The co-operative bank

The Co-operative Bank's business, including 'smile' is expected to become part of Coventry Building Society. This will happen on 1 January 2027 if the Court approves the proposed transfer.

These frequently asked questions (FAQs) offer answers to many questions you may have about the proposed transfer.

There is more information in our customer booklet which you can find here {LINK}

If you have any further questions after you have read these FAQs and the customer booklet, please contact us on 0800 028 4321. Lines are open Monday to Friday between 9am to 6pm.

Please be aware of fraudsters who will often use times of change to try and steal personal details. They may try and trick you into sending them money by pretending to be your bank or building society.

We will never contact you to ask you to transfer money, or for your account details. If you're contacted and asked to do this, it will be a scam.

1.	**What's happening?**	On 1 January 2025, Coventry Building Society (the **Society**) purchased The Co-operative Bank (the **Bank**). We're working on the next steps to move the Bank's business to become part of the Society. This is expected to happen on 1 January 2027, if the Court approves the proposed transfer. If approved, the proposed transfer will legally move your account(s) from the Bank, including smile, to the Society. There will be no immediate change to your day-to-day banking. A Court hearing will take place to decide whether to approve the proposed transfer. This is due to take place on 2 December 2026, although this date may change. If it does, we'll update our website www.co-operativebank.co.uk/coventry-transfer/ If the Court approves the proposed transfer, your account(s) will transfer to the Society. We expect this to take place on 1 January 2027, although this date may change. If it does, we'll update our website at www.co-operativebank.co.uk/coventry-transfer/ The proposed transfer won't change your day-to-day banking and you can continue to manage your account(s) in the same way as you do today. Please read the information we have sent to you and our customer booklet explaining the proposed transfer. You can find this on our website www.co-operativebank.co.uk/coventry-transfer/ You will find information on how to object if you have any concerns. **If you're happy with the proposed transfer, you don't need to do anything. Please be aware that some of your money may no longer be covered by the FSCS in the way that it was before the proposed transfer. If this happens, we'll contact you and explain how you can withdraw money if you feel you have been disadvantaged.**
2.	**Why is the Bank's business transferring to the Society?**	On 1 January 2025, the Society purchased the Bank. Since then, the Bank has continued to operate as a separate legal entity. Both our organisations have strong histories built on ethics and values. The Scheme represents the next phase of integration between the Society and the Bank and is intended to support delivery of the Group's strategic objectives.
3.	**Do I need to do anything ?**	**If you're happy with the information we have provided, you don't need to do anything**. If you have any questions please contact us on 0800 028 4321*. Lines are open Monday to Friday between 9am and 6pm. **Please note that some of your money may no longer be covered by the FSCS in the way that it was before the proposed transfer. If that happens, we'll contact you and explain how you can withdraw money if you feel you have been disadvantaged.**

4.	**What is a Banking Business Transfer Scheme and what does it mean?**	A Banking Business Transfer Scheme is a legal process that allows a bank to move all or part of its business to another bank or building society. This includes the account(s) with its customers – for example savings and current accounts, loans, credit cards and mortgages. It also includes its services, property and assets. The legal framework for a Banking Business Transfer Scheme is set out in law in Part VII of the Financial Services and Markets Act 2000.
5.	**Who decides if the proposed transfer can go ahead?**	Before the proposed transfer can happen, the Court must first approve it. A Court hearing will take place in London to decide if the proposed transfer can go ahead. This is due to take place on 2 December 2026. This date may change. If it does, we'll update our website. If the Court approves the proposed transfer, your account(s) will transfer to the Society. We expect this to take place on 1 January 2027. This date may also change. If it does, we'll update our website. Our website can be found here www.co-operativebank.co.uk/coventry-transfer/
6.	**When is the Court hearing?**	The Court hearing is due to take place in London on 2 December 2026. This date may change. If it does, we'll update our website www.co-operativebank.co.uk/coventry-transfer/
7.	**When is the proposed transfer expected to happen?**	If the Court approves the proposed transfer, we expect it to take place on 1 January 2027. This date may also change. If it does, we'll update our website www.co-operativebank.co.uk/coventry-transfer/ If the Court doesn't approve the proposed transfer, it will not go ahead. Nothing will change and we'll continue to operate as we do today.
8.	**What will happen to my account(s) if the proposed transfer happens?** **What will change?** **What won't change?**	If approved, the proposed transfer will legally move your account(s) from the Bank to the Society. There will be no immediate change to your day-to-day banking. It won't move any account(s) you already have with the Society. **What won't change** • The Society will still use The Co-operative Bank and smile as trading names. This means you'll see the same Bank and smile branding and logos on communications we send you, such as letters, statements and emails. The organisation responsible for providing your account(s) will change to the Society if the proposed transfer is approved. • Your sort codes and account numbers will stay the same. Your PIN and debit or credit card will stay the same. • Your account features won't change. • Any Direct Debits and standing orders you've set up will stay the same. • You won't need to make any changes to the way you access your money or make your payments.

