

The **co-operative** bank

It's good to be different

Future Fund details

Future Fund account terms and conditions

Please read and keep your Future Fund terms and conditions (conditions) in a safe place.

Please ask an adult to explain these conditions to you if you find them difficult to understand.

These conditions, together with the Future Fund welcome guide, the application form and our account charges leaflet form the agreement between you, the account holder, and us, The Co-operative Bank p.l.c. Altogether, they set out the features of the Future Fund, they tell you how your Future Fund works and what your and our responsibilities are once you open a Future Fund with us.

We, us or our means The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. You can contact us on 08457 212 212 or by writing to Customer Services Manager, The Co-operative Bank p.l.c., Delf House, Skelmersdale WN8 6GH. Where there is reference in these conditions to a business day that means any day other than Saturday, Sunday or a Bank Holiday in England and Wales. Where there is reference in these conditions to unique identifier that means the required information to identify a bank account. For accounts in the United Kingdom this is the account number and sort code. For overseas accounts this is the International Bank Account Number (IBAN) and Bank Identifier Code (BIC).

If you ask us at any time during the life of this agreement we will provide you with the information contained in this agreement.

As required by law, please note any terms and conditions of your account and all information, statements and notifications will be in English and we will communicate with you in English.

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Financial Services Register No. 121885).

1. Your Account

- 1.1 To open an account you and your parent/guardian must be a UK resident.
- 1.2 To be eligible for this account you must be under 18. If you are under 7, a person over 18 must open the account on your behalf.
- 1.3 At the age of 7 you can open an account in your own name, or, if the account has already been opened on your behalf, it can be transferred into your name. After the account is transferred into your name the person that opened the account on your behalf will no longer have any access to the account.
- 1.4 The currency of the account will be Sterling and any initial deposit you make into your account must be:
 - in Sterling, or
 - a recognised UK bank cheque, or
 - a Co-operative Bank account transfer.
- 1.5 We are obliged to confirm the true identity of all applicants (including any person opening an account on your behalf) and reserve the right to decline an application to open an account from you or any deposit.
- 1.6 You may not overdraw or borrow on your account and you can only use your account as a personal account. You must not use it as a club, charity, sole trader, company, partnership or other kind of business account or for any business purposes.

2. Payments into your account

Paying a cheque into your account

- 2.1 When you pay a cheque into your account you will have to wait a maximum of four business days after the business day it has been paid in before you can withdraw the money. If you pay a cheque into your account via a Post Office® the payment into your account will be delayed by up to two business days and, therefore, you will have to wait a maximum of six business days after the business day it has been paid in before you can withdraw the money.
- 2.2 A cheque paid into your account may be returned unpaid. If this happens we will tell you and the amount may be taken from your account. We may ask for payment again from the bank of the person who issued the cheque or return it to you. You can assume that at the end of six business days, the cheque is cleared. After this time you are protected from any loss if the cheque is subsequently returned unpaid, unless it is found to be fraudulent or you are a knowing party to fraud.

Paying cash into your account

- 2.3 When you pay cash into your account at any of our branch counters or at a Post Office® the money will be available immediately after we receive it

provided the payment in is made before 4.30pm. Cash paid in after 4.30pm will be credited to your account the next business day.

