

# Managing your Britannia savings account

## Ready to get your new account up and running?

Once you've decided which Britannia savings account is right for you, you'll want to start enjoying the benefits it brings as soon as possible. That's why we've made opening and managing your account as easy and straightforward as can be. It means you get great service from the word go, which is the way it will always be.

This helpful guide contains the information you need to know to open and manage your account. From transferring money from another bank to making withdrawals and more.

If there's anything else you'd like to know, just contact us.

Call us on **0800 132 304**<sup>†</sup>

Go to **co-operativebank.co.uk**

Visit your **nearest Co-operative Bank branch**

## Account correspondence

(including cheques and withdrawal requests) - should be sent to

**Britannia, FREEPOST (15796), Britannia House, Leek, Staffordshire Moorlands ST13 5RG.**

We'll normally respond within five Business Days\* of receipt.

## Opening your account

If you choose to open a savings account with us, we'll always ask you to provide:

- A completed application.
- Your initial payment.
- Confirmation of identity.
- If you're opening an ISA (Individual Savings Account), you'll also need to provide your National Insurance number.

Wherever possible we'll use electronic verification (EID) to confirm your identity. If this is not successful, we'll ask you to provide one form of identification to confirm your name and one form of identification to confirm your address. Please ask us for a list of acceptable identification. We cannot accept original passports or driving licences, but we can accept originals of other acceptable documents in the post. More information on this is provided alongside our list of acceptable identification.

## Accounts for Young Savers

If an account is currently open and run as a 'Re:' account for the child, once the child is aged seven, **they** can hold it in their own name.

This means they can operate the account, letting them pay money into and take money out of their very own account.

## How to make deposits into your account

Making the most of a savings account is often about making deposits, the more you save the more interest you earn.

You can make deposits in a number of ways, including:

### Cash

- You can deposit money into your account in any of our Co-operative Bank branches.
- Please note; you should **never** send cash through the post.

### Cheques

- You can deposit these in branch or by post using the address within this guide and no deposit slip is required.
- Please make sure they're payable to yourself as the account holder or to Britannia re: "Your Name". Cheques payable only to Britannia cannot be accepted.
- If you hold a "Re:" account please make all cheques payable to the child.
- If you're sending us a cheque by post, please send us your passbook and/or your account number (where applicable).

Your updated Passbook or receipt will be sent directly to you in the post.

### Internal transfers

You can ask us to transfer money from another account you hold with us either in branch or by post.

### Depositing money from another bank or building society

If you want to send money from an account you have with another bank or building society (i.e. through their **Online, Mobile** or **Telephone Banking**) then you'll need these details:

Payment type	Payment details	Benefit
One-off	<ul style="list-style-type: none"> <li>• <b>Sort code:</b> 57-13-27</li> <li>• <b>Account number:</b> 00000000 (this should always be zeros)</li> </ul>	<ul style="list-style-type: none"> <li>• You can decide how often and how much you want to deposit each time.</li> </ul>
Set up a standing order	<ul style="list-style-type: none"> <li>• <b>Reference:</b> Your Britannia account number (e.g. 1 2345 6789)</li> <li>• <b>For CHAPS Payments</b> – using the same details as above but please use Sort code: 08-91-06 instead.</li> </ul>	<ul style="list-style-type: none"> <li>• You decide on the payment date and amount, so you can tie it in with pay day if you like.</li> </ul>
Set up a Direct Debit	<ul style="list-style-type: none"> <li>• <b>Contact us and we'll arrange this for you.</b></li> </ul>	<ul style="list-style-type: none"> <li>• You decide on the payment date and amount, so again you can tie it in with pay day if you like.</li> </ul>

## Want to get into the habit of regular saving?

If you wish to make regular payments to your account (and your account allows it) standing orders and Direct Debit payments are great for this. Both of these are simple to set up and you can cancel them at any time by contacting your bank or building society and informing us.

Money deposited (except by cheque) will be credited to your account and made available as soon as we receive it.

For cheques, cleared funds will be available one Business Day\* after we receive the cheque. But if we receive the cheque on a Saturday, we'll treat it as received on the next Business Day\* (on Monday).

Some accounts limit how much you can pay in and the ways in which you can pay in, so please refer to the Product Specific Terms and Conditions and/or the account's Summary Box for more information.

## How to make withdrawals from your account

When you make a withdrawal, for your protection, you may also be asked to provide identification. Please ask us for a list of acceptable identification.

Withdrawal requests are normally processed on the day they are received.

To protect your savings, withdrawals are only allowed on your written instruction. If you have a passbook with your account, you'll need to present it every time you want to make a withdrawal. We cannot accept faxed withdrawal requests.

### Withdrawing cash in branch

- As long as there's enough money in your account, you can withdraw up to £500 in cash per day. Please refer to our website for current daily withdrawal limits.
- You can only take cash out of your account via a branch.
- If you wish to withdraw larger amounts in cash, that's no problem, you just need to give us some prior notice by arranging this with the branch beforehand.

