Key Features & Summary Box
3 Year Fixed Rate Bond

We will be moving any account opened to our new Online Services. This is the Key Features and Summary Box for this Product which, together with the Savings Account Conditions, will apply from the date this account moves to our new Online Services. The changes are summarised in the document 'Summary of changes'.

Summary Box

Account name

Fixed Rate Bond
You will be notified of the new issue number when your Account moves to the new Online Services.

What is the interest rate?

	Annual interest		Monthly interest	
Account Balance	Gross[1]	AER[2]	Gross[1]	AER[2]
£1,000 - £1,000,000	5.00%	5.00%	4.89%	5.00%

Interest from this Account may be paid monthly or annually either into this Account or your Nominated Account. Unless we have told you otherwise interest will be paid with the same frequency and to the same account that it was paid prior to the Account being moved to the new Online Services. This cannot be changed.

- **Annual interest** - Interest will be paid annually on the anniversary of your initial deposit.
- **Monthly interest** - Interest will be paid one month after funds are first credited to this Account and on that day in every month after that (see specific conditions for further details).
- Interest is calculated daily based on the end of day balance in the Account.

Can Charter Savings Bank change the interest rate?

No. This account has a fixed rate of interest which will not change during the Fixed Rate Term.

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

	Annual interest		Monthly interest	
Deposit	Interest earned	Balance at the end of the term	Interest earned	Balance at the end of the term
£1,000	£157.63	£1,157.63	£157.66	£1,157.66

The above examples are for illustrative purposes only and do not take account of your individual circumstances.
The calculations are made with the following assumptions:

- Your deposit is paid into the Account by Faster Payments when it is opened.
- You make no further deposits during the Fixed Rate Term.
- The period does not cover a leap year.
- Interest is credited to the Account.

How do I open and manage my account?

- You must be aged 18 or over and reside in the UK. The Account cannot be used by clubs or charities or held in trust for anyone else.
- The Account can be opened online and only operated using our Online Services.
- Minimum Account balance of £1,000, maximum Account balance of £1,000,000.00. Money held in the Account below the minimum balance will **not** earn interest.
- The Fixed Rate Term is 3 years from and including the date the initial deposit is made into your Account.
- You will have 14 days from the day your Account is opened, to deposit at least the minimum Account balance. After this time, you will not be able to make any further deposits into the Account.
- The Account can be held in your sole name or jointly (max. 2 people per account). You have the option to invite an additional Account holder which means each of you will be able to manage and operate the Account.
- If the minimum balance isn't met within the first 14 days of the Account being opened, the Account will close and the money will be returned to your Nominated Account. If you hold a joint Account, the money will be returned to the Nominated Account of the Account holder who first applied for the Account.
- Deposits into the Account must be made by Electronic Transfer from your Nominated Account or from another account you have with us.
- If you would like to contact us, please:
  - call us on 0303 330 1450 or
  - email us at: customerservice@chartersavingsbank.co.uk

Operating Hours: Mon - Thu 08:00 - 19.00, Fri - 08.00-18.00, Sat 09.00 - 14.00, Sun & Bank Holidays - Closed

Account name	**Fixed Rate Bond** You will be notified of the new issue number when your Account moves to the new Online Services.
Can I withdraw money?	**No withdrawals are permitted during the Fixed Rate Term.** We will contact you before the maturity date of the Account to notify you of the options available at the end of the Fixed Rate Term. If we do not receive your maturity instructions before your Account's maturity date, your money will be automatically transferred into an Easy Access account offered by us at that time. We will tell you the interest rate and terms and conditions which will apply to that Account when we write to you before maturity. We understand that things can change unexpectedly and so, if you require access to your money earlier than your Account's maturity date, you can call us during our operating hours (please see above) to discuss this. We may ask you to help us understand your change in circumstance which may include a request for supporting documentation. Any Payment Instruction will be deemed to be received once we have approved all necessary documentation to support that instruction. Any decision that is made, is at our discretion and any money paid from your Account will be paid into your Nominated Account. Our daily withdrawal limits and details of timings for Faster Payments can be found on our Website.
Additional information	As this is a limited issue Fixed Rate Bond, we can withdraw it from sale at any time without notice. **Cancellation period** If you change your mind, you can cancel your Account within 14 days of opening of it, by logging into our Online Services and closing the Account. If you do this, we'll return your money to your Nominated Account or if you have a joint Account to the Nominated Account of the Account holder who requested the cancellation. **How interest on your savings is taxed** We do not deduct tax from the interest we pay. It's your responsibility to ensure that any tax is paid; the way interest is taxed depends upon individual circumstances and may change in the future. **FSCS – Financial Services Compensation Scheme** Your eligible deposits held by a UK establishment of Charter Court Financial Services Limited trading as Charter Savings Bank are protected, up to a limit, by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered. Further details can be found in the Information Sheet which can be found by logging in to our Online Services. For further information about the compensation provided by the FSCS, please refer to the FSCS website at www.FSCS.org.uk **Definitions:** • [1]**Gross**. The interest that you earn on money in your Account before income tax is deducted. • [2]**AER.** This stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. The definitions section of our Savings Account Conditions define what Account, Electronic Transfers, Faster Payments, Nominated Account, Online Services, Payment Instruction and Website mean.

