will move to our new Online Services in early 2027. We will write to you to tell you the exact date closer to the time.

How to contact us

If you have a question about any of these changes:

- **before your account moves,** please call us on **0800 032 9999**. We're open Monday to Thursday 8am to 8pm, Friday 8am to 6pm, Saturday 9am to 5pm and Sunday 10am to 4pm.
- **after your account moves**, please call us on **0303 330 1460.** We're open from 9am to 6pm Monday to Friday.

Key Changes when your Account moves:

- **Your Account, if it is an ISA will become a Flexible ISA** – This means if you make a withdrawal from your Account on our new Online Services and repay it to another ISA account on the same Online Services in the same tax year, it will not affect your ISA allowance.
- **Contacting us** – Our contact details have changed, including our email address, telephone numbers, and Customer Services opening hours. The 'New contact details' section of this document provides details of how you should contact us. You should no longer send post to PO Box 855, Wallsend NE28 5BL.
- **New Account number and sort code** – These should be used for all payments to your Account (including ISA transfer requests). Any payments made using the old account number and sort code will be rejected and returned.
- **Where interest will be paid –** If you had chosen for interest to be paid to another account you hold with us, this will now be paid to your Nominated Account. Otherwise, interest will be paid to the Account or your Nominated Account in the same way that it was before your Account moved.

The 'Summary of Changes' section below has more information on these and other changes.

Summary of Changes

These changes will apply from when your Account moves to the new Online Services.

Registering on the new Online Services	You will need to register for the new Online Services to access and manage your Account once it has been moved. You will need the following to register: • Your mobile telephone number • Your email address • Your postal address • Your Nominated Account details (a UK bank/building society current account you use for payments to and from the Account). To help make sure that the registration process is quick and easy, please check these details are up to date before your Account moves and tell us if anything needs to change. If you have not already done so, please provide us with your mobile telephone number. You can update your personal details before your account moves by logging into the existing Online Services and selecting the 'Change Details' tab. We will tell you more about the registration process when we tell you when your Account will move and we'll be here to help with any questions or support you may need. **Important:** You won't be able to log into the existing Online Services after your Account has moved. **Allowing other people to manage and operate your Account** If a third party is currently registered on your Account, or you register a third party after your Account has moved to the new Online Services, they won't be able to access or operate your Account online. To manage your Account, they'll need to contact us by phone. Registering a third party will no longer remove your online access. You'll still be able to log in to the new Online Services to manage and operate your Account. For more information, please see Condition 18 (Allowing other people to manage your Account).
Account number and sort code	We will change the account number and sort code for your Account. The issue number of your Account will also change at that same time. You'll be able to see your new account details in the new Online Services. You'll need to use your new account number and sort code when making payments into your Account or when requesting an ISA transfer from your Account to another ISA provider. **Important:** Once your Account has moved to the new Online Services, if you use your previous account number and sort code: • to make any payments to your Account – we'll return the payment to the account it was sent from, without interest. • to request a transfer of the funds in an ISA account to another ISA provider – we'll reject that request, and you'll need to re-request the transfer using the updated account number and sort code.

The interest rate, how it's calculated, when it's paid and when we can change it	**The interest rate** • We will not change the interest rate on your Account when it moves to the new Online Services. Although, if the interest rate is variable, it can change before or after it moves. • We will remove any lower interest rates paid on balances below specified levels. This means you'll earn the same rate of interest, regardless of the amount you have in your Account with us. We'll start paying any higher rate of interest on lower balances from the date your Account moves. You'll be able to see that interest rate on our website or by logging on to the new Online Services. **Where can you view the interest rate which applies to your Account?** • When we've moved your Account to the new Online Services, you'll be able to see the interest rate payable by registering and logging on to the new Online Services and viewing your Account details. Until then, you can still log into the existing Online Services to view your interest rate. **How interest will be calculated and paid** • We'll calculate interest daily on your Account balance, at the end of each day. • Interest will continue to be paid either monthly or annually, depending on how your Account currently pays interest, and we'll pay interest monthly or annually on the same day whether it's a Working Day or not. o If your Account pays annual interest, it will continue to be paid on the anniversary of the date you first made a deposit into your Account. o If your Account pays monthly interest, it will continue to be paid on the day of the month you first made a deposit into your Account. This is except when interest is due to be paid on the 29th, 30th or 31st of a month that does not contain that day, in which case we will pay it on the last day of that month. And that day will then become the day of the month that interest is paid for all future interest payments. • Interest will continue to be paid to your Account, or your Nominated Account depending on where interest is currently paid to. **Important:** If interest is currently paid into another account you hold with us, then once your Account has moved to the new Online Services, it will be paid into your Nominated Account. You can then choose to pay that into another account with us if you would like to, subject to that account's terms and conditions. • You won't be able to change how often interest is paid or whether it's paid to the Account, or your Nominated Account. • If your Account is a joint Account, interest payable to a Nominated Account will be paid to the Nominated Account of the Account holder named first on the Account. **When we can change the interest rate** The conditions which set out when we can change interest rates and how we'll tell you about the changes will change. This is to align them with the conditions for accounts opened on the new Online Services. See Condition 17 (Changes to interest rates) of the Savings Account Conditions for more information on when we can change the interest rate after your Account moves. **Important:** This does not apply to Fixed Rate Accounts including ISAs where we cannot change the interest rate during the Account term.

