



# Share and Deposit Account

General Terms & Conditions  
2019



**Bath Building Society**

We're different because you are

# Bath Building Society

## General Terms and Conditions for Building Society Retail Savings Accounts

### **1 Introduction**

- 1.1** The terms and conditions (referred to as the “Conditions”) apply to all savings accounts with the Society, except if they are inconsistent with special conditions for particular accounts (in which case, those special conditions will apply). Special account conditions are documented in the individual account Terms & Conditions, which you will have received at the time of your initial enquiry.
- 1.2** In the Conditions:
- “the Society”, “we”, “us” and “our” refer to Bath Building Society;
  - “you” and “your” refer to holders of savings accounts, and
  - “working day” means a day other than a Saturday, Sunday or bank holiday.
- 1.3** If you are a company, other form of corporation, partnership or unincorporated body (such as a club), please refer to Condition 22.

### **2 Membership**

- 2.1** If these Conditions apply to your account you will (except where the account is a deposit account) be a Member of the Society and therefore our Rules will apply. However, these Conditions, or any relevant special conditions for a particular account, will override the Rules in the case of any inconsistency. A copy of the Rules is available on request at any of our Branches or at our Head Office.
- 2.2** If you have a deposit account, you are not a Member of the Society by virtue of that account. You are, however, bound by some of our Rules.
- 2.3** New saving Members are subject to the Society’s Charitable Assignment Scheme, full details of which are set out in our Savings Accounts brochure.
- 2.4** If your account becomes overdrawn then, unless we have consented to the amount of the overdrawing, you will stop being a Member in respect of the account as long as the account is overdrawn.

### **3. Opening an account**

- 3.1** We will require evidence of identity and address before an account is opened. If we receive money without evidence of identity that is satisfactory to us, then we may return the money or retain it pending instructions from any relevant authority.
- 3.2** Once you have opened an account, you have 14 days after the contract is entered into (or, if later, 14 days from the day you first receive, on paper or electronically, these terms and conditions and other information relating to the

account) to notify us in writing at our Head Office that you want to change your mind. If you notify us within this time, we will help you switch to another of our accounts or (assuming we have received cleared funds) give you back your money together with any interest it has earned. We will ignore any notice period and any extra charges. Please note that this Condition 3.2, and the option to change your mind, do not apply to fixed rate accounts (other than a fixed rate cash deposit ISA), or to accounts where the price depends on rises and falls in financial markets outside our control that may happen during the cancellation period (in other words, not sold at a distance).

If you do not exercise your right to change your mind, you will continue to be bound by these terms and conditions and any special conditions that apply to the particular account.

## **4 Account Details**

- 4.1 The address that you provide in the application form for the account will be the registered address for you, and will remain the registered address for you until it is changed in our records.
- 4.2 It is your responsibility to notify us of any change of address. You should also notify us of any change of telephone number and email address (if you have told us you want to be contacted in this way). All notifications must be in writing.
- 4.3 You agree to produce any proof of new name or address, if we ask to see it.
- 4.4 You agree to provide us with specimen signatures, if we ask for them.
- 4.5 If you have more than one savings account with us, you must make sure that the registered address we have for you is the same in respect of each account.
- 4.6 If you lose your passbook and at, or about the same time you notify us of a change of address, we will not issue any cheques from the account payable to anyone other than you for a period of 14 days from the date we receive the notification. This is to help protect you against possible fraud.
- 4.7 Your account will have a unique number. Please quote this in correspondence with us.

## **5 Minimum and maximum account balances**

- 5.1 The minimum and maximum amounts that can be held in any particular account are set out in the special conditions for that account.
- 5.2 We can close an account if the amount in it is below the minimum for that account. We will give you at least 30 days' notice before doing this. During this period, you can pay in more money to bring the balance up to the minimum

## **6 Paying money into your account**

- 6.1 Unless special conditions for a particular account specify otherwise, you can generally pay money into your account at any of our Branches or Head office during our normal opening hours (09:00 hours to 17:00 hours) on a working day, or alternatively by bank transfer or post. However, for security

reasons we do not accept cash sent by post. Please see Condition 7.2 regarding when interest becomes payable. However please note that some of our Branches and Agencies have restricted opening hours (see our website [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk) for full details).

