

## **TERMS AND CONDITIONS**

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

#### **General**

1. The Charity Giving 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 £500 required to maintain the Account.
5. If you fail to maintain at least £500 in your Account, we may at our sole discretion close your account and return any remaining balance to the account from which the funds initially originated.
6. The Maximum Account Balance for the Account is £2,000,000.
7. 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.
8. Your deposit into the Account can be made from any UK registered account subject to our satisfactory account opening checks.
9. 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**

10. 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.
11. The Applicable Interest Rate will be a variable rate and will be advised to you in your Welcome Letter.
12. Interest will be paid to the Account.
13. Interest will be calculated daily at the Applicable Interest Rate, and payable on the Interest Payment Date.
14. Interest Payment Date is the last working day of each quarter of the calendar year.
15. If we increase the Applicable Interest Rate and or the Charitable Payment Rate, details of the change will be available on our website within three working days of the change.
16. If we decrease the Applicable Interest Rate and or the Charitable Payment Rate, we will advise you in writing and give you at least 14 calendar days’ notice before the change.
17. If you are not happy with the Applicable Interest Rate change and or the Charitable Payment Rate, 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.

#### **Charitable Payment**

18. An amount will be paid to the Salvation Army. The amount will be calculated based on the Charitable Payment Rate.
19. The current Charitable Payment Rate is set out on the Reliance Bank’s website and will be payable to the Salvation Army on the Interest Payment Date.
20. The amount that is paid to The Salvation Army does not qualify for Gift Aid.

## Withdrawals

21. The withdrawal Notice Period for this Account is 35 calendar days.
22. You cannot withdraw money from your Account before completion of the Notice Period.
23. We may waive, at our sole discretion, the restriction on withdrawals under clause 22 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 22, we will transfer to you the account balance plus outstanding interest accumulated up to the date of withdrawal. This action will close your account.

24. 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.
25. The Notice Period will start from the date when it is received by the Bank.
26. On receipt of the Withdrawal Notice, we will confirm to you in writing the Withdrawal Date.
27. Funds will be transferred out of the Charity Giving 35 Day Notice Personal Savings Account in the morning of the last day of the Notice Period to your nominated account.

## Statements

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

## 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).