Electronic Payments into your Account

- 2.4 We accept the following electronic payments into your account:
 - Funds transfers by BACS
 - Funds transfers from another Co-operative Bank account
 - standing orders
 - Faster Payments.
- 2.5 Payments will be credited to your account immediately after we receive them provided they are received by us before 4.30pm on a business day otherwise they will be dealt with the next business day. This will affect when you can withdraw the money, please see condition 3 for details.
- 2.6 To enable money to be sent to your account you must provide the sender with your unique identifier (account number and sort code for UK payments or IBAN and BIC for overseas payments). All this information is available to you by accessing your account on the internet or on request through telephone banking.
- 2.7 In deciding which account is to be credited with monies we receive, we will use and rely on ONLY the unique identifier. It is your responsibility to ensure that the sender has the correct information. If the unique identifier is wrong we will not be responsible to you or the sender for failure to credit your account or any resulting loss of funds. This applies even if the sender also supplies other information such as your name.
- 2.8 If a payment is fraudulently or mistakenly paid into your account, the amount of the payment may subsequently be removed from your account. This may be the case even if you have used all or part of the money.
- 2.9 If you or the sender ask us to assist in recovering funds where an incorrect unique identifier has been used, we will use our reasonable efforts to do so and may charge you our reasonable costs for this.
- 2.10 If we receive monies for your account in a currency other than Sterling, we will:
 - convert the amount received into Sterling using a rate of exchange based upon the interbank dealing rate applicable to the market from time to time. (The conversion rate may not be the same as when the monies were sent as rates may vary)
 - take from the Sterling amount the charges for this service as set out in our account charges leaflet
 - credit the Sterling amount (less applicable charges) to your account immediately after we receive them (Please see condition 2.5).

A charge as set out in our account charges leaflet will apply in these circumstances.

3. Payments out of your account

- 3.1 We will make a payment out of your account if:
 - you authorise us in accordance with these conditions
 - there is available money in your account by way of cleared funds.

Cash

- 3.2 You may withdraw cash from your account at any of our branches. To do so you may be asked for some of your customer security details. If you are under 7, then the person who opened the account on your behalf must authorise any branch withdrawals and provide a form of identification (e.g. full UK driving licence) when they do so. For security purposes, if you wish to withdraw a large sum please contact us on 08457 212 212 to arrange this. The branch may need prior notice of your withdrawal and additional identification may be required.

Payments by cheque

- 3.3 You may make a payment from your account by requesting a cheque via telephone banking or at any of our branches. There is a charge for this service details of which are set out in the account charges leaflet.

Electronic Payments out of your Account

- 3.4 We can make the following electronic payments out of your account:
 - Funds transfers by BACS
 - Funds transfers from another Co-operative Bank account
 - Faster Payments.

- 3.5 When you tell us to make a funds transfer by BACS in Sterling to a recipient in the United Kingdom, and provided you tell us before 4.30pm on a business day, the maximum time it will take to reach the recipient's bank will be as follows:
- until 31 December 2011, three business days following the day the instruction was received
 - from 1 January 2012, the next business day following the day the instruction was received.
- 3.6 If possible we will use the Faster Payments system, meaning the payment will reach the recipient bank on the same business day if you instruct us before 4.30pm.
- The Faster Payments system depends on the recipient's account being able to receive the monies and to financial limits. Please see internet banking or contact us on 08457 212 212 for further details.
- 3.7 If you request a payment to be made at a future date the date you request that the payment be made (or, if it is not a business day, the next business day) will be treated as the date on which you give us instructions to make the payment.
- 3.8 Any payment will be deducted from your account immediately but can be reversed, for example, if we suspect error or fraud.
- 3.9 Funds transfers between current and savings accounts held with us instructed either by telephone or internet banking will be available to draw on the same business day provided the instruction is before 9pm. Transfers can be reversed if we suspect the transfer to be fraudulent, as part of our monitoring for fraud prevention.
- 3.10 Our charges for electronic payments are set out in our account charges leaflet.
- 3.11 To make a payment in the United Kingdom you must provide us with the unique identifier of the recipient's account (account number and sort code).
- 3.12 In making the payment we use ONLY the unique identifier. It is your responsibility to ensure that you give us the correct information. If the unique identifier is wrong we will not be responsible to you or the intended recipient for failure to credit the intended recipient's account or any resulting loss of funds. This applies even if you also supply other information such as the intended recipient's name.
- 3.13 If you or the intended recipient ask us to assist in tracking or recovering funds sent using an incorrect unique identifier, we will use our reasonable efforts to do so and may charge you our reasonable costs for this.
- 3.14 Instructions can be given to us using Telephone or Internet Banking or personally at a branch counter, complying with the security requirements at condition 6 and providing to us the required information. By doing so you will have given to us your consent for making the payment which may only be withdrawn in accordance with condition 3.16 and 3.17.
- 3.15 For your protection there may be a delay in us carrying out your payment instructions while monitoring and/or fraud prevention checks take place.
- 3.16 Unless you have requested a payment to be made on a future date, or you have given us your payment instruction after the close of business on a business day, the payment instruction will be regarded as having been received by us at the time you give it, and therefore you will not be able to cancel it after that time.
- 3.17 If you make a payment instruction after the close of business on a business day, or on a day that is not a business day, the time of receipt will be the next business day or, for future dated payments, the date stated for the payment to be made. You may cancel such payments at any time before 8pm the business day before payment is due to be made.
- 3.18 In exceptional circumstances it may be possible for us to stop or cancel a payment even after the time of receipt provided:
- the amount has not already been deducted from your account
 - we have not told the payee or their bank that it will be paid
 - it is not a cash payment.
- 3.19 Instructions for overseas payments that are not in Sterling can be made by contacting us on 08457 558 888 for further details.