### Withdrawing cheques

- You can request cheque withdrawals made payable to you or to someone else.
- If you withdraw money via cheque, the amount will be deducted from your account immediately and the cheque cannot be stopped unless it is reported as being lost or stolen or returned to us before it has been cashed.
- If you wish to withdraw more than £200,000 by cheque at any one time you must give us at least two Business Days\* notice.
- If you'd like a cheque payable to a third party, we may need further verification by telephone or letter, so please allow extra time.

We'd like to highlight that for security reasons, withdrawn cheques will always be returned to the account holder's correspondence address and may in some instances be limited to being payable to the account holder.

### Withdrawals requests over the phone

- Our Select Access Saver and Direct Saver accounts offer Telephone Banking, where you can make withdrawals by arranging transfers to a nominated linked personal current account that you hold either with us or another provider.
- If you hold one of these accounts, you can register your nominated linked personal current account by contacting us.

- When you contact us for the first time in relation to Telephone Banking, we'll ask you to verify your identity and ask you to register a password. This is the password we'll ask for every time you call to make a withdrawal request over the phone from your Britannia account.
- If you have a joint account, both of you will need to set separate passwords before each account holder can start making transactions.
- Only one personal current account can be linked to your savings account. This could be held in the same name(s) as your savings account, or in the name of one of the joint account holders.
- It's important to remember that both joint account holders agree that withdrawals from an account that offers Telephone Banking can be made on the sole authority of either joint account holder.
- Withdrawals to your linked account by telephone which are requested before the close of business will be sent as electronic payments.

The payment should reach your account by no later than the next Business Day\* following the day the instruction was received. The Payments section of the General Terms and Conditions contains more information.

Some accounts have restrictions on withdrawals so please refer to the Product Specific Terms and Conditions and/or the account's Summary Box for more information.

## Electronic Payment charges

Below is a list of charges for administering Electronic Payments on your account.

Type	Charge	Description
UK Telegraphic Transfer/CHAPS (Automated Payment System)	£25	CHAPS is a bank telegraphic transfer service which allows money to be transferred from your account to another account quickly and conveniently. If you wish to make a CHAPS transfer within the UK the charge will be payable upon making a withdrawal in this way.
Foreign Telegraphic Transfer/CHAPS	£21	If you wish to transfer money from your account to an account overseas then we'll charge you £21. (For urgent transfers outside the European Economic Area (EEA) the charge will be £25, please ask for details.) Please note that you may also incur agency bank charges (where they apply they will normally be between £5 and £100).
Foreign Deposit Charge	£7	This is a handling charge applied to your account for any payment you receive from abroad.

These charges apply to Electronic Payments to and from your account. Details of other charges which apply generally to our savings accounts are available on request and details of charges which are specific to the account you open will be contained in the relevant product fact sheet. We may vary these charges and introduce new ones at any time for the reasons set out in the Britannia General Terms and Conditions and we'll tell you about any change in accordance with those conditions.

## Protecting your account

You should check your passbook and/or statements carefully for any unauthorised transactions. If you find any, please report them immediately.

As you know, it's important to keep your passbook in a safe place at all times. We have extensive security procedures in place to protect your account should a passbook be lost or stolen:

- **If your passbook is lost or stolen** - Call us straightaway on 0800 132 304<sup>†</sup>

Your post is valuable information in the wrong hands. To prevent this from happening, if you don't receive a statement or any other expected financial information from us, please call 0800 132 304<sup>†</sup> or visit your nearest branch.

## Keeping us up to date

Please keep us up to date with any changes to your address or name.

You can notify us either by taking your passbook along to your branch or writing to Britannia, FREEPOST (15796) Dept. CO33, Leek, Staffordshire Moorlands ST13 5RG, enclosing your passbook.

UK tax regulations require the collection of information regarding an account holder's tax residency and citizenship status. If at any time in the future you need to change the information you have provided, you are required to advise us within 30 days of such change in circumstances.

For more information please ask a member of staff or call 0800 132 304<sup>†</sup>.

## Telephone queries

You're welcome to call our helpline on 0800 132 304<sup>†</sup> with any questions or queries but because confidentiality is so important to us, there may be times when we can't give out specific account information over the phone. It's just another way that we're keeping your finances safe and secure in addition to our legal requirements under the General Data Protection Regulation.

## Important information about confirming your identity

In order to keep your money secure and reduce the possibility of fraud, we may need to ask you for some identification when managing your account which may include:

- Withdrawals at a branch where you are not known by the staff member serving you.
- Making a large withdrawal.
- If the account has not been used for several months.
- Registering a lost passbook.
- Changing your address.
- If you have a statement based account and need to make a withdrawal over the counter.

Depending on your request, you may need to provide one form of identification to confirm your **name** and one form of identification to confirm your **address**. Please ask us if you would like a list of acceptable identification.