- 6.2 If you arrange for money to be paid into your account by bank transfer, it is your responsibility to ensure that all your account details are provided correctly.
- 6.3 For security reasons, we reserve the right to refuse to accept large sums of money in notes or coins.
- 6.4 You can pay money into your account by standing order (although you will need to set this up direct with your bank). We cannot set up standing orders or direct debits out of your account.
- 6.5 Cheques made payable to the Society will only be accepted for payment into an account if they contain additional details (such as the name(s) of the account holder(s) or the account number), so that it is clear who the money is intended for.
- 6.6 When paying in money by cash, you will need to produce your passbook or provide your account number.
- 6.7 Money paid into your account by cash or electronic transfer will be available for withdrawal immediately after we receive it, subject to Condition 9 on page 7. Any sums received by us outside normal business hours or on a non-working day will be treated as having been received when we are next open for business on a working day. Please see Condition 10 on page 9 regarding cheques.
- 6.8 Where a payment (other than interest) is received into your account, information about the transaction will be made available to you. This will be recorded in the passbook or via our internet service (Bath Online) if you are registered. The information will include the amount of the transaction, the date it was credited to your account and, if applicable, a reference to assist you to identify the source of the funds. We recommend that you retain a copy of the transaction confirmation for future reference.

## **7 Interest**

- 7.1 We will tell you the interest rate that applies to your account (and when it is paid or credited) when you open it. This information is available:
  - in our specific product Terms & Conditions sheets;
  - on our website [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)
  - by asking our staff in our Branches and Agency Offices.
- 7.2 On our accounts we generally:
  - calculate interest on a sum deposited in cash or by electronic transfer from the day we receive it. Any sums received by us outside normal business hours or on a non-working day will be treated as having been received when we are next open for business on a working day;

- calculate interest on a sum deposited by cheque from the day we receive it;
- calculate interest on a sum withdrawn up to and including the day before you make the withdrawal;
- give you the choice of having the interest added to the account, paid into another account with us, or paid into your bank account.

However, this may vary depending on the type of account. You should check the special conditions for particular accounts. Further details of how and when interest is payable is contained in our individual account Terms & Conditions.

**7.3** Subject to any special conditions that apply to particular accounts (for example, fixed rate or tracker accounts), we can change interest rates as set out in Conditions 7.4 to 7.6 below.

**7.4** We may change interest rates at any time if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those that are expected to apply in the near future):

- to respond to changes in the Bank of England bank (base) rate or mortgage or interest rates generally (including the interest rates paid on similar accounts by other providers of financial services);
- to respond to changes in the law or the decision of a court or ombudsman;
- to meet relevant regulatory requirements;
- to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection;
- to respond to changes to our costs, including administration costs and costs of providing services or facilities.

Any change we make to interest rates will be proportionate to the circumstances giving rise to the change.

**7.5** We can also change the rate of interest for any valid reason (other than a reason mentioned above) where we reasonably believe the change is appropriate.

**7.6** Except where the account is a fixed term account, we can also change the rate of interest by notifying you personally before the change comes into effect.

**7.7** Changes may include the introduction or alteration of “bands” under which:

- interest is not paid where the amount in the account is below a certain level, and/or
- different rates apply depending on the amount in the account.

**7.8** Where the change is an increase in the interest rate we will tell you about it by placing notices in our Branches and on our website [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)

**7.9** Where the change is a reduction in the interest rate we will give you written notification of the change not less than 30 days before it comes into effect.

This does not apply to:

- interest rate tiers applicable to balances below the minimum operating balance for the account (provided we have clearly told you about the minimum balance requirements), or
- fixed rate or tracker accounts;
- if the change is not material.

For this purpose, a change is “material” if your account has a balance of £500 or more at the time the decision is taken to change the interest rate, and:

- the reduction is more than 0.25%, or
- the reduction is 0.25% or less and this will result in there having been a cumulative downward movement of the accounts interest rate over the preceding 12 months of 0.50% or more.

Where the reduction is not material, we will tell you about it via one of the ways mentioned in condition 7.8.

**7.10** If we notify you of a material reduction in the interest rate under Condition 7.9, or if the change is made under condition 7.6 then either:

- the notification will be provided at least 14 days before the rate change. You will then have a period of 30 days from the date of the notification during which you may close or switch your account without having to give any period of notice or having to lose any interest or pay additional charges, or
- the notification will be provided at least 14 days plus the period of notice applicable to the account. (or 30 days if longer than the notice period) before the rate change. In this case the normal notice period for making withdrawals from or closing the account will apply.

**7.11** If you do not notify us that you object to a change before the date on which it comes into effect, you will be deemed to have accepted it.