4. Our Right to refuse to make a payment

- 4.1 We may decline a payment out of your account if:
- a payment exceeds a particular value or we suspect fraudulent activity as part of our monitoring for fraud prevention purposes, a breach of security or misuse of your account or security details. We will tell you when we do this. This may include access to your account, including telephone and internet banking, being blocked
 - you do not have available money (by way of cleared funds) in your account at 9pm the business day before to cover payments. We may consider any due payments made, agreed or authorised from your account regardless of whether or not they have yet been deducted
 - any relevant condition(s) of this agreement are not satisfied.

5. Unauthorised or Incorrectly Executed Payments

- 5.1 You must tell us without undue delay and in any event within 13 months after the date the transaction was taken from your account on becoming aware of any unauthorised or incorrectly executed payments by telephoning us on 08457 212 212.
- 5.2 Please inform us as soon as possible (in any event within eight weeks from the date the payment was taken) if there is a payment you have authorised but the amount differs to that which you expected to pay. We will investigate and within 10 business days confirm to you the action we will take to correct it or whether we need further information from you to investigate the error.

6. Security

- 6.1 You (or where applicable the person who is opening the account on your behalf) must take all reasonable security precautions to prevent misuse of your account, and your customer security details (this can include account details and other security details which can include security codes, passwords or secure personal information which allow you to access your account, including internet and telephone banking). Failure to take reasonable security precautions may result in access to your account, or additional services such as telephone or internet banking, being blocked.
- Reasonable security precautions can include:
- not allowing anyone else to use security details
 - not disclosing security details except when registering or resetting your security details to use internet or telephone banking
 - never disclosing or writing down your security details in any way that can be understood by someone else
 - not choosing security details which may be easy to guess
 - ensuring no one hears or sees you when you are using your security details
 - keeping receipts and statements safe and destroying them safely, e.g. by shredding
 - complying with all reasonable instructions we issue regarding keeping your security details safe
 - telling us as soon as possible of a change of name, address or other contact details so that correspondence does not get into the wrong hands
 - exiting internet banking when leaving a computer terminal unattended.
- 6.2 If you think someone knows your security details or has used or tried to use them you must tell us immediately you are aware by telephoning us on 0845 600 6000.
- 6.3 We will ask you to co-operate with us by providing information or other assistance in connection with the misuse of your security details. We may also give the police information about you or your account which we consider relevant to assist with any investigation of criminal activity. In some instances we may ask you to contact the police in connection with suspicious or criminal activity on your account.

