

# Summary of Changes

As well as the specific changes we explain below, we've made various minor changes (including to the wording within the Terms and Conditions to make sure they're as clear as possible).

The changes to Terms and Conditions will apply from **22 February 2021**, unless otherwise stated. If you have a fixed term account, the new terms will only apply after your account matures (after 22 February 2021). The updated Terms and Conditions will be available from 22 February 2021 on our website [co-operativebank.co.uk](http://co-operativebank.co.uk) or in branch.

## What happens when a payment goes to the wrong person because you gave us the wrong payment details?

What are we changing?	How are we changing it?	Why are we making the change?
What happens when a payment goes to the wrong person because you gave us the wrong payment details	<p>If a payment goes to the wrong person or is delayed because you gave us the wrong payment details, we won't be liable but, if you ask us, we'll try to recover the payment for you.</p> <p>We're making it clear that when we do this going forward, we won't refund any charges applied by us in making the payment.</p>	To accurately reflect our processes.

## What happens if you've been tricked into sending money to a fraudster?

What are we changing?	How are we changing it?	Why are we making the change?
What happens if you've been tricked into sending money to a fraudster (Since <b>1 December 2019</b> )	<p><b>What do we mean when we talk about being 'tricked into sending money to a fraudster'?</b></p> <p>When we say this, we mean that you:</p> <ul style="list-style-type: none"> <li>• sent money to someone for what you thought was a genuine purpose, but which was actually fraudulent; or</li> <li>• intended to send money to a certain person, but you were tricked into sending money to someone else.</li> </ul>	To reflect a change in industry standards.

## What happens if you've been tricked into sending money to a fraudster? (continued)

What are we changing?	How are we changing it?	Why are we making the change?
<p>What happens if you've been tricked into sending money to a fraudster</p> <p>(Since <b>1 December 2019</b>)</p>	<p><b>What happens when you've been tricked into sending money to a fraudster?</b></p> <p>You should tell us as soon as possible. There's no time limit for reporting this to us.</p> <p>Since <b>1 December 2019</b>, once you've told us that you've been tricked into sending money to a fraudster, we'll look into this. We'll apply industry standards and let you know whether or not you're entitled to a full or partial refund. We'll usually let you know within 15 Business Days after the day you told us about it, but we might take longer in exceptional circumstances.</p> <p>We'll then give you a refund without delay if you're entitled to one.</p> <p>You won't get a refund if we find you should've known you were sending money to a fraudster - although we'll always take the circumstances in which the payment was made into account when considering this.</p>	<p>To reflect a change in industry standards.</p>

## Payments

What are we changing?	How are we changing it?	Why are we making the change?
<p>Payments into your account by mistake or fraud</p>	<p>We're clarifying that if we reasonably believe a payment was made into your account by mistake or as a result of fraud, we don't need your permission to take the money out of your account.</p>	<p>To accurately reflect our processes.</p>

## Payments (continued)

What are we changing?	How are we changing it?	Why are we making the change?
If we've refused to make a payment	We're making it clear that if we've refused to make a payment from your account, you can always call us straight away to ask us why we've refused a payment and what you need to do to correct any errors that made us refuse it - unless we're prevented from telling you this by any law or regulation or for fraud prevention or security reasons.	To accurately reflect our processes.
The details we'll need to make a payment	We're making some changes to the information you'll need to give us in order to make a payment from your account to help protect you from bank transfer frauds.  In future, we'll also ask you for the name of the person you're making the payment to, so we can check it matches the account you're paying.	To reflect our operations.

## Cancellation of a payment device

What are we changing?	How are we changing it?	Why are we making the change?
When we can cancel a payment device	We're confirming that we may cancel any payment device (such as a cash card) if you haven't used it for at least 12 months. If your payment device has been cancelled, a new device will not be automatically re-issued on expiry.	To reflect changes to our processes

## What happens to your savings in your cash ISA if you die?

What are we changing?	How are we changing it?	Why are we making the change?
Information on what happens to your cash ISA if you die	We are clarifying what happens to your savings in your cash ISA if you die.  If you die on or after the 6 April 2018, the account will continue to earn tax-free <sup>^</sup> interest until the first of the following occur;	To reflect a change in industry standards

## What happens to your savings in your cash ISA if you die? (continued)

What are we changing?	How are we changing it?	Why are we making the change?
Information on what happens to your cash ISA if you die	<ul style="list-style-type: none"> <li>• The completion of the administration of the estate, or</li> <li>• The closure of the account, or</li> <li>• The third anniversary of your death.</li> </ul> <p>This means the tax-free<sup>^</sup> status of your cash ISA can continue after your death. The amount payable to your estate will be the balance of your cash ISA plus any interest earned. If someone who is an ISA saver in a marriage or civil partnership dies, their spouse or civil partner can inherit their ISA tax advantages.</p> <p><sup>^</sup>The contractual rate of interest payable where interest is exempt from income tax.</p>	To reflect a change in industry standards

## Child Trust Fund

What are we changing?	How are we changing it?	Why are we making the change?
The maturity product of your Child Trust Fund	We're confirming that on the child's 18th birthday, the account stops being a Child Trust Fund and we will transfer the account to a Matured Child Trust Fund (we will send you the details beforehand).	To reflect changes to our processes

**Please call 0800 132 304\* (Monday to Friday 8am to 6pm, Saturday 9am to 12 noon) 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 numbers are free from landlines and mobiles. Calls may be monitored or recorded for security and training purposes.

[co-operativebank.co.uk](http://co-operativebank.co.uk)

**Britannia**

part of The **co-operative** bank

# GENERAL TERMS AND CONDITIONS FOR YOUR BRITANNIA SAVINGS ACCOUNT

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These Britannia Terms and Conditions (“**General Terms and Conditions**”) apply to all our Britannia savings accounts (but not Co-operative Bank or smile savings accounts). The terms and conditions of specific products (known as Product Specific Terms and Conditions) apply as well. Please refer to the information for each account type for full details.

These General Terms and Conditions (5 November 2018 Edition) replace all earlier versions. Please read them and keep them safe.