## Joint accounts

Depending on the type of account you have, there are limits on the number of account holders you can have on a joint account. Please refer to the product specific terms and conditions of your account.

For joint accounts issued with access to Telephone Banking, each account holder can make withdrawals without the other account holders knowing.

The funds in the account are owned jointly and severally, meaning each of you can take or use all funds in the account and unless the account requires more than one person to sign, we cannot prevent or be responsible for their doing so.

If any joint account holder tells us there's a dispute between any of you, we:

- (a) may block or suspend the account, but before we're told of the dispute we'll still make payments and provide cash; and
- (b) will require all of you to agree to any further dealings on the account, so you won't be able to use **Telephone Banking**, or passbooks.

## Passbook accounts

For joint passbook accounts, it's important to remember that joint account holders can choose whether any one joint account holder can make withdrawals, or if both account holders need to sign the withdrawal form.

If all account holders have to sign the withdrawal form, then they will all have to attend the branch at the time of any withdrawals. In order to make a withdrawal by post, all account holders must sign the withdrawal form.

Where the account is operated on the signature of any of the account holders, any one of the account holders can withdraw money or give written instructions at any time to change the operation of the account so that future withdrawals require both signatories.

## When can someone else operate your account for you?

You can allow another person (a 'third party') to operate your account. If you want to do this, you'll have to sign a document called a third-party Withdrawal Authority Form. (This can only be set up/used in a single branch of your choice)

Another person may be appointed to act for you when you are not able to. This person would be your 'attorney' and we'll need to have a legal document called a Power of Attorney before we can allow them to use your account. Ask us if you'd like any more information about making someone your attorney.

These conditions will apply to any third party or attorney allowed to use your account. You will be responsible for everything they do even if they cause you to break the agreement.

If you would like any more information on allowing someone else to operate your account then please contact us.

## Your personal information

When you open a savings account, we'll always ask you to provide some personal information to help us set up your new account and services.

If you have given us permission, we may contact you for marketing purposes, by mail, telephone, email or text message about products and services available from us. In addition, we may also contact you about products and services from other selected companies, which we believe will be of interest to you or benefit you financially.

You have the right to withdraw, object to, or change your marketing preferences at any time. You can do this by calling us on 0800 132 304<sup>†</sup> or by visiting one of our branches.

## Changing your mind about your account

For 14 calendar days after the date you received your (a) welcome letter (if we send you one) or passbook (where applicable), or (b) the account was opened, whichever is the later, you have a right to cancel and close your account without giving any reason.

You can do this by writing to us at Britannia House, Leek, Staffordshire Moorlands ST13 5RG or visiting any branch.

When you cancel your account:

- we'll pay you any money credited to your account and, if applicable, any interest earned within 30 calendar days of cancellation – however, if your account investment is paid by cheque, we cannot return the funds to you until the cheque has cleared;
- we'll refund any account charge unless you've already received the services it covered;
- you must repay any money owed to us including payments we've had to pay after cancellation; and
- we'll help you switch to another of our accounts or give you your money back, as you wish.

**Any reference to tax is based on our understanding of current tax regulations which may change in the future, and depend on the customer's individual financial circumstances.**

## Please call 0800 132 304<sup>†</sup> 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.

<sup>†</sup>Lines open 8am to 6pm Monday to Friday, 9am to 12 midday Saturday. 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 may be monitored or recorded for security and training purposes.

Information correct as at 06/2023.

## If something goes wrong

We know that sometimes things go wrong and here at The Co-operative Bank we really value your feedback. Letting us know when you are dissatisfied with our products or service, provides us with the opportunity to put it right as quickly as possible and helps us to improve our service for all our customers.

## Get in touch

### Online

You can find more information by going to our website [co-operativebank.co.uk/complaints](https://co-operativebank.co.uk/complaints) or alternatively you can contact us via email at [complaints@co-operativebank.co.uk](mailto:complaints@co-operativebank.co.uk)

### In Person

Speak to us in person at one of our branches. Use our branch finder [co-operativebank.co.uk/global/branch-finder](https://co-operativebank.co.uk/global/branch-finder) to find your nearest branch and its opening hours.

### Telephone

Talk to our Customer Services team on 0800 132 304<sup>†</sup> our lines are open from 8am until 6pm, Monday to Friday, and 9am to noon on Saturday.

### In Writing

Customer Response

Britannia

Britannia House

Leek

Staffordshire Moorlands

ST13 5RG

If you are still unhappy with our response you may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, London E14 9SR or telephone 0800 023 4567 or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).

For more information visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

The Financial Ombudsman Service is a free service set up to help resolve individual disputes between customers and businesses providing financial services in the UK.

If you purchased your account online you may also have the option to refer your complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at <http://ec.europa.eu/consumers/odr/>

In order to meet (FCA) regulations, we will send you a reminder by email of any reduction in interest rates or fixed term maturity dates up to 14 days before the change takes place.

<sup>†</sup>Business Day – A Business Day is usually Monday to Friday (excluding bank holidays).