- If you have any repayment arrangements set up, for example in relation to a mortgage, credit card or personal loan, they'll continue as they are.
- You'll need to continue to make your payments on any lending arrangements you have including any mortgage, credit card or personal loan you have with us.
- You'll still be able to use the same details when logging in to personal or business online banking or our mobile app.
- The Bank and smile web address(es) will stay the same. So will our contact details.
- We will align the Bank's mortgage Standard Variable Rate with the Society's mortgage Standard Variable Rate before the Effective Date and will contact you to give you more information nearer the time.
- There will be no immediate changes to other interest rates as a direct result of the proposed transfer. However, we will continue to review the interest rates for our accounts and may make changes for the reasons set out in our terms and conditions. There will be no change to the fees and charges that apply to your account(s) as a direct result of the transfer.
- There will be no changes to packaged bank account or Credit Card Plus insurance benefits. Your insurance policies will continue to be provided by the current third-party insurers, and there will be no changes to how you manage your policy or contact the insurer.
- If you have International SOS emergency cover for your credit card, there will be no changes. Your insurance policy will continue to be provided by the current third-party insurer, and there will be no changes to how you manage your policy or contact the insurer.

What will change

- The Society will become your account(s) provider and you will become a customer of the Society.
- Your terms and conditions will be updated to reflect the Society being your account(s) provider.
- The Society will become responsible for looking after your data.
- You will start to see the Society's name on the bottom of letters, emails or documents we send you.
- You may become a member of the Society depending on the accounts you hold, your personal circumstances and status.
- Your eligible deposits will only be covered by the Society's coverage under the Financial Services Compensation Scheme (FSCS). This means your protection will be limited to a total of £120,000.
- If you have an ISA, the Society will become your ISA manager.

After the proposed transfer, we may make some changes to our Terms, processes or IT systems. This will happen gradually. We'll always keep you up to date with any changes that may affect you.

9.	**Will my sort code or account number change?**	No. There will be no change to your sort code or account number.
10.	**Will my PIN and debit/credit card change?**	No. There will be no change to your PIN or debit/credit card.
11.	**Will my account features change?**	No. There will be no change to any of your account features or benefits as a result of the proposed transfer. If you have a packaged bank account or Credit Card Plus, there will be no changes to your insurance benefits. Your insurance policies will continue to be provided by the current third-party insurers, and there will be no changes to how you manage your policy or contact the insurer. If you have International SOS emergency cover for your credit card, there will be no changes. Your insurance policy will continue to be provided by the current third-party insurer, and there will be no changes to how you manage your policy or contact the insurer.
12.	**Will my Direct Debits and standing orders change?**	No. There will be no change to your existing Direct Debits and standing orders. They will stay as they are. Remember! We'll never ask you to change Direct Debits or standing orders or ask you for security details over the phone or by email. Please be aware of fraudsters who will often use times of change to try and steal personal details. Fraudsters will try and trick you into sending them money by pretending to be your bank or building society. If someone does, it's a scam. Stop all contact and call us right away. **If you're suspicious, stop all contact and report it. Stop, Hang Up, and dial 159**. Please call us on 0800 028 4321*. Lines are open Monday to Friday between 9am and 6pm.
13.	**Will any payment arrangements I have change?**	No. If you have any repayment arrangements set up, for example in relation to a mortgage, credit card or personal loan, they'll continue as they are. All repayment arrangements linked to other account(s) will remain the same. It is important that you continue to make your payments on your mortgage, credit card or personal loan before and after the proposed transfer.