**7.12** The information on our website will be updated within three working days of an interest rate change.

## **8 Account charges**

**8.1** We do not make charges for items relating to the day to day running of your account.

**8.2** Where a charge does not relate to the day to day running of your account we will tell you before we provide the product or service (except for charges in respect of unpaid cheques), or at any other time you ask. However, we may charge for products or services relating to your account. We will tell you about these before we provide the product or service. These charges are contained in the Tariff of Charges, which can be found in our Savings Accounts Book.

**8.3** Charges incurred will be debited to your account.

**8.4** We can change the charges we make at any time if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those that are expected to apply in the near future):

- to respond to changes to our costs, including our administrative costs;
- to respond to changes in the law or the decisions of a court or ombudsman;
- to meet relevant regulatory requirements;
- to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection.

Any change we make to our charges will be proportionate to the circumstances giving rise to the change.

**8.5** We can also change the charges we make for any valid reason (other than a reason mentioned above) where we reasonably believe the change is appropriate.

**8.6** Changes may include the abolition or alteration of existing charges or the introduction of new charges.

**8.7** If we introduce or increase a charge relating to the day-to-day running of your account, we will give you at least 30 days written notice before the change comes into effect.

**8.8** If we give you notice of a change under Condition 8.7 then, at any time up to the date the change comes into effect, 30 days after the date of the notice, you have the right to switch the account or close it without having to lose any interest or pay any additional charges.

**8.9** If you do not notify us that you object to a change before the date on which it comes into effect, you will be deemed to have accepted it.

**8.10** There may be other taxes or costs that are not paid through us or charged by us.

## **9 Withdrawals**

**9.1** Withdrawals may be made during our normal business hours on working days, subject to the special conditions for particular accounts and to our Branch/ Agency withdrawal limits which are set out in our Savings Accounts brochure.

**9.2** No withdrawal will be allowed:

- if it would cause the account to be overdrawn, or
- from a passbook account, unless you produce the passbook at the time of withdrawal.

**9.3** We may refuse to allow a withdrawal if we are not satisfied that we have the proper written authority for the withdrawal, in accordance with the mandate you have given us. In order to make a withdrawal we will require one of the following:

- a signed withdrawal form;
- a signed letter of authority;
- an instruction by email as long as we hold a signed email authority form;
- an instruction through online secure message.

**9.4** We can restrict at any time the amount which can be withdrawn from any account.

We will only do this if:

- (a) we reasonably believe that there may be fraudulent activity or other financial crime affecting the account;
- (b) we are required to do so by any law, regulation or court order;
- (c) there is a dispute (which we reasonably believe may be genuine) about the ownership of, or entitlement to, the money in the account;
- (d) circumstances beyond our reasonable control prevent us from offering a normal service (such as in the event of terrorist threat, computer systems failure or strikes), or
- (e) circumstances exist which lead us reasonably to believe our financial stability is under threat (such as where rumours cause actual or potential abnormal levels of cash withdrawals).

In the case of (d) and (e) above:

- we will act proportionately to the circumstances in question;
- we will take all reasonable steps to ensure that the restrictions are lifted as soon as practicable and to minimise the inconvenience to you;
- we will take into account the interests of the Society's Membership as a whole;
- we will, if practical, give advance notice, and
- we may consider exceptions to the restrictions if we are reasonably satisfied that substantial hardship would otherwise be caused.

Where the restrictions on withdrawals affect accounts generally, we will notify the restriction by notices on our website and in our Branches. If the restriction affects your account only, we will write to you to notify you. You can contact us to discuss any restriction in person at any of our Branches, or by telephoning us on 01225 423271.

**9.5** If a withdrawal is made by a cheque in favour of someone other than you, we will not stop payment of the cheque unless we have clear evidence of fraud, or that the cheque has been lost, stolen or destroyed.

**9.6** Please note that:

- we do not permit withdrawals to be made by direct debit or standing order.



**9.7** When a payment is made from your account we will provide you with confirmation of the transaction. This will be in at least one of the following formats: Passbook; via our internet service (Bath Online) if you are registered; by confirmation slip provided to you in the Branch or Agency or by email. This confirmation will include the amount and date of the transaction, details of any charge made and, if applicable, a reference to assist you to identify the recipient of the money. We recommend that you retain a copy of the transaction confirmation for future reference.