# How to contact us

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- For general queries.
- For more information about any transaction on your account.
- To tell us to cancel a regular or future-dated payment.
- To find out:
  - your interest rate
  - standard exchange rates
  - limits on electronic transfers
  - why we've refused a payment.
- To let us know:
  - about a change of contact details
  - you've forgotten your PIN.

Call **0800 132 304\***,

**Visit** one of our Co-operative Bank branches, or

**Write** to Customer Services Manager, Britannia, Britannia House, Leek, Staffordshire Moorlands ST13 5RG.

- To report a lost, stolen or damaged passbook:

Call **0345 121 7922\*** as soon as possible, or

**Visit** one of our Co-operative Bank branches.

- To report a lost, stolen or damaged payment device (such as a cash card), or to alert us quickly that:

- you didn't authorise a payment or you've received a payment you don't recognise
- you think we've not made a payment correctly and you want to stop it
- you think someone knows your security details.

Call **0345 121 7922\*** as soon as possible.

- To make a complaint:

Call **0800 132 304\***

**Visit** one of our Co-operative Bank branches.

**Write** to Customer Response, Britannia, Britannia House, Leek, Staffordshire Moorlands ST13 5RG.

**Email** [complaints@co-operativebank.co.uk](mailto:complaints@co-operativebank.co.uk). If you do email us, please provide your name and contact number(s) where we can contact you. For security reasons, please do not include any account details in your email.

**Please call 0800 132 304\* if you would like to receive this information in an alternative format such as large print, audio or Braille.**

\*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.

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## Guide to this document

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To make it easier to find what you're looking for, we've divided these terms and conditions into chapters.

<b>Chapter A.</b>	About this agreement and your account	4
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Look out for symbols and boxes that help you to understand our terms and conditions.

Key

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Definitions



Points to note



Examples

## Chapter A – About this agreement and your account

**In this chapter, we explain some key points about this agreement and your account including:**

- the documents that make up our agreement with you;
- when we can transfer our rights under this agreement to others;
- the law that applies to this agreement;
- our tax-reporting obligations; and
- how each of us will contact the other.

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### 1. ABOUT THIS AGREEMENT

- 1.1 Our agreement with you is made up of the terms and conditions:
- (a) in this document;
  - (b) in the **“Product Specific Terms and Conditions”** for each type of account and service; and
  - (c) additional terms in other documents we give you or put on our website that we say are part of our savings account agreement.
- 1.2 This agreement covers sterling personal savings accounts. Unless your Product Specific Terms and Conditions state otherwise, you cannot hold an account covered by this agreement if you are a club, charity, company, pension fund, unincorporated association or business and you must not use your savings account for business purposes.
- 1.3 If there is a difference between the terms in this document and the Product Specific Terms and Conditions or any additional terms for an account, the Product Specific Terms and Conditions or additional terms will apply.
- 1.4 We'll also give you information about how to use your account. This could be in the welcome pack, on our website and in other documents we give you.
- 1.5 Where we use examples in this agreement to make things clearer for you, the meaning of the conditions is not limited to the specific examples we've given.
- 1.6 In this agreement:
- (a) the 'bank', 'we', 'us' or 'our' means The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP (trading as Britannia); and
  - (b) 'you' means the individual or, for joint accounts, the individuals the account is in the names of.

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### 2. WHEN CAN WE TRANSFER OUR RIGHTS UNDER THIS AGREEMENT TO OTHERS?

- 2.1 We may transfer our rights and our responsibilities under this agreement. We'll only transfer our responsibilities to another person if they are authorised to hold your money and if we reasonably believe they are capable of carrying out our responsibilities instead of us and they agree to do so. We'll tell you about any transfer and when it will take effect, and you agree we'll be released from all responsibilities from that date.
- 2.2 You may not transfer any of your rights or responsibilities under this agreement to any person.

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### 3. WHAT LAW APPLIES TO THIS AGREEMENT?

- 3.1 This agreement (and all our dealings with you before the agreement) is governed by the laws of England and Wales. Any dispute that arises regarding this agreement will be dealt with by any court in the United Kingdom, Isle of Man and Channel Islands that is able to hear the case.

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### 4. TAX REPORTING

- 4.1 If we believe you may have tax obligations in other countries, we may disclose information about you to HM Revenue & Customs (HMRC), which may share the information with other tax authorities.



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## 5. REPORTING PROBLEMS AND HOW WE WILL CONTACT EACH OTHER

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- 5.1 **You must use the contact details at the front of this document to report an unauthorised payment or possible loss, theft or unauthorised use of a passbook or, if you have one, payment device or security details, or to contact us for any other reason.**



### What do we mean by security details?

These are personalised details you must use to give an instruction, confirm your identity or to access your payment device (for example a password, security code, PIN or, if available, biometric data such as a fingerprint).

### What do we mean by payment device?

This means a card or other device you can use to make payments or access your account (such as the cash card, or, in the future, a smart phone that has your card or account details on it, for example).

- 5.2 **We'll contact you and give you notices using the most recent details you have given us.**



- Wherever in this agreement we say we'll contact you, we'll use post, telephone or any electronic or digital message (including internet, email and text message) as appropriate.
- We'll assume that you've received any letter we send using your contact details within three Business Days after we've posted or sent it and that you've received any email or text message immediately.
- You must tell us immediately of any change of address or other contact details. We may ask for evidence of the change by contacting you by phone, text, letter or email.
- If we need to contact you about any actual or suspected fraud or security threats, we'll use the quickest and most secure way of contacting you (for example, we may try sending you a text message rather than calling you).

## Chapter B – Using your account

### In this chapter, we explain:

- how we confirm we're authorised to take action on your account and the terms that apply to joint accounts;
- what you must do to keep your account secure; and
- what happens if a payment is unauthorised or made to the wrong person or account.

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## 6. HOW DO WE CONFIRM THAT WE'RE AUTHORISED TO TAKE ACTION ON YOUR ACCOUNT?

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### How do we check your identity?