14.	**Will my interest rate change?**	There will be no immediate changes to interest rates as a direct result of the proposed transfer. We will continue to manage interest rates on a day-to-day basis in response to the demand for our accounts and external factors such as market and competitor changes. We'll let you know when any rate change happens and give you the right amount of notice and explain what it means for you. We will align the Bank's mortgage Standard Variable Rates with the Society's mortgage Standard Variable Rate before the Effective Date and will contact you, if this impacts you, to give you more information nearer the time.
15.	**What will happen to my ISA if the proposed transfer happens?**	If the proposed transfer is approved, the Society will become the ISA manager for all ISAs from the Bank, including smile. This won't change anything about your ISA – all its features and how you manage it will stay the same. Please be aware that penalties for withdrawals or transfers out may apply in line with your existing account terms and conditions. Please note that withdrawing funds outside of the formal ISA transfer process would result in the loss of tax free status. If you have an ISA with the Bank, or smile, and the Society, the accounts will remain separate if the proposed transfer takes effect. You can continue to pay money into these accounts, as long as you stay within your overall annual ISA allowance. If the proposed transfer takes place and you don't want the Society to become your ISA manager, you can move your ISA(s) to another provider. This is known as an ISA transfer. It makes sure that the money in your ISA(s) stays tax-free. If you want to transfer your ISA to a new provider, please check with us that you are able to do so without incurring a penalty. This may apply to customers holding a Fixed Rate ISA or some other Cash ISAs. Then you'll need to contact the new provider to arrange the transfer on your behalf. The new provider would then contact us, and we'd transfer your ISA(s) to them. Please note that if you are transferring your ISA to another provider as a result of your FSCS protection being reduced following the proposed transfer, there will be a penalty free window that this can be completed in. Please see section: FSCS protection limits for further details. We'll contact you nearer the time if you're impacted. Remember, if you withdraw directly from your ISA(s), or if you close the account(s), the money you withdraw will no longer benefit from it being tax-free. The only way to move the money in your ISA(s) to another provider and keep it tax-free is to do an ISA transfer.

16.	**What will happen to my data if the proposed transfer happens?**	If the Court approves the proposed transfer, all your personal data will transfer to the Society on the 1 January 2027. The Society will then become the data controller for all the accounts and services being transferred. Even where they continue to be provided using 'The Co-operative Bank' and 'smile' as trading names. This means the Society is responsible for making sure your data is managed safely and in accordance with the data protection laws and regulations. Your data protection rights under UK law will not change. You can continue to update your personal details and exercise your rights using the same contact channels you use today. Any marketing preferences you have provided to the Bank will continue to apply to accounts and services marketed using The Co-operative Bank and smile trading names. Should any processes for exercising your data protection rights change as the businesses come together, these will be fully detailed in the Society's Privacy Notice. There won't be any immediate changes to how your information is used, stored, or protected. As the Society brings the two businesses together over time, some systems or processes may change. Your data will always be handled securely and in line with UK data protection legislation. We remain committed to protecting your information and ensuring it is always managed responsibly. We will keep our privacy information up to date, so you always know how the Society uses your information and the rights you have. You can find the current Privacy Notices here: • The Co-operative Bank Privacy Notice: www.co-operativebank.co.uk • Coventry Building Society Privacy Notice: www.coventrybuildingsociety.co.uk If you already have an existing account with the Society, you will have already selected your marketing preferences with them. They won't make any changes as a result of the proposed transfer. If you want to change the permissions you've given to the Bank, you can do so in our app, by visiting a branch or by giving us a call. As part of the proposed transfer, the Society will publish an updated Privacy Notice reflecting its new role as the data controller.
17.	**What will happen to FSCS protection limits if the proposed transfer happens?**	The FSCS is the UK's deposit guarantee scheme. It protects up to £120,000 per eligible person, per bank or building society should they fail. Joint accounts benefit from FSCS protection up to the same limit of £120,000 per person, so a two-person joint account is protected up to £240,000. Your money will still be protected by the FSCS if the proposed transfer is approved. But, as any deposits you hold in accounts with the Bank and smile brands will be held by the Society after the proposed transfer, you will have a single FSCS protection limit of £120,000 which will apply to your eligible deposits with Bank, smile and the Society.

If you only have and keep account(s) with the Bank, you'll still have £120,000 of protection for those accounts after the proposed transfer. But it's worth noting, if you already have an account or open one with the Society in the future, your protection will stay at £120,000 in total for your account(s).

