

# Offset Savings Summary of Changes & Important Information

	Britannia Savings Mortgage account Existing account to be closed	Co-operative Bank Offset Saver account New account your funds will be transferred to
Statements	<ul style="list-style-type: none"> <li>• Statements are issued every 25 transactions or every three months, whichever comes first.</li> </ul>	<ul style="list-style-type: none"> <li>• Statements are issued monthly if a withdrawal is made or annually, if no withdrawal is made</li> <li>• Option to go paperless if registered for Online</li> </ul>
Other Information Ways to access and manage your account	<ul style="list-style-type: none"> <li>• Branc</li> <li>• Telephon</li> <li>• Pos</li> </ul>	<ul style="list-style-type: none"> <li>• Branc</li> <li>• Telephone (you will need to re-register)</li> <li>• Pos</li> <li>• Online Banking and Mobile Banking (you will need to register)</li> <li>• Open Banking (Third Party Provider services)</li> </ul>

## What will happen next?

- We will transfer your Britannia account to your new Co-operative Bank Offset Saver account and close your Britannia account. Your balance will be transferred to your new account and you will be sent your new sort code and account number.
- We will send you a final summary of the transactions on your Britannia Savings Mortgage account, once it has been closed.
- For joint account holders, your new Co-operative Bank Offset Saver will be opened in joint names. Please note, this means that either account holder can withdraw money from, and make changes to the account.
- Your account will be open when you receive your new account number and sort code.
- You will continue to have full access to your money throughout this process. If you need to access your money before you receive your new account details, then please contact us.

## What you need to do once you receive your new savings account details?

- If you have any payments due to be made into your Britannia Savings Mortgage account, you'll need to provide any person, company or any other Bank or Building Society paying into your account, with your new Co-operative Bank Offset Saver account details.

The 'General Terms and Conditions for your Co-operative Bank savings account' will apply in place of the 'General Terms and Conditions for your Britannia savings account'. These are the terms that apply to all our Co-operative Bank savings accounts and reflect the improvements to the ways you can manage your savings with us. To view The Co-operative Bank General Terms & Conditions and all frequently asked questions search 'Britannia Simplifying Savings' in your web browser.

**Please call 08000 288 288<sup>†</sup> if you would like to receive this information in an alternative format such as large print, audio or Braille. Lines are open 8am to 5.30pm Monday to Friday.**

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>Calls to 0800 and 0808 numbers are free from landlines and mobiles. Charges for calls made outside of the UK will be determined by your local provider.

Calls may be monitored or recorded for security and training purposes.

Line opening hours subject to change.

Information correct as at 04/2024.



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