- 6.1 We'll assume that we're dealing with you and that we're authorised to provide information about your account, make payments, provide new services, open or close accounts and do other things we're asked to do without further checks if we've checked your identity:
- (a) by seeing some evidence of identity, such as a passport, in one of our branches;
  - (b) by confirming the security details used in connection with a payment device;
  - (c) by getting your written signature on paper; or
  - (d) by confirming the security details used with Telephone and Online Banking.
- In future, we may add other ways of checking we're dealing with you.

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

- 6.2 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 mandate.
- 6.3 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.
- 6.4 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.

### **What additional terms apply to 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.

For joint accounts issued with a cash card, each account holder can use their card to make withdrawals without the other account holders knowing.

- 6.5 If you've been issued with a payment device, or are using Online or Telephone Banking, as long as we've checked that one account holder is acting with appropriate authorisation, each individual can operate the account without us checking with the other account holders first. For example, each account holder can:
  - (a) make payments (if allowed by the Product Specific Terms and Conditions for your account);
  - (b) get information about the account; and
  - (c) take all the money out of the account;
- 6.6 If you haven't been issued with a payment device, unless the Product Specific Terms and Conditions for your account say otherwise, joint accounts must be operated by all of the account holders acting together except if you've asked us to allow the account to be operated by any one of the joint account holders and we've agreed.
- 6.7 As joint account holders you are, together and individually, responsible for repaying any money owed to us on the account. This means we can demand repayment from any or all of you. This includes payments you did not know about.
- 6.8 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 or Online Banking, cards or passbooks.
- 6.9 If one of you dies, the remaining account holder(s) can continue to operate the account.

### **Passbook-based accounts**

- 6.10 If the Product Specific Terms and Conditions for your account say we'll issue a passbook, it belongs to us. If we ask for the passbook, you must return it so we can bring it up to date with all transactions on your account or for any other reasonable purpose.
- 6.11 No entries may be made in the passbook except by us.

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## **7. WHAT MUST YOU DO TO KEEP YOUR ACCOUNT SECURE?**

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- 7.1 You must act reasonably to prevent misuse of your account, passbook, payment device (if we've issued you with one) and your security details. You must also comply with the security procedures we tell you about from time to time. If you don't, we may block access to your account (including your use of a payment device, Telephone or Online Banking) to protect you and us from unauthorised access to your account. We'll also do all we reasonably can to prevent unauthorised access to your account.



Please read the information in the section headed 'Keeping your account secure' near the end of this document.

- 7.2 If someone else tries to access your account using a passbook, payment device or security details, you must contact us as soon as possible. We'll ask you to give us information or other help. We may also give, or ask you to give, information to the police to assist with any investigation.
- 7.3 If you find a payment device or passbook after you have reported them lost or stolen or you think someone has used or tried to use them, you must not use them. You must destroy them securely, for example by shredding.

## 8. WHAT HAPPENS IF THERE'S AN UNAUTHORISED OR INCORRECT PAYMENT FROM YOUR ACCOUNT?

### Incorrect payments

- 8.1 You must call us as soon as you can after you notice that a payment you asked us to make has not been sent to the right person or account. If the payment was to an account at another bank in the European Economic Area (EEA) and the payment was not made properly, we'll immediately refund the payment unless:
- (a) there was a mistake in any of the details you gave us for the payment; or
  - (b) we can show that the payment was received by the other person's bank; or
  - (c) you tell us more than 13 months after the payment was made, though we may agree to investigate the matter.
- 8.2 If a payment goes to the wrong person or is delayed because you gave us the wrong payment details, we won't be liable but, if you ask us, we'll try to recover the payment for you. We may charge our reasonable costs for doing this but we'll tell you the maximum amount you'll pay first.



### What do we mean by European Economic Area (EEA)?

This means all member states of the European Union, plus Iceland, Liechtenstein and Norway.

### Unauthorised payments

- 8.3 You must call us as soon as you notice an unauthorised payment has been made from your account (a payment is authorised if you gave someone your payment device or security details). We'll refund the amount of the unauthorised payment as soon as we reasonably can, and, anyway, before the end of the Business Day after you tell us, unless any of the following apply:
- (a) you tell us more than 13 months after the payment was made;
  - (b) we can prove you acted fraudulently;



If you've acted fraudulently, you'll be liable for all payments from your account.

- (c) we can prove that the unauthorised payment was made because of your gross negligence;



If you've been grossly negligent, you'll be liable for all payments from your account until you've told us that the payment device or security details have been lost or stolen or that you suspect misuse. An example of gross negligence would be knowingly giving your cash card and PIN to someone else.

- (d) we can prove that the unauthorised payment was made because the payment device was lost or stolen or we can show you failed to keep your security details safe. In this case you'll be liable for any unauthorised payments made before you tell us about the security breach up to a maximum of £35 and we'll reduce the refund by this amount.
- 8.4 You are not liable for any unauthorised payment made remotely, for example by Telephone or Online Banking (unless you've acted fraudulently). You may not be liable in some other circumstances too - for example, you won't be responsible for any unauthorised payment if we don't apply procedures that we're legally required to use to check a payment has been authorised by you.

### How much will we refund and can we reverse a refund?

- 8.5 If we give a refund for any reason, we'll return your account to the position it would have been in if the payment had not taken place. We'll do this by refunding the payment and paying any interest we'd have paid on it. If we provide a refund but later investigation finds you were not entitled to it, we'll return your account to the position it would have been in if we'd not made the refund.

### In this chapter, we explain:

- how money can be paid into and out of your account;
- how soon your money will be available for use after it's been paid in;
- when your payments will reach the payee's bank;
- some special rules about cheques and overseas payments;
- how to cancel or change a payment; and
- how and when you'll receive statements about your account.

### What do we mean by Business Day?

A Business Day is usually Monday to Friday (excluding bank holidays). For example, for some payments our Business Day is all day, every day, but branch opening hours will be the normal Business Day for payments at a branch.

### What do we mean by cut-off time?

This is the latest time on any given Business Day that we can process payment instructions. You can ask us for the relevant cut-off time when you give us a payment instruction.