Here's an example of what this means:

Before the proposed transfer	Separate protection applies for your deposits. This means you can have up to £120,000 with both the Bank (including any smile accounts) and £120,000 with the Society.
After the proposed transfer	The protection covers your total combined deposits with both the Bank (including any smile accounts) and the Society.

Here's an example:

So, let's say you had £80,000 of deposits with the Bank (or smile) and £60,000 with the Society, together that would equal £140,000. Before the proposed transfer the full amount of the deposit balances would be covered by FSCS. If the proposed transfer is approved, the extra £20,000 above £120,000 would not be covered by the FSCS.

For joint accounts, the balance is split equally between account holders, so 50% of the balance counts towards each account holder's £120,000 limit. Let's say, you have a joint account with one other account holder with £90,000 in it, you and the other account holder will each have £45,000 protected. Any accounts in your sole name would also be accounted for when calculating your entitlement to the £120,000 deposit limit.

Moving your money due to the changes in your FSCS protection

If you hold eligible deposits with both organisations and the proposed transfer is approved:

- Some of your money may no longer be covered by the FSCS in the way that it was before the proposed transfer.
- If that happens, we'll contact you and explain how you can withdraw money, if you feel you have been disadvantaged.
- We'll allow you to withdraw some money without notice, penalty or charges (known as 'penalty free' withdrawals). This is so that you do not lose any FSCS protection you currently have on your deposits because of the proposed transfer. This will be for a limited period of three months, following court approval of the transfer. We'll write to you with more information nearer the time if you're impacted by this.

		You'll be able to withdraw enough money so that you do not have money above the FSCS limit for all your accounts combined across both the Bank and the Society, after the proposed transfer. • If you have limited access, notice, or fixed-term accounts with the Bank or the Society, you'll be able to withdraw money penalty-free for three months starting the day after the Court approves the Scheme. The penalty-free withdrawal period will run from 3 December 2026 until 2 March 2027. • For these types of accounts, the amount you can withdraw penalty-free will be limited to the total amount of your deposits with both the Bank and Society which are above the £120,000 FSCS limit. We call this your penalty free withdrawal amount. You will not be able to withdraw this amount without notice, penalty or charges outside of the penalty free withdrawal period. • To make a penalty-free withdrawal, contact us between 3 December 2026 and 2 March 2027. We'll contact you closer to the time if this applies to you. • If you have an instant access account (such as a current account or instant access savings account), you can withdraw money at any time, without penalty and without giving us notice. There's no restriction or limit on how much you can withdraw from this type of account. If, as a consequence of moving your money to reduce your combined balance for FSCS reasons within the three month period to 2 March 2027, you can't match the interest rate you are currently being paid on your fixed term savings for the remaining term, you may be entitled to a payment to compensate you for any loss of interest. If you think you are in this position, please contact us on 0800 028 4321*, lines are open Monday to Friday 9am to 6pm. You can find out more information at fscs.org.uk. Please be aware of fraudsters who will often use times of change to try and steal personal details. They may try and trick you into sending them money by pretending to be your bank or building society **We will never contact you to ask you to transfer money, or for your account details. If you're contacted and asked to do this, it will be a scam.**
18.	**Will the proposed transfer impact the Bank's branches?**	No. However, if we ever have any plans to change our branches, we'll give you plenty of notice.
19.	**Will I be able to use the Society's branches to manage my Bank account(s)?**	We do have a few branches throughout the UK that offer both services for the Society and the Bank. You can find out more by visiting the Branch Finder on the Bank's website at www.co-operativebank.co.uk/coventry-transfer/ and the Society's website www.coventrybuildingsociety.co.uk

