

## **TERMS AND CONDITIONS**

### **35 Day Notice Personal Savings Account**

#### **General**

1. The 35 Day Notice Personal Savings Account (the “Account”) is only available to personal customers.
2. A joint account may not have more than two account holders.
3. All applicants, including both joint account holders, must be at least 18 years of age, and residents of the UK.

#### **Payments Into Your Account**

4. There is a minimum balance of £1 required to maintain the Account.
5. The Maximum Account Balance for the Account is £500,000.
6. If you exceed the Maximum Account Balance, we may at our sole discretion;
  - (i) reject and return any payments that take the balance above the Maximum Account Balance;
  - (ii) refuse any further deposits to the account; and/or
  - (iii) require you to make withdrawals from the account.We will not be liable for any loss this causes you.
7. Your deposit and any payments into the Account can only be made from a UK registered account in your name, subject to our satisfactory account opening checks.
8. Your deposit can be received into the Account at any time of the day however these may not be processed until the next working day if received after 3pm.

#### **Interest**

9. Interest on your account will be paid at the Applicable Interest Rate which is determined by Reliance Bank on the date of opening the Account. All interest will be paid Gross. Gross means that interest is paid without income tax being deducted.
10. The Applicable Interest Rate will be a variable rate and will be advised to you in your Welcome Letter.
11. Interest will be paid to the Account.
12. Interest will be calculated daily at the Applicable Interest Rate, and payable on the Interest Payment Date.
13. Interest Payment Date is the last working day of each quarter of the calendar year.
14. If we increase the Applicable Interest Rate, details of the change will be published on our website the same day.
15. If we decrease the Applicable Interest Rate, we will advise you in writing and give you at least 14 calendar days’ notice before the change.
16. If you are not happy with the Applicable Interest Rate change, you can at any time up to 30 days from the date we tell you about the change, close or switch your Account without paying any penalty or other charges. If you do not do so, we will consider that you have agreed to it.

#### **Withdrawals**

17. The withdrawal Notice Period for this Account is 35 calendar days, provided withdrawals are made to a UK nominated account in your name
18. You cannot withdraw money from your Account before completion of the Notice Period.
19. We may waive, at our sole discretion, the restriction on withdrawals under clause 19 in circumstances we deem to be exceptional (for example, bereavement or where you can prove extreme financial distress). We reserve the

right to request evidence of the existence of exceptional circumstances. If you believe there are exceptional circumstances which require you to withdraw your funds you must contact us by:

- Email: [Customer.Experience@reliancebankltd.com](mailto:Customer.Experience@reliancebankltd.com);
- Telephone: 020 7398 5400 during business hours;
- Secure messaging via Digital Banking.

Where we do waive the withdrawal restriction under clause 19, we will transfer to you the account balance plus outstanding interest accumulated up to the date of withdrawal. This action will close your account.

20. If you wish to withdraw, you must give us the 35 Day Notice in writing through either:

- Post: Customer Experience, Reliance Bank Ltd, 23 Lovat Lane, London, EC3R 8EB;
- Email: [Customer.Experience@reliancebankltd.com](mailto:Customer.Experience@reliancebankltd.com);
- Secure messaging via Digital Banking.

21. The Notice Period will start from the date when it is received by the Bank.

22. On receipt of the Withdrawal Notice, we will confirm to you in writing the Withdrawal Date.

23. Funds will be transferred out of the 35 Day Notice Personal Savings Account in the morning of the last day of the Notice Period to your nominated account.

## Statements

24. Statements will be issued quarterly in the calendar year.

## Account Closure

25. You may close your account at any time by providing written notice to us or by using the secure messaging facility within our digital banking services.

26. We reserve the right to close your account without prior notice if the account has maintained a balance of £0 for a continuous period of at least six months.

27. We may also terminate your account for any other reason by giving you not less than 90 days' written notice.

Notwithstanding the foregoing, we may close your account with immediate effect where:

- (i) We have reasonable grounds to suspect, or become aware of, any fraudulent or criminal activity in relation to your account or any other account you hold with us;
- (ii) You cease to be a resident in the UK;
- (iii) You are in breach of any provision of these Terms and Conditions;
- (iv) You fail to satisfy anti-money laundering requirements or other identity verification checks.

28. Upon closure of your account, any remaining funds together with any interest accrued will be returned to you or to any other person lawfully entitled to receive such funds, subject always to our legal and regulatory obligations. In certain circumstances, we may require the provision of documentation prior to the release of funds.

## Complaints

If you have a complaint, please contact us. You can do this by:

- Email: [Customer.Experience@reliancebankltd.com](mailto:Customer.Experience@reliancebankltd.com);
- Telephone: 020 7398 5400 during business hours;
- Secure messaging via Digital Banking; or
- Post to the Compliance Department, Reliance Bank Ltd, 23 Lovat Lane, London, EC3R 8EB.

If you are not satisfied with the resolution that we have come to, you have the right to refer your complaint to the Financial Ombudsman Service (FOS). A copy of our complaints handling procedure is available on our website or on request. You can contact the FOS on 08000234567 or 03001239123, email them at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or write to them at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Their website is [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

To receive this document in braille, large print or audio format, please contact our Customer Experience Team on 0207 398 5400 or via email at [customer.experience@reliancebankltd.com](mailto:customer.experience@reliancebankltd.com).