## 9. PAYMENTS INTO YOUR ACCOUNT

### General

- 9.1 Payments can be made into your account in sterling by cash, cheque, or electronically by direct transfer from another account. Payments in other currencies can be made by direct transfer, but we don't accept payments in all currencies. Ask us if you want to know whether we accept a particular currency.
- 9.2 We can refuse to accept a payment into your account if it's reasonable to do so, for example if we reasonably believe that accepting it might cause us to breach a legal requirement or might expose us to action from any government or regulator.
- 9.3 Unless your account's Product Specific Terms and Conditions say otherwise, you can pay money into your account after it has been opened. However:
- (a) there may be a limit on the amount you can hold in your account, and you won't be able to pay in money once your account has reached this limit. You will find details of any limit in the Product Specific Terms and Conditions; and
  - (b) we can at any time, without notice, restrict the amount that can be paid in or refuse a payment into any account if we've reasonably asked you to give us additional identification or information but you have not done so.

### Payments into your account by mistake or fraud

- 9.4 If we reasonably believe that a payment into your account was made as a result of fraud, we will remove the payment or take other steps to make sure the amount of the payment is not available for you to use.
- 9.5 If we reasonably believe a payment was made into your account by mistake, we'll return it to the paying bank, unless you can show us it was not made by mistake. We'll take these steps before returning the payment:
- (a) If you received the payment two months or less before we find out about the mistake, we'll tell you about it and give you 15 Business Days to show us it was not made by mistake. During this period, we'll make sure the amount of the payment is not available for you to use (we may do this by taking the amount out of your account or by limiting access to the amount on the account).
  - (b) If you received the payment more than two months before we find out about the mistake, we'll contact you before restricting your ability to use the amount of the payment and before we return it to the paying bank.

- 9.6 If we receive a payment into your account from within the EEA which the payer says was made by mistake but, when we contact you, you tell us that the payment was intended for you, the payer may ask their bank for all relevant information including your name and address and transaction information so the payer can contact you directly. We are legally required to share this information with them if this happens.
- 9.7 If we mistakenly credit funds to your account, we'll take the amount out of your account or limit your access to the amount on your account. If this happens, we'll normally tell you before taking action.

### Payments in (except by cheque)

- 9.8 The table below shows:
- how quickly we add these payments to your account after we've received them; and
  - when we treat them as part of the amount on your account for working out interest.

Payment in (except cheques)	When you can use them and when they count for working out interest
Cash (during opening hours) at one of our branches*	Immediately
International payments in currencies we accept**	On the day we receive the payment If we receive the payment after 4pm or on a non-Business Day, it will count for interest on the next Business Day.
Electronic transfers (this could include standing orders, Direct Debits, Faster Payments or CHAPS)	On the day we receive the payment If we receive the payment after 4pm or on a non-Business Day, it will count for interest on the next Business Day.
Internal transfer from a Britannia account	Immediately Note: we may need a day's notice to make the transaction
Internal transfer from a Co-operative Bank/smile account	Immediately If we receive the payment on a non-Business Day, we'll credit it to the account on the next Business Day and it will count for interest immediately. Note: we may need a day's notice to make the transaction

\* We accept cash payments in sterling only.

\*\* If we receive money for your account in a foreign currency, we'll convert it to sterling using the standard rate of exchange and deduct any charges before adding it to your account.

### Cheques paid into your account

- 9.9 We accept cheque payments in sterling only.
- 9.10 The table below shows how quickly a cheque will clear after we've received it.

Cheque clearing timings	The payment
Business Day we receive the cheque	Is not yet included in the funds you can use.
One Business Day after we receive the cheque	If we receive confirmation that the paying bank has decided to honour the cheque by 9pm: <ul style="list-style-type: none"> <li>Increases the amount we pay any interest on.</li> <li>Is included in the funds you can use and cannot be recalled.</li> </ul>

If we receive the cheque on a Saturday, we'll treat it as received on the next Business Day (on Monday). This means it will count for interest on the Tuesday.



### Cheque timings explained

For example, if you pay a cheque in on a Wednesday, you'll be able to use the funds, and will start earning interest on the funds, by 9pm on the Thursday, as long as we have received confirmation that the paying bank has decided to honour the cheque by 9pm on that day (day 2). The funds cannot be recalled after this point.

- 9.11 If the paying bank has taken the decision to not honour the cheque, we'll send you a letter explaining why.

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## 10. MAKING PAYMENTS FROM YOUR ACCOUNT

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### Product restrictions

- 10.1 The Product Specific Terms and Conditions for some accounts limit when you can withdraw cash and make payments.

### How we decide whether to make a payment

- 10.2 Unless the Product Specific Terms and Conditions say otherwise, you can withdraw cash and make payments without charge (except international and CHAPS payments where we may charge a fee). There may be a charge for using cash machines that we don't operate.
- 10.3 We'll make a payment from your account if you ask us to unless:
- (a) you don't have enough money in your account;
  - (b) we know that the account details or reference details you give us are incorrect;
  - (c) you are seriously or repeatedly in breach of these conditions;
  - (d) you've not provided any extra identification or information that we've reasonably asked for;
  - (e) the payment exceeds a particular amount;
  - (f) we suspect fraudulent or criminal activity;
  - (g) there has been, or we suspect, a breach of security or misuse of your account, security details or payment device;
  - (h) there is a dispute (which we reasonably believe may be genuine) about the ownership of, or entitlement to, the money in the account; or
  - (i) we reasonably believe that doing so would cause us to breach our legal or regulatory obligations.
- 10.4 If we refuse to make a payment, we'll let you know why as soon as we reasonably can, unless the law or any regulation prevents us doing so. If we aren't able to tell you in advance, we'll contact you as soon as possible afterwards and at the latest by the end of the day on which the payment should have been received.
- 10.5 We can block or suspend your use of a payment device (and related services such as Telephone and Online Banking) if we reasonably believe it's necessary because of:
- (a) suspected fraudulent or criminal use of the payment device; or
  - (b) security concerns, for example if we know or suspect that your payment device and/or security details have been misused.
- 10.6 If we block or suspend the use of a payment device, we'll let you know why as soon as we reasonably can, unless the law or any regulation prevents us doing so or if we believe doing so would compromise reasonable security measures.
- 10.7 If you are using a payment device to withdraw cash, the organisation that owns the cash machine will tell you the withdrawal has been refused.
- 10.8 You can call us as soon as you become aware that a payment has been refused. Where appropriate we'll tell you how to correct any errors that led to our refusal.
- 10.9 Overdrafts are not permitted on any of the savings accounts that the General Terms and Conditions apply to.
- 10.10 If your account does accidentally become overdrawn, you will need to repay the overdrawn balance immediately. We may use some or all of the money in any other account you have with us to reduce or repay the overdrawn balance.