20.	**Can I see a copy of the transfer document that was submitted to the Court?**	Yes. You can get a copy of the Scheme Document, together with other important information including a summary of the scheme and a copy of the formal notice of the transfer, at; www.co-operativebank.co.uk/coventry-transfer/ If you'd like us to send you a copy of the summary, please get in touch. If you prefer, you can contact us by; • **Completing the online form** You can submit your objections or questions by visiting www.co-operativebank.co.uk/coventry-transfer/ • **Calling us** Please call us on 0800 028 4321*. Lines are open Monday to Friday between 9am and 6pm. • **Write to us at**: The Co-operative Bank, 1 Balloon Street, Manchester, M4 4BE *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 network provider. Calls may be monitored or recorded for security and training purposes.
21.	**What do I do if I want to raise a concern or object to the proposed transfer?**	The Court must approve the proposed transfer before it can take place. If you feel the proposed transfer would have a negative impact on you or your account(s), you have a right to object and present this to us or the Court directly. **Sharing your objections with us** If you would like to object directly to us, please get in touch by using the details below: • **Complete the online form** You can submit your objections or questions by visiting www.co-operativebank.co.uk/coventry-transfer/ • **Call us** Please call us on 0800 028 4321. Lines are open Monday to Friday between 9am and 6pm. The team will register your objections or answer any questions you may have. • **Write to us at**: The Co-operative Bank, 1 Balloon Street, Manchester, M4 4BE If you object, please make sure you outline why you think the proposed transfer will impact you. We'll seek to acknowledge all objections and send a copy of your objection to the Court and a summary to the following UK financial regulators ahead of the hearing on 2 December 2026: • Prudential Regulation Authority • Financial Conduct Authority **Sharing your objections with the Court** If you want to object directly to the Court, you can do so in person by going to the hearing or sending a legal representative to speak on your

		behalf (this would be at your own cost). The Court hearing is due to take place on 2nd December 2026 at the Rolls Building, Fetter Lane, London EC4A 1NL. If you're planning to object, either by sharing your objections directly with us or with the Court as outlined above, it would be helpful if you could let us know before 25 November 2026. This will mean that we can let you know of any changes to the date of the hearing and any details you might need to go to the hearing. We'll also try to address any of the concerns you've raised before the hearing. Please note, you won't be able to object after the Court hearing on 2 December 2026. You can find out more about this in the **'Sending us your concerns or objections'** section of our customer booklet.
22.	**What do I do if I don't want my account to transfer to the Society?**	If the proposed transfer is approved and you do not want your account(s) to transfer to the Society then you may consider closing your account(s). Depending on the product you hold, some restrictions or penalties could apply. You can find more detail in the customer booklet or you can talk to us on **0800 028 4321***. Lines are open from 9am to 6pm Monday to Friday. Any such closures would be subject to any restrictions within our Terms and Conditions. Just remember, you'll need to pay back any money you've borrowed from us together with interest and fees payable.
23.	**Who is Coventry Building Society?**	The Society was founded in 1884 by local businessman, Thomas Mason Daffern. He created a mutually beneficial relationship between savers and borrowers to help the people of Coventry buy their own homes. As a mutual, the Society is owned by its members. And because it doesn't have shareholders, everything it does is based on the best interests of its members. You can find out more about what it does and its commitment to savers, borrowers, communities and the environment on its website https://www.coventrybuildingsociety.co.uk/member/why-choose-us.html
24.	**Will I become a member of the Society?**	**Who are the members?** As a mutual organisation, the Society does not have external shareholders as companies do. Instead, it has members. The Society is owned by, and run for the benefit of, its members. The Society's members broadly consist of its saving and borrowing customers. **What do members do?** Members perform a similar role to company shareholders in that, for example, they are entitled (subject to certain criteria) to attend general meetings. They can vote on items of business (including on the election or re-election of the Society's directors).

Joint account member terms

Where an account is held in joint names, these rights only apply to the member who is the first named on the account. All members are entitled to receive copies of certain documents, including the Annual Report and Accounts.

All members are subject to the Society's Rules, a copy of which is available at www.coventrybuildingsociety.co.uk

Already a Society member?

If you are already a member of the Society when the proposed transfer takes place, this will not change. However, your savings account, current account and/or mortgage account with the Bank may also qualify as an additional membership account, depending on the type of account you have and your personal circumstances and status.

Not yet a member?

If you're not already a member of the Society and the proposed transfer takes place, you may automatically become a member, again depending on the type of account(s) you have with the Bank when the proposed transfer happens, as well as your personal circumstances and status. If you do become a member, you won't be able to vote at the Society's Annual General Meeting in 2027 but may be able to do so from 2028 onwards providing you meet the eligibility requirements that can be found in the Society's Rules.

We'll be in touch with more information about being a member if the proposed transfer is approved, but you can find out more on membership in the **"Coventry Building Society membership"** section of our customer booklet. This also includes information on the Society's Charitable Assignment Scheme which may also apply to you if you are eligible for membership.