7. Liability

- 7.1 The maximum you will have to pay us if your security details are used without your permission is £50. If they are used with your permission or as a result of your acting fraudulently or without reasonable security precautions (see condition 6), or if you have deliberately or with gross negligence failed to inform us without undue delay of the misuse or suspected misuse of your personal security details you may have to repay all losses.
- 7.2 You will not be responsible for any losses for use of your secure personal information after you have informed us in the manner set out in condition 6.2 of their misuse or suspected misuse.
- 7.3 We are responsible to you for the correct execution of your payment instructions unless we can show that the recipient bank did receive the funds. On your request we will make immediate efforts to trace the funds and tell you of the outcome. If we have made an error we will without undue delay restore your account to the state it would have been had the error not taken place.
- 7.4 If we fail to credit your account with funds intended to be paid to you and which we receive with the correct unique identifier we will immediately make the amount available to you including, where applicable, crediting your account with the amount of those funds.

8. Charges

- 8.1 When you open an account, we will give you our account charges leaflet, which forms part of these conditions. This includes details of interest rates and the charges for our services. You can also find out about these charges on our website, by telephoning us on 08457 212 212 or asking staff in our branches.
- 8.2 We may vary our charges in accordance with condition 13.

9. Interest

- 9.1 Interest rate details are available in our account charges leaflet, in branch or via telephone and internet banking.
- 9.2 We will calculate interest on a daily basis on available money in your account. Unless otherwise stated in these conditions, interest will be calculated from the day we receive cleared funds for payment into your account.
- 9.3 We will pay interest to your account once a year at the rates applicable to your account.
- 9.4 We may vary our interest rates in accordance with condition 13.

10. Statements

- 10.1 We will send you quarterly statements showing the balance of your account, details to enable you to identify each transaction and any interest or charges. These details are also available via telephone and internet banking.
- 10.2 Please ensure you check your statement and tell us as soon as possible if there is an item you do not recognise. We will investigate in the manner set out in condition 5.
- 10.3 We can make available to you any further information which we hold in relation to any transaction on your account and this can be requested by you contacting us via telephone banking on 08457 212 212.
- 10.4 We may charge you for duplicate statements or other information, unless prevented from doing so by law. Our charges are set out in our account charges leaflet.

11. Telephone and Internet Banking

- 11.1 You or the person who is opening the account on your behalf can use telephone and internet banking to transact upon your account. Use of telephone and internet banking is in accordance with these conditions and you or the person who is opening the account on your behalf will need to register a security code and secure personal information to use these services.
- 11.2 You can contact us on 08457 212 212. Lines are open 24 hours a day, 7 days a week, apart from Christmas Day. Our automated service is available 24 hours a day. Calls may be recorded and/or monitored to enhance security, resolve complaints, improve customer service and for staff training purposes.
- 11.3 To access telephone and internet banking we will ask you for account details, two digits of your security code and part of your secure personal information.
- 11.4 If we are satisfied our security procedures have been met we can act on your instructions, including making payments from your account, even if these instructions were not given by you or with your authority. Please see condition 3 for details.
- 11.5 You will be responsible for payments or other losses from your account which you have not authorised if you have not taken reasonable security precautions as set out in condition 6.
- 11.6 To use internet banking you need to have Cookies enabled. "Cookies" are small files stored on a computer's hard drive. Cookies are generally harmless and are used to recognise a user so that they can receive a more consistent experience at a website. We use permanent Cookies to identify the link you used to find our website, check which browser you use so we can ensure our website and service works well for your computer and to monitor traffic on our website. In some circumstances, if you do not want to accept Cookies from websites other than us you can set up a trusted site. This means you can switch Cookies on for us but off for other websites.

For assistance in how to do this, contact our technical helpdesk at ibis@co-operativebank.co.uk or on 0870 600 0328. We use temporary Cookies for security purposes but these are removed when you close down your browser.

- 11.7 In addition to the reasonable security precautions in condition 6, when using internet banking, we recommend:
- you purchase anti-virus software and take regular updates
 - you purchase personal firewall software
 - you do not access your account from a computer in a public place
 - you log off using the exit link on screen
 - you log back in and then log off correctly if you are disconnected from your internet service provider during an internet banking session
 - you do not open emails from unknown sources
 - you install any new security updates from your browser supplier
 - you do not send any account details to us by a message which is not encrypted.
- 11.8 The speed of or lack of interruption in relation to internet banking is not guaranteed.