## Cash withdrawals

- 10.11 You can withdraw cash at branches or, if we've given you a payment device, by using a cash machine. There's a daily limit on the amount of cash you can take from a cash machine and/or at a branch. To find out our daily maximum withdrawal limits, please visit our website at [co-operativebank.co.uk](http://co-operativebank.co.uk) or contact us.
- 10.12 If you wish to take out a large sum at a branch, please call us to arrange this. The branch may need prior notice and you may have to bring additional identification with you. For more information, please visit our website at [co-operativebank.co.uk](http://co-operativebank.co.uk) or contact us.
- 10.13 You can only make cash withdrawals in sterling.
- 10.14 If you use your payment device to withdraw cash, we'll take the funds from your account immediately.
- 10.15 We may replace your card with a different type of card available under this agreement. We'll tell you about the card's features when we send the replacement.

## Payments by Co-operative Bank cheque

- 10.16 You can ask us to issue a cheque in your name or to a third party. We can only issue it in sterling. We'll take the money out of your account immediately and it can't be cancelled unless it has been reported lost or stolen or returned to us before being cashed.
- 10.17 If the cheque is for more than £200,000, you must give us at least two Business Days' notice.

## Payments (other than by card or cheque)

- 10.18 You cannot make payments from your account by standing order, Direct Debit or BACS. You can only make electronic transfers if permitted by your account's Product Specific Terms and Conditions. We normally use CHAPS for electronic transfers and we charge a fee for this.
- 10.19 To make a payment from your account in one of the ways set out in the table overleaf, you will need to give us details of the account to which you want to make the payment. This is usually the sort code and account number (or the equivalent information for payments outside the UK). It's your responsibility to check that the details are correct before asking us to make a payment.
- 10.20 The table below shows how long payments take to reach the payee's bank after we've received your request to make the payment and taken the money from your account.



If we don't receive a payment request before the cut-off time on a Business Day, we'll treat your request as received on the next Business Day. The timings set out in the box below will begin then.

Payment type	Cut-off	When the payment will reach the payee
Internal transfer between Britannia accounts	N/A	Immediately. Note: we may need a day's notice to make the transaction.
Internal transfer to a Co-operative Bank/smile account	8pm	No later than the next Business Day. Note: we may need a day's notice to make the transaction.
Electronic transfer	4pm	Usually within two hours, but no later than the next Business Day.
CHAPS	4.30pm	Guaranteed same day.
Payments in other EEA currencies/Swiss francs to another EEA country	3pm	No later than the next Business Day.
Payments outside the EEA or in non-EEA currencies	You can ask us for details of the cut-off times and how long the payment should take to arrive. We cannot control exactly when the foreign bank will receive it.	



If you ask us to make a payment on a future date, we'll make the payment on that date unless it's a non-Business Day, in which case we'll make the payment on the next Business Day.

- 10.21 If a payment you make to an account in the EEA doesn't arrive when it should have (normally the Business Day after we send the payment from your account), you can ask us to contact the receiving bank and to ask them to treat the payment as if it had been made on time.
- 10.22 If you wish to make a payment in a foreign currency, please ask us first. If we can make the payment, we'll first convert the amount into the currency you tell us. We make overseas payments through a bank of our choice. The exchange rates we use are those used by the bank that converts the payment. You can ask us what the exchange rates are - the rate quoted may not be the rate available to you as the exchange rates we use change throughout the day.



- We don't make some types of payment in all currencies. Ask us if you want to know which currencies we can make payments in.
- You will not be able to pay the charges for the recipient for any payment within the EEA.

### **Other payments from your account**

- 10.23 We may be required by law to make payments to a third party (e.g. under a Child Support Agency deduction order) or take other action regarding your account (e.g. freezing funds). If this happens, we'll tell you unless we are prevented, for example if it is forbidden by law or regulation.

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## **11. CANCELLING OR CHANGING PAYMENTS**

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- 11.1 You can ask us to change or cancel a payment that you've asked us to make in the future but not one that you've asked us to make immediately.

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## **12. STATEMENTS**

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- 12.1 To help you keep track of your money, we'll update any passbook whenever it is used. Your account's Product Specific Terms and Conditions say how often we'll send you information on your transactions and whether you can ask for information more regularly.
- 12.2 The information will show the amount in your account, details for you to identify each transaction, the date and amount of the transaction, details of the sender/recipient of a transaction, details of the interest rate, a reference for the transaction and any charges. You'll also be able to get these details through our Telephone or Online Banking services, and your account's Product Specific Terms and Conditions will state where these services are available.
- 12.3 You must check your passbook and information and tell us as soon as possible if there's a payment in or out of your account that you don't recognise.
- 12.4 You can contact us for more information about any transaction on your account.

## **Chapter D - Interest, paying for our services, and additional terms that apply to Individual Savings Accounts (ISAs)**

### **In this chapter, we explain:**

- where to find the interest rate and charges that apply to your account;
- how we work out interest; and
- additional terms that apply if you have an ISA.

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## **13. INTEREST RATES AND CHARGES**

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- 13.1 The Product Specific Terms and Conditions set out any conditions which you must satisfy to be eligible for certain interest rates. If you don't observe the minimum or maximum balance that applies to your account, there can be an impact on your interest rate.