## **10 Uncleared funds**

**10.1** Subject to any special conditions for particular accounts, and to Condition 9, we will allow withdrawals against a cheque six working days after it has been deposited with us, provided we have not received notice that it has not been cleared. If the cheque is not cleared then you will have to repay us the amount of the withdrawal to the extent that there is not enough other money in the account to cover it.

If a cheque that is deposited by you is not cleared, we will contact you.

**10.2** For the purpose of Condition 10.1, the day of deposit of the cheque is the day it is paid in at a branch counter or the day we receive the cheque by post, except that in each case if the time of payment in or receipt by post (as the case may be) is not before 14:00 hours on a working day, then the day of deposit is the next following working day.

## **11 Closing your account**

**11.1** You can close your account at any time, subject to any special conditions that apply to particular accounts and to normal administration requirements.

**11.2** We can close all or part of your account at any time without giving any reason, but (except in exceptional circumstances):

- we will give you at least 30 days' written notice, or such period of notice you would have to give us in order to close your account (or to close it without having to pay a charge or losing interest), whichever is the longer;
- we will not use this right to repay a fixed term investment before the end of the fixed term, and
- we will not close your account, or threaten to do so, as a response to a valid complaint that you have made.

The exceptional circumstances mentioned above are:

- you have deliberately given us any false information in relation to your account;
- you were not entitled to open the account;
- you do not comply with any of your obligations under these terms and conditions, and do not put this right within a reasonable time of our asking you to do so;

- you threaten or are abusive towards our staff;
- we receive notification that you have been declared bankrupt;
- the contract between us is void or unenforceable at law, or
- we have a legal obligation to close the account.

**11.3** If we close the account, we will pay interest at the agreed rate up to and including the date of repayment. We may make repayment by sending you a cheque.

**11.4** If we close the account in full and make repayment to you, in person or by post, then you will have no further right or interest in the account.

## **12 Statements**

We will send you an annual summary statement of your account each year, or on request. You should check all statements carefully. If it appears to be wrong, you should tell us as soon as possible.

## **13 Joint Accounts and Trusts**

**13.1** If an account is held in more than one person's name, then only the holder whose name appears first in our records will be entitled to membership rights (such as the right to receive notices of, and to attend and vote at, meetings). This is subject to any rights given to other holders by any legislation.

**13.2** You can choose the order in which the names appear in our records. Any change in the order will happen when our records are actually changed. We will make the change within a reasonable time after you tell us about it in writing.

**13.3** For tax purposes only, we will treat joint account holders as being entitled to the money in the account in equal shares. This does not affect the operation of Condition 13.4, which takes precedence.

**13.4** Where one account holder dies, we will, on receipt of satisfactory evidence of the death, treat the surviving holder(s) as being entitled to the account. We do not accept accounts on any other basis.

**13.5** Withdrawals and other transactions and account changes on a joint account need the signatures of all account holders, unless all of them have authorised us to accept the signature of any one of them or (if there are more than two holders) any combination of them. If we have this authorisation, then any of the account holders can withdraw all of the money in the account.

**13.6** Any authorisation given under Condition 13.5 can be stopped by any account holder. However, we will need two days written notice to put this into effect.

**13.7** If we have reason to think that there is a dispute between account holders we may (but will not be obliged to) require the signatures of all account holders, despite any authorisation that has been given to us previously under Condition 13.5.

**13.8** If there is a relationship between the account holders, which ceases, you will

need to inform us in writing if the account is to be closed or you want any name to be removed from the account. If you do not inform us then, even if we know about the relationship breakdown, we will continue to operate the account in accordance with the instructions that you have given us. This may mean that withdrawals and/or closure of the account will be permitted on one signature.

- 13.9** We may (in accordance with Condition 9.4) freeze the account if we have reason to think that there is a dispute in relation to the money in the account. However, we will not be obliged to do this, unless we are ordered to do so by a court.
- 13.10** Any correspondence relating to the account will be sent to the address of the first-named account holder, unless you instruct us otherwise.
- 13.11** The liability of joint account holders is joint and several. This means that each of you is separately responsible to us for the performance of all the obligations of the account holders, and not just a share of them.
- 13.12** We do not have to recognise the interest or claim of any person other than the account holder(s) in respect of any money held in the account (and we will not have any liability for failing to do so), except as may be required by law. Further details about the rights and responsibilities of joint account holders are contained in the leaflet 'You and Your Joint Account'. A copy is available to download at: [www.bba.org.uk/publication/leaflets/you-and-your-joint-account](http://www.bba.org.uk/publication/leaflets/you-and-your-joint-account)

## **14 Transfers**

Unless the special conditions for a particular account say otherwise, you may ask us to transfer your investment to another person. We do not have to agree to this and, if we do agree, it may be subject to conditions and/or payment of a charge.