12. Closing your Account

- 12.1 This agreement does not have a fixed or minimum duration.
- 12.2 You can end this agreement and close your account by phoning us on 08457 212 212 or writing to us at The Co-operative Bank p.l.c., Delf House, Skelmersdale WN8 6GH. We can end this agreement and close your account at any time but we will give you at least two months' notice unless there are serious circumstances (e.g. fraud investigation or where you seriously or repeatedly break this agreement) which justify us closing your account with less notice.
- 12.3 For 14 days (10 business days) after the date we have received your signed application or you have made a deposit or started to transact on your account, you have a right to cancel and close your account. You can do this by writing to us at The Co-operative Bank p.l.c., Delf House, Skelmersdale WN8 6GH.
- 12.4 When you or we close your account we will pay to you any money credited to your account and you must repay us any money owed to us before we can end this agreement and close your account. This may include payments or withdrawals made after closure and any interest and charges you have incurred as set out in the account charges leaflet.
- 12.5 In the event of death of a sole account holder we may require a grant of probate or letters of administration before releasing any monies in your account to your executors or personal representatives.

13. Changes

Changes to our service or these conditions

- 13.1 We may make changes to the services or conditions of this account and we may introduce new services or conditions. Changes may be to the services or these conditions for the following reasons:
- to make these conditions easier to understand or fairer to you
 - to correct mistakes, ambiguities, inaccuracies or omissions where it is reasonable to do so or as a result of customer feedback
 - to make improvements to the services we provide which are of benefit to you
 - to reflect changes in security design or technology at no increased cost to you
 - to respond to changes in the law, codes of practice, industry wide fraud prevention practices, court or ombudsman decisions or new regulatory requirements or practice
 - to respond to changes in the general retail practices of banks and other organisations offering similar services including the terms on which they offer similar products
 - to take account of any change in our ownership or to reflect a reorganisation of our business as a result of it being acquired or merging with another bank or organisation to make sure that our customers and the customers of the other organisation are treated in a similar way if they have a similar product
 - if we reasonably believe the change is necessary in the interests of our business as a whole, for example to protect our financial strength
 - to respond to changes in your credit assessment or where your account has not been used for 12 months.

If we make changes to our payment services or conditions relating to those payment services (including conditions 2 to 12, 13, 14.3, 14.5 and 14.6) for the reasons listed above, we will inform you of any change by personal notice at least two months before we make the change. The new service or conditions will apply to your account automatically. However, if you do not agree to such a change you can, at any time up to two months from the date we tell you of the change switch your account or close it immediately without paying any extra charges or interest. If you do not switch or close your account you will be deemed to have accepted the change. Remember you can close your account at any time if you wish (see condition 12).

For all other changes to our services or conditions for the reasons listed above:

- where the change is more favourable to you we will inform you of any change at the earliest opportunity after the change has been made in national press advertisements, statement messages or statement inserts, or by writing to you (this can include email). The change will apply to your account automatically from the date of the change.
- where the change we make is not favourable to you we will inform you of any change by personal notice at least 30 days before we make the change. The new service or conditions will apply to your account automatically. However, if you do not agree to such a change you can, at any time up to 30 days from the date we tell you of the change switch your account or close it without paying any

extra charges or interest. If you do not switch or close your account you will be deemed to have accepted the change. Remember you can close your account at any time if you want (see condition 12).

Changes to our charges

13.2. In addition to the reasons listed above we can make changes to the charges applicable to the account or introduce new charges for the following additional reasons:

- to respond to reasonable cost increases or reductions associated with providing the particular services to you
- to respond to changes made in the charges applied by our competitors in the retail financial services market offering similar services to customers with similar products.

If we make changes to our payment services charges (namely those charges detailed in conditions 2 to 12) for the reasons listed above or under condition 13.1 we will tell you about it by personal notice at least two months before we make the change. The change will apply to your account automatically. However, if you do not agree to such a change you can, at any time up to two months from the date we tell you of the change, switch your account or close it immediately without paying any extra charges or interest. If you do not switch or close your account you will be deemed to have accepted the change. Remember you can close your account at any time if you want (see condition 12).