- 13.2 Our charges that apply to savings accounts and related services are set out in the welcome pack for your account. You can also find out our interest rates and charges in branches, by calling us or by visiting our website.
- 13.3 The tax treatment of your account and the interest payable will depend on your individual circumstances and could change in the future.

### How we calculate interest

- 13.4 Unless we tell you otherwise, we'll:
- calculate interest daily on the amount in your account; and
  - pay interest from the day we receive a payment into your account up to the day before you make a withdrawal (if applicable) or close your account.
- 13.5 Your account's Product Specific Terms and Conditions will tell you when your interest is paid.
- 13.6 We'll pay interest without deducting income tax unless stated otherwise in your account's Product Specific Terms and Conditions. If you earn more interest than the amount permitted as tax-free income, you'll have to pay tax on the interest directly to HMRC. If you are not sure whether you'll have to pay income tax, we recommend you seek separate professional advice, or call HMRC or visit their website.

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## 14. ADDITIONAL TERMS FOR ISAs

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### Meaning of terms we've used in this section

- **Annual ISA allowance:** This is the maximum you can pay in to an ISA in any tax year. HMRC sets the annual ISA allowance. To find out what it is, please contact us or check HMRC's website.
- **ISA account opening date:** The date you make the first payment into your ISA.
- **ISA Regulations:** The Individual Savings Account Regulations 1998 (as amended from time to time).
- **Tax year:** A tax year runs from 6 April to 5 April the following year.

- 14.1 If there is any conflict between these conditions and the ISA Regulations, the ISA Regulations take priority.
- 14.2 You can usually only pay into an ISA if you are aged 16 or over and resident in the UK for tax purposes. If you (or your husband, wife or civil partner) are not resident in the UK but one or both of you are serving members of the armed forces or diplomats (or similar), you may also pay into an ISA. If you are not sure whether you qualify to pay into an ISA, you should seek separate professional advice or call HMRC or look on their website.
- 14.3 A cash ISA must be held in an individual's sole name. It must not be held on behalf of anyone except you.
- 14.4 If you close your ISA and do not arrange with another ISA provider to transfer the money in your ISA to them, then any money in your account will lose its tax-free status. If your ISA contained money paid in in the current tax year, you will not be able to open a cash ISA with another ISA provider in the same tax year.
- 14.5 If you cancel your ISA within 14 days of your account-opening date, any interest you have earned in that time will be tax-free. You'll be treated as if you have not paid in to a cash ISA in that tax year, so you'll still be able to open another cash ISA.
- 14.6 Unless we tell you otherwise in your account's Product Specific Terms and Conditions, you can make payments into your account up to the annual ISA allowance for that tax year.
- 14.7 Payments into your ISA only count towards the annual ISA allowance for the tax year in which we receive them. If you don't pay in the full annual ISA allowance in one tax year, you can't make up the difference by paying in more in any other tax year.
- 14.8 If you don't pay into your account at all in a tax year, we'll ask you to make a new application to pay in to an ISA in the following tax year.
- 14.9 Once you have reached the ISA allowance limit for a tax year, you cannot pay more into the account even if you have made withdrawals that tax year. If you try to pay in more than the annual ISA allowance in a tax year, we'll refund the overpayment.

- 14.10 As long as you meet all the necessary requirements, interest will be tax-free. If you die, any interest earned becomes subject to tax from the date of death. We'll pay any interest in line with the ISA Regulations and any other requirements.
- 14.11 You can make withdrawals from your ISA subject to any conditions on partial withdrawals in the Product Specific Terms and Conditions. Please note if you withdraw money from your ISA and then pay into your ISA to replace the money you withdrew, that new payment will count separately towards your annual ISA allowance.
- 14.12 If you want to transfer to another eligible ISA provider, you should speak to your chosen new provider to start the transfer process. You can choose the date funds are withdrawn or transferred as long as you give us enough notice to make the withdrawal or transfer (no longer than 30 days or any other period the ISA Regulations state). If we receive a request from another ISA provider to transfer money to your new ISA, we'll send that money to them within five Business Days of us receiving that request.
- 14.13 If the amount being transferred out includes the current tax year's annual ISA allowance, you must transfer the whole amount you have deposited into your ISA with us for the current tax year.
- 14.14 Unless we tell you otherwise in the conditions below, you can ask us to transfer money into your ISA from a cash ISA (but not any other type of ISA) with another ISA provider. We'll arrange for the funds to be transferred directly to us in line with your instructions and the ISA Regulations. Any money transferred from your ISA to another ISA provider that is from previous tax years will not count towards your annual ISA allowance.
- The transfer process will begin on the date we receive your transfer request form or, if later, the date you ask us to begin the transfer process. Within five Business Days, we'll send your request to your existing ISA provider with confirmation that we'll accept the ISA transfer.
  - We'll pay the money we receive from your existing ISA provider into your account within three Business Days of receiving it. This assumes we've also received the information specified by the ISA Regulations.
  - We'll start paying interest on the amount you transfer in from the date we receive the money, the date of the cheque from the existing ISA provider or the 16th Business Day after the transfer process began, whichever is earliest.
- 14.15 ISA investments must be in your beneficial ownership. You must not use them to secure your obligations under a loan.
- 14.16 We'll tell you if an ISA has, or will, become void because of a failure to satisfy the ISA Regulations.
- 14.17 We'll check that anyone to whom we delegate any of our functions or responsibilities under the terms agreed with you is competent to carry out those functions and activities.
- 14.18 We must provide information on ISA holders to HMRC.
- 14.19 If you are made bankrupt, the beneficial interest in any account passes to the trustee in bankruptcy and we must close your ISA. In these circumstances we'll transfer the money in the ISA to a non-ISA instant access account and write to you with details of the new account.

## Chapter E - Changing these terms and ending this agreement

### In this chapter, we explain:

- how and when we can make changes to your agreement, including these terms, the interest rates, charges and any other terms set out in the Product Specific Terms and Conditions for your account and any additional term;
- how we'll tell you about any changes we're making, and what you can do if you don't agree with them;
- how you or we can end this agreement; and
- what happens to account services and benefits if your account is closed.