To make sure this is the right product for you, please read this Summary Box in conjunction with the Specific Conditions on the next page (together called the Key Features and Summary Box document), together with our Savings Account Conditions, which will be provided during your application. These together make up our Agreement with you.

If there is a difference between the Key Features and Summary Box document and the Savings Account Conditions, the conditions in the Key Features and Summary Box will apply.

Points to note

- **How to make a complaint:** Our aim is to always provide quality products and services. If you feel this hasn't been achieved, let us know and we'll do our best to deal with your concerns to your full satisfaction. More information on this is in the 'How to make a complaint' section of our Savings Account Conditions or ask for a copy of our complaints procedure.

Specific Conditions

- **Defined terms** - certain words and phrases (in bold) in these **Specific Conditions** have the meanings given to them in the **Savings Account Conditions.** Please read both documents which are available during your application and also by logging in to our Online Services.
- **Applicants** - must be 18 or over and reside in the UK. Please note the UK doesn't include the Channel Islands and the Isle of Man.
- **Account use** - the **Account** is a personal savings account which can be held in your sole name or jointly with another person. The **Account** cannot be used for clubs or charities or held in trust for anyone else.
- **Account limits** - the minimum **Account** balance is £1,000. The maximum **Account** balance is £1,000,000.00.
- **Interest rates** - the interest rate is fixed as mentioned above and will not change during the Fixed Rate Term.
- **Fixed Rate Term** - is 3 years from and including the date the initial deposit is made into your **Account**.
- **Deposits** - you can only deposit funds into the **Account** from your **Nominated Account** by **Faster Payments** or by **Internal Transfer** from another account you have with us. You can deposit funds up to the total balance of £1,000,000.00.
  Money held in the **Account** below the minimum balance will **not** earn interest.

  You have 14 days in which to make your initial deposit(s) into the **Account** to meet the minimum Account balance.

  The 14 days begin on the day your **Account** is opened and you cannot make any further deposits after the 14 days. If you do not make a deposit(s) up to at least the minimum **Account** balance within that period we will close it and return your money without interest to your **Nominated Account**.
  If you hold a joint **Account**, the money will be returned to the **Nominated Account** of the **Account** holder who first applied for the **Account**.

  Please note, you can't pay money into this Account by standing order.
- **Withdrawals** - you cannot make a withdrawal or close the Account during the Fixed Rate Term.
- **Interest payments** - Unless we have told you otherwise interest will be paid monthly or annually into this **Account**, or into your **Nominated Account** in the same way that it was paid prior to the Account being moved to the new Online Services..
- **Interest payment date** - if you choose to have interest paid monthly, interest will be paid one month after funds are first credited to this Account and on that day in every month after that. If you choose to have interest paid annually, we will pay interest on the anniversary of your initial deposit. If interest is due to be paid on the 29th, 30th or 31st of a month that does not contain that day, we will pay it on the last day of that month, and that day will become the day in the month that interest is paid for all future interest payments.
- **Payment of interest to your Nominated Account** - interest will be received in your **Nominated Account** on the same day interest is paid. If you hold a joint **Account**, the interest will be paid to the **Nominated Account** of the **Account holder** who first applied for the **Account**.
- **Maturity** - your **Account** will mature at the end of the last day of the Fixed Rate Term. We will contact you before your **Account's** maturity date, notifying you of the options available at the end of the Fixed Rate Term. If we do not receive your maturity instructions before your **Account's** maturity date, your funds will be automatically transferred into an Easy Access account offered by us at that time. We will tell you the interest rate and terms and conditions which will apply to that Account when we write to you before maturity.
- **Product withdrawal** - we reserve the right to withdraw this product from sale at any time.
- **Closure of Account** - you cannot close your **Account** during the Fixed Rate Term. Further information about closure of your **Account** can be found in Condition 19 of the **Savings Account Conditions.** You have a right to cancel your **Agreement** with us for your **Account**, within 14 days of first opening it. You can exercise that right by closing your Account using our **Online Services** and we will treat any closure of your **Account** within 14 days as you exercising your right to cancel. If you don't cancel, the **Account** will continue until the expiry of the fixed rate term.

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 isauthorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm reference number 494549).