For all other changes to charges for the reasons listed above or under condition 13.1 we will inform you of any change by personal notice at least 30 days before we make the change. The change will apply to your account automatically. However, if you do not agree to such a change you can, at any time up to 30 days from the date we tell you of the change, switch your account or close it without paying any extra charges or interest. If you do not switch or close your account you will be deemed to have accepted the change. Remember you can close your account at any time if you want (see condition 12).

Changes to interest rates

13.3 We may change interest rates provided there is a valid reason for doing so. Changes may be made to interest rates for the following reasons:

- to respond to a change or changes in the bank rate (that is the rate set by the Bank of England (or any successor))
- to respond to a change in LIBOR (that is the London Inter Bank Offered Rate) or equivalent money market rate which impacts on the costs we incur in acquiring funding
- to respond to changes in the rates of interest which banks or other organisations offering similar services charge to customers with similar products
- to respond to changes in our credit assessment of you.

Where your account is interest bearing, we may make changes to our credit interest rates for the reasons listed above as follows:

- where the change to credit interest rates is more favourable to you we will inform you of any change at the earliest opportunity after the rate is changed in national press advertisements, statement messages or statement inserts, or by writing to you (this can include email). The new rates will apply to your account automatically from the date the rate changes
- where the change to credit interest rates is not favourable to you we will inform you of any change by personal notice at least two months before we make the change. The new rates will apply to your account automatically. However, if you do not agree to such change you can, at any time up to two months from the date we tell you of the change switch your account or close it immediately without paying any extra charges or interest. If you do not switch or close your account you will be deemed to have accepted the change. Remember you can close your account at any time if you want (see condition 12).

13.4 Where we make a change for one or more of the reasons in conditions 13.1, 13.2 or 13.3, we will do so in a reasonable and proportionate manner.

13.5 If we make a number of changes or a major change to these conditions during any 12-month period, we will provide you a full copy of the revised conditions.

14. General

14.1 It is our aim to ensure a complete service at all times, but we will not be responsible when failure is caused by abnormal and unforeseeable circumstances beyond our (or our agents and/or subcontractors) control the consequences of which would have been unavoidable despite our efforts to the contrary.

14.2 The Co-operative Bank plc is covered by the Financial Services Compensation Scheme (FSCS), which would pay compensation of up to £85,000 to eligible depositors in the event of the bank becoming insolvent. smile and Britannia are trading names of The Co-operative Bank and, as such, protection provided to depositors by the FSCS is limited to £85,000 for the total amount of combined deposits held with The Co-operative Bank, smile and Britannia.

Certain customers are not covered by the FSCS. The exclusions include large businesses or organisations, large companies and local authorities: visit www.fscs.org.uk for further details.

14.3 We may transfer our rights and/or responsibilities under this agreement to any person if:

- that other person is authorised to accept deposits and writes to you and undertakes to carry out all our duties and obligations under this agreement. If it does so, you agree that we will be released from all those duties and obligations.
- we reasonably believe such person is capable of performing our responsibilities.

You may not transfer any of your rights or responsibilities under this agreement to any person.

14.4 You may be responsible for other taxes or costs that are not paid by or via us e.g. higher rate tax.

14.5 This agreement with you is governed by the laws of England and Wales. Any dispute which arises in relation to this agreement shall be dealt with by any court in the UK Isle of Man and Channel Islands which is able to hear the case.

14.6 If you have a complaint please telephone us on 08457 212 212 or write to Customer Feedback Centre, The Co-operative Bank p.l.c., Miller Street, Manchester, M60 0AL.
If you still remain unsatisfied you may be entitled to refer your complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, Docklands, London E14 9SR or telephone 0800 023 4567 / 0300 123 9123.

Please call 03457 212 212* if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.

Information correct as at 01/2017.