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## 15. CHANGES

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### When we can make changes

15.1 We can:

- (a) increase or decrease interest rates and charges, and make changes to interest tiers (where applicable) to take account of an actual or reasonably expected change in the interest rates we have to pay, for example as a result of a change to the Bank of England Base Rate; or
- (b) increase or decrease our interest rates and charges and make changes to interest tiers (where applicable), and change any other terms or conditions to reflect an actual or reasonably expected change in:
  - (i) our underlying costs; or
  - (ii) law or regulation, codes of practice or industry guidance that applies to us, a ruling of a court, ombudsman or similar body or an undertaking given to a regulator; or
  - (iii) our way of doing business, including the introduction of new technology; or
- (c) make a change that is for your benefit – for example, we might make these conditions fairer or easier to understand, correct mistakes or reflect changes in technology; or
- (d) make changes to our interest rates, charges or any other terms to reflect any other actual or reasonably expected change that affects us if it is reasonable for us to pass on the impact of the change to you; or
- (e) if your account is no longer available, convert it to another of our accounts that we consider appropriate.

15.2 Any change we make will be reasonably proportionate to the impact of the underlying change on us. We won't make changes to cover the same cost twice.

15.3 If your account's Product Specific Terms and Conditions say that interest rates payable on your account are fixed, we won't make any changes to those interest rates.

15.4 For accounts with a variable interest rate we may also make changes to our interest rates, charges or any other terms without a particular reason (for example, as this type of agreement could last a long time, we may need to make interest-rate changes). But, if we do this, we'll always explain how a change will affect you. You'll be able to end this agreement without extra cost or losing any interest due up to the date of switching or closing if you don't want to accept the change.

15.5 If there are any changes to the ISA Regulations that require us to make changes to your account, we'll apply them to your account as soon as they come into force.

15.6 We can change the standard exchange rates we use at any time.

### How we can make changes

15.7 If we increase the interest rate we pay you, then:

- (a) the higher rate will apply immediately; and
- (b) within the next 30 days we'll tell you about the change on our website, by branch notices, national press adverts, statement messages or inserts or by writing to you (this can include email) or by any combination of these methods.

15.8 We'll give you at least two months' notice before we make any other changes.

15.9 The change will apply to your account automatically at the end of the notice period. However, if you don't want to agree to the change, you can switch your account or close it at any time until the change takes effect without paying any extra charges due or losing any interest up to the date of switching or closing. If you don't switch or close your account, we'll assume you have accepted the change.

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## 16. ENDING SERVICES AND CLOSING YOUR ACCOUNT

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### Closing your account by giving notice

16.1 This agreement does not have a fixed or minimum duration but your account's Product Specific Terms and Conditions may say that some terms apply for a fixed or minimum period.

16.2 You can end this agreement and close your account at any time by telling us. However, any notice period, charge, or maturity date set out in your account's Product Specific Terms and Conditions may still apply.

- 16.3 We may end this agreement, close your account and stop all account services (including any payment devices, Telephone and Online Banking services), at any time by giving you at least two months' notice. For example, we may do this if:
- (a) you're no longer eligible for an account or service; or
  - (b) your account's Product Specific Terms and Conditions say you must hold a minimum amount in that account and your account balance falls below that amount.
- 16.4 Any services linked to your account will stop on the date we close your account, unless we tell you they'll end earlier.

#### **Immediate closure of your account**

- 16.5 We may end this agreement and close your account immediately, without notice, and stop all account services if we reasonably decide that:
- (a) you are seriously or repeatedly in breach of your agreement;
  - (b) you have failed to fund your account in accordance with your Product Specific Terms and Conditions;
  - (c) you or any other authorised signatory or joint account holder are made bankrupt or enter into an Individual Voluntary Arrangement after you open an account; or
  - (d) you or any other authorised signatory or joint account holder on the account:
    - (i) have carried out or tried to carry out fraudulent or illegal activity on the account or any other service we operate, or we have reason to think you or they may do so in the future;
    - (ii) have caused or may cause us to breach any law, regulation, code of practice or other duty that applies to us as a bank;
    - (iii) have behaved improperly towards us or anyone providing services to us (for example, threatening, abusing or harassing a member of staff);
    - (iv) have given false or materially incomplete information when applying to open the account or to use any service, or at any time; or
    - (v) have allowed a person who is not an authorised signatory to use the account or any other service we provide.

#### **What happens when you or we close your account?**

- 16.6 Unless we close your account because of fraud or illegal activity, when you or we close your account we'll pay you any money in your account with any interest we owe less any fees, charges or other amounts you owe us. Until you pay us, the terms of this agreement will continue to apply.
- 16.7 Any payment devices or passbooks we have given you belong to us. We will ask you to destroy the payment device(s) and will cancel the payment device(s) on our system when this agreement ends.
- 16.8 You must ensure you cancel any standing order or Direct Debit payments made to your account.
- 16.9 If your account is switched to another account with us and there is a trustee arrangement on your existing account that trustee arrangement will continue to apply to the new account (including any new or replacement trustees appointed under that arrangement from time to time).

#### **Death of an account holder**

- 16.10 We may require a death certificate, grant of probate or letters of administration before releasing any money in the account to the executors or personal representatives of any customer who has died.

#### **What happens if you stop using your account?**

- 16.11 If you don't make any withdrawals from the account for three years, we may, unless you have a fixed-term account, treat your account as inactive. This means you'll still receive statements and letters about your account, but we'll ask you for identification information to meet our standard security requirements when you next try to make a withdrawal from the account.

## Chapter F – What happens if something goes wrong?

### In this chapter, we explain:

- when we won't be liable to you for losses you suffer;
- how we can use money we hold in other accounts you have with us to reduce amounts you owe us (known as our right of set-off); and
- what to do if you have a complaint.