25.	**I am a customer of The Co-operative Bank and Coventry Building Society.** **After the proposed transfer, will the Society be able to do anything with my account that the Bank couldn't do before?**	The Society will become the provider of your account(s) and will have the same rights the Bank does today. The Society will make sure you don't end up in a worse position because of the proposed transfer. We've set out in the customer booklet what the Society has agreed to do. Every bank has various rights and powers under the terms and conditions of their account. You might hear these being referred to as 'contractual rights'. If the transfer goes ahead, these contractual rights will be moved to the Society. The Society has agreed to limit use of these contractual rights in such a way that you aren't in a worse position because of the proposed transfer. This means there will be no difference in how those contractual rights are applied before and after the proposed transfer. For some contractual rights, any limitations will only be for a specific period of time, Further details can be found in the following sections of these FAQs; • Set-off rights • All monies rights • Consolidation rights • Cross-default rights • Guarantees and indemnities • Entire agreement clauses These agreed limits won't apply to any new contracts you enter into with the Society after the proposed transfer - for example, if you open a new account with the Society or agree to new terms for an existing account.
26.	**What if I have an ongoing dispute, claim or complaint?**	If the proposed transfer is approved, the Society will become the company against which you can bring or continue any complaints and claims, including about proposed transfer. This will come into effect when the Bank's business becomes part of the Society (which is expected to happen on 1 January 2027). From this date, the Society would manage and be responsible for any future and ongoing proceedings.
27.	**Can I make a complaint in the same way I do now?**	Yes the way we handle complaints will not change. How to make a complaint; The first step is for us to understand your complaint. How you can contact us: **In person** Speak to somebody at your nearest branch. **Over the phone** Speak to our customer service team. **In writing** You can send a letter through the post to us at the address below. Please ensure you provide name, address, day time contact number and account details together with the full details of your complaint - provide as much information as possible so that we can fully address your concerns.

		Customer Response The Co-operative Bank PO Box 4931 Interface Business Park Swindon SN4 4PL **Online** Log in to your online banking and send a secure message. **Email** Download our complaints form and email it to complaints@co-operativebank.co.uk If you need to speak to us urgently, please call us. In your email, please include a phone number we can call you on. We aim to acknowledge your complaint within 5 working days. **What happens next** We'll do everything we can to resolve a complaint straight away. Where this isn't possible, we'll keep you informed of our progress until your complaint has been resolved. We have also set up a dedicated helpline to support customers through the proposed transfer. Our team will be happy to help you with any banking queries, including smile account(s). http://www.co-operativebank.co.uk/coventry-transfer/
28.	**Where can I find out more about the proposed transfer?**	We've created a number of documents to help you understand what the proposed transfer means for you and your account(s). These are: • The customer booklet – a summary of key information • The legal notice – the formal notification about the proposed transfer • The scheme document – this sets out the terms of the proposed transfer • The explanatory statement – this contains a summary of the scheme document. You'll find these on our dedicated webpage www.co-operativebank.co.uk/coventry-transfer/
29.	**Who can I contact to talk about the proposed transfer?**	We're always happy to help with any questions or concerns you may have. To send us your questions on the proposed transfer, you can: • **Complete the online form** www.co-operativebank.co.uk/coventry-transfer/ • **Call us** Please call us on 0800 028 4321*. The team will register your objections or answer any questions you may have. Lines are open 9am to 6pm Monday to Friday.

		• **Write to us** The Co-operative Bank, 1 Balloon Street, Manchester, M4 4BE *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 network provider. Calls may be monitored or recorded for security and training purposes.
30.	**Does holding a Co-operative Members Credit Card provide membership to the society?**	No. Customers who only hold a credit card will not receive membership of the Society. The Co-operative Members Credit Card requires customers to be members of Co-operative Group Limited (This is no longer affiliated to the Co-operative Bank) to be eligible to hold this card. This is different to membership of the Society.
31.	**Could my Buy-to-Let mortgage be transferred to another company in the Coventry Building Society Group?**	If the proposed transfer happens, your mortgage will be transferred to and managed by the Society. This means that if you qualify, you will receive membership rights. In future, the Society may move your Buy-to-Let mortgage to a different company in its group. This would only happen after 1 January 2027. If that happens, you'll no longer be a member. If your account is selected to move in the future, we'll contact you well in advance to explain what this means and to make sure you have all the information you need, how it will affect you and your membership status.
32.	**Membership and Charitable Assignment Agreement**	**What type of member will I be if my savings or current account is transferred to the Society?** Depending on your circumstances and status you will become a **shareholding member** if your savings or current account is transferred from the Bank to the Society. **What is the Charitable Assignment Agreement?** Introduced in 1998, the agreement aims to stop people opening accounts in the hope of receiving a **windfall payment or similar benefit** if the Society converts to a company (e.g. a bank). If you become a member of the Society because your savings or current account is transferred from the Bank to the Society, you will also then be treated as having agreed to the terms of the Charitable Assignment Agreement **What happens if the Society transfers its business to a company, such as a bank?** Members could be entitled to a **windfall payment or similar benefit**. It happens because members may receive a share of the Society's value. However, under the Charitable Assignment Scheme, if this happens within **five years** of you becoming a shareholding member, you would not receive the windfall. Instead, it would be paid to the **Coventry Building Society Charitable Foundation** (or a charity it selects).