How you manage your Account	You will only be able to manage your Account through the new Online Services. You'll not be able to operate the Account by post. **The minimum and maximum operating balance** The minimum operating balance for your Account will be: • £1,000 if your Account is a Fixed Rate Account (including ISAs) • £1 for all other accounts If a withdrawal would take your Account balance below that minimum operating balance you will need to close your Account by making a withdrawal to your Nominated Account, by internal transfer to another account with us or, if your Account is an ISA by transfer out to another ISA provider. The maximum balance that can deposited into an ISA will decrease from £1,500,000 to £900,000. The maximum balance for all other accounts will remain £1,000,000. **Viewing statements and certificates of interest** You'll be able to view the following in the new Online Services: • Your Account balance • Transaction details (payments to and from the Account and interest payments) • Your statements and Certificates of Interest We'll send you an email and/or SMS to let you know when a statement is available to view. You'll no longer be able to generate statements for a specific date range and will normally only be able to access statements by logging into the Online Services. For more information, see Condition 20 (Statements) of the Savings Account Conditions. **Previous statements, transaction details and certificates of interest** You won't be able to log into the existing Online Services after your Account has moved. In the new Online Services, you'll be able to see: • the transactions on your Account before it moved by viewing historic monthly statements. However, you won't be able to see historic transactions in the transaction history. • Certificates of Interest for any completed Tax Years since Account opening. **Important:** We strongly recommend that, before your Account moves to the new Online Services, you print or save copies of any statements or Certificates of Interest available through the existing Online Services, as well as a record of the transactions on your Account from the date it was opened. This will mean they're easily available for your future reference. Accounts which are closed will not move to our new Online Services. You should therefore also consider whether you want to print or save copies of any statements, Certificates of Interest or transaction history for those accounts before your open Account moves and you are no longer able to access the existing Online Services. **Nominated Accounts** If you hold your Account jointly with another account holder, each of you must have a Nominated Account. If you don't already have a Nominated Account, we'll ask you to set one up when you first register for the new Online Services. For more information, see Condition 7 (Nominated Accounts) of the Savings Account Conditions.

Payments and withdrawals	We're changing the ways you can make payments on your Account. **Types of payments** You cannot make a payment to or receive payments from your Account by cheque, BACS or CHAPS. Payments can only be made by Electronic Transfer, which includes Faster Payments and Internal Transfers. **Making payments into your Account** You will still only be able to make payments into your Account by Electronic Transfer from: • your Nominated Account; or • another account you have with us on the new Online Services (subject to the terms of that account) **Withdrawals from your Account** You will still only be able to make payments out of your Account by Electronic Transfer into: • your Nominated Account; or • to another account you have with us on the new Online Services (Internal Transfer) If you have a joint account, then either of you can make a payment out of your Account. Payments can only be paid to the Nominated Account of the Account holder who has given us the payment instruction, or to another savings account they have with us on the new Online Services (Internal Transfer). **Important:** If you have an ISA Account, money withdrawn to a non-ISA account, including your Nominated Account, will lose its tax-free status. This means the tax benefits will be lost. To retain the ISA tax benefits, you should transfer funds directly to another ISA provider rather than withdraw and re-deposit them. You won't be able to make future-dated payments. This means you can only request a payment to be made from your Account on the same day you're asking us to make the payment. You can request a withdrawal or the closure of your Account on any day of the week. However, if the requested withdrawal or closure amount is to be paid to your Nominated Account and would exceed our daily withdrawal limits, you can only make that request on a Working Day. We may apply financial and other limits to Electronic Transfers from your Account. **Timing of payments** • If you ask us to make a payment to another savings account held with us on the new Online Services (Internal Transfer), the payment will reach that account on the same day. • If you request a payment to your Nominated Account, that payment will be received by your bank no later than the next Working Day. **If you need more information** You can find more information on withdrawal limits and payments to and from your Account on our website. Please go to www.chartersavingsbank.co.uk/new-online-services-support You can also see Condition 7 (Nominated Accounts), Condition 8 (Paying in by Electronic Transfer), Condition 9 (Taking money out of your Account), Condition 10 (Incorrect Payments) and Condition 15 (Your responsibility for unauthorised payments) of the Savings Account Conditions.
Flexible ISA	If your Account is an ISA, it will be a flexible Cash ISA. This means you can withdraw money from your ISA account and pay it back into a Cash ISA account operated on the new Online Services, which allows payments to it, without it affecting your ISA Allowance. This is as long as the withdrawal and re-deposit are done in the same tax year. See the Specific Conditions in the Key Features and Summary Box for more information.
Transfers into or out of an ISA from/ to an ISA with another provider	If your Account is an **ISA**, you'll be able to transfer all or part of an existing Cash ISA you have with another provider to us, only if your ISA provider is registered with Pay.UK to send ISA transfers. You can request a transfer in through our new Online Services. You can transfer all or part of the money in this Account to another ISA provider at any time. We can only send funds by Electronic Transfer. **Important:** Once your Account has moved to the new Online Services if you wish to transfer the funds in your ISA Account to another ISA provider you must provide them with the new account number and sort code. You'll be able to see those by logging into the new Online Services. If you provide your previous account number and sort code to the other ISA provider we will reject their request.
Fixed Rate ISAs - Early Withdrawal Charges	If your Account is a Fixed Rate ISA, any withdrawal or transfer out of your Account is subject to an Early Withdrawal Charge. That will be a loss of interest for the number of days specified in the Key Features and Summary Box on the amount withdrawn or transferred at the interest rate payable. This will now be deducted from the balance in your Account on the date of the withdrawal/transfer. Therefore, you may receive back less than you have paid in.