### 17. LIABILITY FOR LOSSES

- 17.1 We won't be responsible for any losses you may suffer if we cannot perform our obligations under this agreement as a result of:
- (a) any legal or regulatory requirements; or
  - (b) abnormal or unforeseeable circumstances which are outside our (or our agents' and/or subcontractors') control – such as industrial action or mechanical failure – and which we could not have avoided despite all reasonable efforts to the contrary.

### 18. SET-OFF

- 18.1 If you have money in one of your accounts we may set it off against any amount you owe us which is due for payment, so that it reduces or repays that amount. We'll do this if we think it is reasonable, taking into account your circumstances. We'll ensure you still have enough money to meet essential living expenses. We'll also take note of any regulatory requirements.



- 'we' and 'us', for these purposes, includes our smile, Britannia and Co-operative Bank brands.
- Amounts owed to us and due for payment include, for example, amounts owed under a loan, credit card, mortgage or overdraft.

- 18.2 We can use our set-off right if you have accounts that are only in your name as well as joint accounts you hold with another person (X), as shown below:

Money in account for:	Set-off against money owed by:
You only	You
You only	You and X
You and X	You and X
You and X	X
You and X	You

- 18.3 We can use money in your account even if there is a court decision against you or you are fined (including interest arising after the date of the final decision or fine), unless the court instructs us otherwise or we are otherwise prevented by law.
- 18.4 Occasionally we receive legal instructions or notices to hold a customer's money for someone else, or to pay it to someone else. If this happens, the money we hold for the other person will be what is left after we have used our right of set-off, including any interest arising after the legal instruction or notice (unless we decide otherwise or we are prevented by law or regulation).
- 18.5 To let you know the date and details of the action we'll take, we'll write to you 14 days before we make any set-off between your accounts.
- 18.6 If we use money from an interest-bearing account, we'll apply interest to the money in that account until the set-off date. After the set-off date, interest will only be payable on any credit balance remaining in your accounts. We won't use balances on any ISAs, children's savings or fixed-term deposit accounts before maturity to set off amounts you owe.

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## 19. COMPLAINTS

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- 19.1 If you have a complaint, please contact us using the details at the front of this document.
- 19.2 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 0300 123 9123\* 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.
- 19.3 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/>

### Chapter 6 – Other important information

**In this chapter we explain other important information about this agreement, including:**

- your right to withdraw from this agreement within the first 14 days;
- important tax information;
- what happens if your account becomes dormant; and
- some recommended security precautions.

#### Use of your data

You explicitly consent to us accessing, processing, and retaining any information you provide to us, for the purposes of providing payment services to you. This does not affect any rights and obligations you or we have under data protection legislation. You may withdraw this consent by closing your account. If you do this, we'll stop using your data for this purpose, but may continue to process your data for other purposes.

#### Depositor protection

We are covered by the Financial Services Compensation Scheme (FSCS), which would pay compensation to eligible depositors if the bank became insolvent. Further information can be found on the FSCS website.

#### Communication

As required by law, any terms and conditions of your account and all information, statements and notifications will be in English. We'll communicate with you only in English.

#### Copy of the agreement

If you ask us at any time during the life of this agreement, we'll provide you with a copy of this document, your account's Product Specific Terms and Conditions and any additional terms.

#### Tax

You may be responsible for taxes or costs that are not paid by or via us, e.g. income tax.

#### Telling us of changes

You must tell us within 30 days of any change to the information that you gave us about your tax residence and whether you are a US citizen. You may have given us this information when you opened your account or when we wrote to you about this.

#### Cancellation

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.

### **Dormant balances**

We participate in the unclaimed assets scheme established under the Dormant Bank and Building Society Accounts Act 2008. This enables money in dormant accounts (i.e. accounts that have been inactive for 15 years or more) to be distributed for the community's benefit while still allowing customers to reclaim their money.

Under the scheme, we may transfer balances of dormant accounts to Reclaim Fund Ltd (RFL), a not-for-profit reclaim fund authorised and regulated by the Financial Conduct Authority.

If we transfer the balance of your account to RFL, you remain the owner of the funds and can reclaim your balance at any time on providing satisfactory proof of ownership. You should continue to contact us (not RFL) in the usual way if you have any queries or complaints about dormant accounts or balances.

Both we and RFL participate in the FSCS. Any transfer by us to RFL of your balance won't adversely affect any entitlement you have to compensation from the FSCS.

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## Keeping your account secure

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Our terms and conditions require you to take reasonable security precautions to keep your account, passbook, payment device and security details safe. Reasonable security precautions can include:

- signing your cash card as soon as you are able once you receive it;
- keeping your payment device separate from your PIN;
- keeping your passbook, payment device and security details safe;
- not disclosing your payment device or security details except when using your payment device or making payments or registering or resetting your security details to use Online or Telephone Services;
- destroying the PIN advice slip safely e.g. by shredding;
- not allowing anyone (except you and a joint account holder) to use any passbook;
- not allowing anyone (including a joint account holder) to use your payment device or security details;
- never telling anyone or writing down your security details in a way that could be understood by someone else;
- not choosing a PIN or security details that may be easy to guess, such as your date of birth;
- taking care when using your payment device and security details so they are not seen or heard by anyone else;
- keeping receipts and statements safe and destroying them safely, e.g. by shredding;
- complying with all reasonable instructions we issue regarding keeping your passbook, payment device and security details safe;
- following additional guidance we give you in the Internet Banking Terms and Conditions if you operate your account online using Online servicing and Online managed services; and
- telling us as soon as possible of a change of name, address or other contact details so that correspondence or replacement cards do not fall into the wrong hands.

### Additional security precautions for Online Banking

When you are using Online Banking, we recommend that as well as the above steps, you:

- buy and keep updated anti-virus, firewall and any other security software;
- download Trusteer Rapport security software from our website;
- don't access your account from a computer in a public place;
- take care when logging out - for example we recommend that you log off securely by using the exit link on screen and, if you are disconnected during an Online Banking session, that you log back in and then log off correctly;
- don't open emails from unknown sources; and
- don't send any account details to us unless the message is encrypted.

**Please call 0800 132 304\* 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 may be monitored or recorded for security and training purposes.