		Does the agreement apply to everyone? No. It does not apply if: • You were already a member on **2 November 1998** and have remained a member since; • You already hold an account and previously agreed to the same (or similar) charitable assignment terms – in which case the earlier agreement applies; or • You are part of a group that the Society has specifically **exempted**.
33.	**Complaints, claims, and legal proceedings**	**What is changing?** If the proposed transfer goes ahead, the organisation you deal with for complaints, claims, or legal matters will change from the Bank to the Society from **1 January 2027 (the Effective Date)**. **Can the Society take legal action against me?** Yes. From the Effective Date, the Society can bring legal proceedings against you in the same way the Bank currently can. This applies to both future legal action, and any legal action that has already started. **Will my legal rights change?** No. You will keep the **same rights, protections, and defences** against the Society as you would have had against the Bank. The Society will also have the same rights the Bank previously had. **What happens to ongoing legal cases?** Any ongoing legal proceedings involving the Bank will automatically transfer to the Society. The Society will replace the Bank as the party in those cases. **What about existing claims, such as Section 75?** This is a type of claim you can make under the Consumer Credit Act if you paid by credit card and something went wrong with what you bought. You may be able to claim a refund. These will continue as normal but will be **handled by the Society** instead of the Bank. **Do existing rights or potential claims transfer?** Yes. Any rights, claims, or obligations between you (or third parties) and the Bank will transfer to the Society. **What happens to complaints already in progress?** Any outstanding complaints will be transferred to the Society and handled in the **same way and at the same stage** they were before the transfer.

34.	**If you have accounts with both the Bank and the Society**	**What happens if I have accounts with both the Bank and the Society?** If the transfer goes ahead, all your accounts (including any smile accounts) will be with **one provider: the Society** from **1 January 2027.** **Will the Society gain new rights over my accounts?** Potentially, yes. Because the Society will take over your accounts from the Bank, the Society may have certain rights it wouldn't have had before the transfer. **Does this mean I'll be worse off?** No. The Scheme includes **protections** to make sure you are not worse off due to the transfer. **What kind of rights are we talking about?** These may include rights such as: • Using money from one account to repay a debt on another account. • Applying rights across multiple accounts or agreements. • Linking different agreements. **Are there limits on these rights?** Yes. The Scheme **restricts when and how** the Society can use these rights, particularly if they arise only because of the transfer. **How long do these restrictions last?** Some restrictions apply **only for a limited period**, depending on the specific right. **Do these restrictions apply in all cases?** No. The limits **don't apply** if the Society could already have used those rights before the transfer. **What about new accounts or agreements after the transfer?** Most restrictions **won't apply** to any new accounts or agreements you enter into with the Society after the transfer. **Where can I find more detail?** Further details can be found in the following sections of these FAQs: • Set-off rights • All monies rights • Consolidation rights • Cross-default rights • Guarantees and indemnities • Entire agreement clauses