Fixed Rate Accounts (Including ISAs) – Maturity made easy	If your Account is a Fixed Rate Bond or a Fixed Rate ISA then when it reaches maturity at the end of the Account term, you'll be able to manage your options quickly and easily through the new Online Services. If on maturity you choose for your funds to be paid to your Nominated Account then they will be received by your Bank on the maturity date (i.e. the day after the end of the Account term) even if that falls on a non-Working Day. Previously that payment would have been received by your bank on the next Working Day. If you don't tell us what you'd like to do before your maturity date, your funds will automatically move into an Easy Access account or Easy Access ISA offered by us at that time. If you're unable to complete your maturity instructions through the self-serve journey on the new Online Services, you can still give us a call, and we'll be happy to help. We'll provide you with further information and clear guidance on your maturity options closer to the time, so you'll have everything you need to make the right choice.
New contact details	Our telephone number and email address for contacting us about any queries or support you need will change from the date your Account moves to the new Online Services. The new contact telephone number is **0303 330 1450.** We're open 8am to 7pm Monday to Thursday, 8am to 6pm Friday and 9am to 2pm Saturdays. We're closed on English public holidays. The new email address is customerservice@chartersavingsbank.co.uk **Important:** If you need to contact us, please call us, log in to the new Online Services to send a secure message, or email us using our new email address. Please do not include any sensitive personal information in emails. You should no longer contact us by post sent to Charter Savings Bank, PO Box 855, Wallsend, NE28 5BL as we will no longer receive post sent to that address. **Contacting us about the security of your Account** The contact number you should use to tell us if your Personal Security Details have been lost, misused, or have become known to someone else has also changed. The new contact telephone number is **0303 330 1499.** You must always tell us as soon possible if this happens.
Need help accessing this information?	If you need this content in a different format, help using our website, or someone to act on your behalf, we're here to support you. We can offer alternative formats, accessibility tools, or speak with a trusted person for you. Visit: www.chartersavingsbank.co.uk/Help/Additional-support
Other changes to the Agreement	In addition to the changes above, the terms and conditions, which apply after your Account moves to the new Online Services, include revised terms on: • The checks we may make whilst you have an account with us and what happens if your circumstances change and you no longer meet the conditions for opening an account with us. See Condition 5 (Opening an Account with us) • The Personal Security Details you use to access the Online Services, when we can suspend or withdraw them, and the steps you must take to take care of them. See Condition 13 (Security and some of your key responsibilities) • How to contact us if you believe your Personal Security Details have been misused and what happens if there are unauthorised payments on your Account. See Condition 14 (Loss or Misuse of Personal Security Details and unauthorised payments) • When we can make changes to the Agreement with you. See Condition 16 (When we can make changes to this Agreement) • Allowing other people, for example a person appointed as your Attorney, to manage your Account. See Condition 18 (Allowing other people to manage your account). **Important:** Once your Account moves to the new Online Services a person authorised to manage your Account on your behalf will be able to operate your account by telephone but it will no longer be possible for them to operate the Account through the Online Services. • Contacting you about your Account. See Condition 23 (Notices and contacting you about your Account. • The rights we have if you have an ISA and are in breach of the ISA Regulations. See the Specific Conditions in the Key Features and Summary Box (Compliance with the ISA Regulations.) • Our new registered office address. We expect our Registered Office address to have changed before your Account moves to the new Online Services and have therefore included it in the new Savings Account Conditions and Key Features & Summary Box. You can always check our registered office address on our website https://www.chartersavingsbank.co.uk or at https://www.gov.uk/get-information-about-a-company

This is only a summary of the main changes to the terms and conditions when your Account moves to the new Online Services. Please make sure you read and keep a copy of the Key Facts & Summary Box (including Specific Conditions) and the Savings Account Conditions.

Charter Savings Bank is a trading name of Charter Court Financial Services Limited a company registered in England and Wales (company number 06749498). Registered office: The Observatory, Brunel Way, Dock Road, Chatham, Kent, ME4 4AF. Charter Court Financial Services Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm reference number 494549).