

## **TERMS AND CONDITIONS**

### **Charity Giving Fixed Term Personal Deposit Account**

#### **General**

1. The Charity Giving Fixed Term Personal Deposit Account (the "Account") is only available to personal customers.
2. A joint account may not have more than two account holders.

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

3. You must make an Initial Deposit of minimum £100 and designate a Fixed Term of 6 months, 1 year, or 2 years.
4. You may make any number of Subsequent Deposits during the 14 calendar days beginning on the day after we notify you in writing that we have opened your account (the "Funding Window"). The Subsequent Deposits will have the same Fixed Term as the Initial Deposit.
5. There is a minimum balance of £1,000 required after the Funding Window to maintain the Account.
6. If you fail to deposit at least £1,000 into your Account by the close of the Funding Window, we will close your account and return any deposit to the account from which the funds originated.
7. The Maximum Account Balance for a 1 or 2 year Account is £2,000,000.
8. The Maximum Account Balance for a 6 Month Account is £500,000.
9. 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.
10. Your initial deposit into the Account can be made from any UK registered account subject to our satisfactory account opening checks.
11. Your initial 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**

12. 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.
13. The Applicable Interest Rate will be advised to you in your Welcome Letter.
14. Interest will be paid to the Account.
15. Interest will be calculated daily at the Applicable Interest Rate, and payable on the Interest Payment Date.
16. Interest Payment Date for the 6 Month and 1 year Accounts will be the end of the Fixed Term.
17. Interest Payment Date for the 2 Year Account will be every 12 months.

#### **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. You cannot withdraw money from your account during the Fixed Term.
22. We may waive, at our sole discretion, the restriction on withdrawals under clause 21 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 21, we will transfer to you the account balance plus outstanding interest accumulated up to the date of withdrawal. This action will close your account.

## Maturity

23. At least 21 calendar days before the expiry of the term of the account (the “Maturity Date”) we will contact you to advise you of the upcoming Maturity Date.
24. We will send you another reminder approximately 14 calendar days before maturity of the account.
25. You may instruct us on or before the Maturity Date to repay the account balance to another Reliance Bank Limited savings account, or the account from which the initial deposit was made, unless otherwise agreed with us in writing.
26. If we do not receive any instructions from you on or before the Maturity Date, we will convert your Account to a new Instant Access Savings Account. The prevailing Instant Access Savings Account Terms and Conditions will apply.

## Statements

27. Statements will be issued annually, or at Maturity for a 6 Month Fixed Term Savings Account.

## 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).