35.	**Set-off rights**	**What are set-off rights?** Set-off rights allow a bank or building society to use money in one of your accounts (e.g. a current or savings account) to help pay off a debt you owe them (e.g. a loan, mortgage, or credit card). For example, money from your savings account could be used to reduce a credit card balance with the same provider. **What will change after the transfer?** If the transfer goes ahead, the Society will **not be allowed** to use money from your transferred Bank accounts (including smile accounts) to pay debts on your Society accounts – or the other way round – for **12 months from 1 January 2027**. **What happens after the 12-month restriction period?** After this period, the Society may be able to use set-off rights, but only: • If your account terms allow it, and • With advance notice where required. **What if my account is on a fixed term?** If your account is in a fixed term at the time of the transfer: • The Society won't use set-off during the fixed term • The 12-month restriction will **only start once the fixed term ends** This means you could benefit from a **longer protection period**. **Will I be protected overall?** Yes. The restrictions in the Scheme are designed to ensure you are **not worse off** as a result of the transfer.
36.	**All monies rights**	**What are all monies rights?** These rights allow a bank or building society to use something you've given as security for one debt to help repay another debt you owe them. For example, if a loan is secured against your property, the provider may be able to sell that property to repay a different loan you have with them. **What will change after the transfer?** If the transfer goes ahead, the Society **will not be able to use assets** that were already provided as security for transferred Bank accounts (including smile accounts) to repay debts you owe on existing Society accounts or the other way round. **Does this protect me?** Yes. This restriction ensures that security linked to your transferred Bank accounts **cannot be used in new ways** against your Society debts after the transfer or the other way round **Will this restriction always apply?** This restriction applies to existing accounts and debts at the time of the transfer, helping ensure you are **not worse off** as a result.

<table>
<tr><td>37.</td><td>Consolidation rights</td><td>What are consolidation rights?
Consolidation rights allow a bank or building society to keep hold of something you've given as security for one debt until another debt you owe them is also repaid. For example, they might keep an asset you used as security for one loan until you've repaid a separate loan or obligation.
What will change after the transfer?
If the transfer goes ahead, the Society will not be able to use assets from one set of accounts as security for another where this link only arises because of the transfer.
• They won't be able hold assets from existing Society accounts as security for transferred Bank (including smile) accounts.
• They won't be able do this the other way round either.
Does this protect me?
Yes. This restriction ensures your assets aren't tied across accounts in new ways as a result of the transfer, so you are not worse off.</td></tr>
<tr><td>38.</td><td>Cross-default rights</td><td>What are cross-default rights?
Cross-default rights allow a bank or building society to treat a breach on one account (e.g. missing a payment) as a breach on another account you hold with them. For example, if you have a mortgage and a personal loan with the same provider, missing a payment on the loan could put you in breach of your mortgage agreement too.
What will change after the transfer?
If the transfer goes ahead, a breach of an existing transferred Bank account (including smile accounts) will not be treated as a breach of an existing Society account, or the other way round.
Does this protect me?
Yes. This restriction ensures that issues on one set of accounts won't automatically affect another, where that link only exists because of the transfer.
Will this always apply?
This protection applies to existing agreements at the time of the transfer, helping ensure you are not worse off as a result.</td></tr>
<tr><td>39.</td><td>Guarantees and indemnities</td><td>What are guarantee or indemnity obligations?
These are agreements where you (or someone else) promise to:
• Pay or meet obligations if another person doesn't, or
• Cover losses or costs if there's a breach of an agreement.
Could I already have one of these?
Yes. Some accounts with the Bank (including smile) or the Society may require a guarantee or indemnity, so you or someone else may already have agreed to one.</td></tr>
</table>

		What will change after the transfer? If the transfer goes ahead: • Any guarantee or indemnity given to the **Society** will **not be increased** or extended to cover your transferred **Bank (including smile) accounts.** • Any guarantee or indemnity given to the **Bank (including smile)** in relation to a transferred Bank account will **not be increased** or extended to cover your **Society accounts**. **Does this protect me (or the guarantor)?** Yes. This ensures that guarantees or indemnities **won't apply more widely** just because of the transfer. **Will my obligations increase because of the transfer?** No. Your (or any guarantor's) liability will **not increase** because of the transfer.
40.	**Entire agreement clauses**	**What are entire agreement clauses?** These are terms that state the **conditions for one account may apply across multiple accounts** you hold with the same bank or building society. For example, the terms for your savings account might say they apply to **all accounts** you hold with that provider. **What will change after the transfer?** If the transfer goes ahead: • Any entire agreement clause in your transferred **Bank (including smile) agreements** will only apply to your transferred **Bank (including smile) accounts**. • Any entire agreement clause in your **Society agreements** will only apply to your **Society accounts**. **What about new accounts after the transfer?** For any new agreements you enter into with the Society after 1 January 2027, these clauses will apply **only to your Society accounts**, unless the terms clearly state otherwise. **Does this protect me?** Yes. This ensures terms from one provider **don't automatically carry over to accounts from the other**, helping keep your agreements clear and fair after the transfer.