## **15 Unclaimed balances/Dormant Accounts**

- 15.1** We may close your account in the following circumstances:

- you cannot be traced after reasonable enquiry, and
- for a period of seven years (where the amount in the account is less than £10) no money is paid into, or withdrawn from, your account.

If you contact us at a later date and provide us with satisfactory proof of your identity and a newly completed application form, we will re-open the account and credit it with the amount we owe you in respect of the account (which will be equal to the balance that was in the account when we closed it, after adjusting it for the interest we would have paid and for any fees or charges we would have deducted if the account had remained open).

- 15.2** Condition 15.1 is subject to any rules that may be made under any legislation.
- 15.3** An account becomes dormant if you have not withdrawn or deposited any funds in the last five years. When you re-activate a dormant account we will ask you for personal identification and may also undertake a Credit Reference

Agency check to confirm your address. An account will not be regarded as dormant whilst there are standing order or electronic payment transactions.

## **16 Account Documents**

- 16.1** We will issue you with a passbook, certificate or other similar document relating to your account. Please note that, if issued:
- the passbook will belong to us;
  - you agree to return it to us for updating, or for any other purpose we reasonably require;
  - you agree to keep it safe, and to tell us in person at one of our Branches or by telephoning us on 01225 423271, as soon as you discover it has been lost or stolen, and
  - the passbook must be produced to us before any withdrawal from the account is made.
- 16.2** We may issue a replacement for lost or stolen documents but this may be subject to payment of a charge and/or other conditions. These conditions may include:
- providing us with reasonable evidence of the loss or theft;
  - notifying, and co-operating with the police; and
  - restricting withdrawals from the account from the date you notify us of the loss or theft.
- 16.3** You will be liable for the amount of all withdrawals if you have acted fraudulently or you have, intentionally or with gross negligence, failed to comply with your obligations under these conditions or failed to take all reasonable steps to keep your passbook or any personal account or security information safe. However, you will not be liable for any withdrawals after you have told us of the loss, theft or unauthorised use of your account document, unless you have acted fraudulently.
- 16.4** You should check your passbook or online statement regularly. If there is an entry which seems to be wrong, you should tell us as soon as possible, in person at any of our Branches or Agencies, or by telephoning us on 01225 423271 so that we can resolve the matter. For incorrect or unauthorised payments you will be legally entitled to redress if you have notified us without undue delay and in any event no later than 13 months from the date of entry.
- 16.5** In the event of suspected or actual fraud, or a security threat, we will make every effort to contact you using the telephone number you have provided to us.

A copy of the General Terms and Conditions is available at one of our Branches or Agencies, or alternatively on our website at [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)

## **17 Changing these Conditions**

- 17.1** We can change these conditions and/or terms on which your account is held if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those which are expected to apply in the near future):
- to respond to changes in the law or the decisions of a court or ombudsman;
  - to meet relevant regulatory requirements;
  - to make the terms clearer or fairer;
  - to provide you with extra benefits or services;
  - to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection;
  - except in relation to fixed term investments for any other reason that we reasonably consider appropriate.
- 17.2** Any change we make under Condition 17.1 will be proportionate to the circumstances giving rise to the change.
- 17.3** A change which is not to your disadvantage may be made immediately and without prior notice. We will tell you about the change within 30 days.
- 17.4** A change which is to your disadvantage and will be effective only after at least 30 days written notice is given to you.
- 17.5** If we give you notice of a change under Condition 17.4 then for a period of 60 days from the date of the notice you have the right to switch the account or close it without having to lose any interest or pay additional charges.
- 17.6** If you do not notify us that you object to a change before it comes into effect, you will be deemed to have accepted it.
- 17.7** Notices under Condition 17.4 will be sent by individual letter. Notices under Condition 17.3 may be given in this way, or instead be given by general notice in our Branches, Head office and website.
- 17.8** This Condition 17 does not apply to changes to interest rates or charges, which are dealt with in Conditions 7 and 8.
- 17.9** If we have made a major change or a lot of minor changes in any one year, we will give you a copy of the new terms and conditions or a summary of the changes and tell you where you can find a full copy.

## **18 Notices**

- 18.1** You will be taken to have received any letter or email or other personal notice 72 hours after we have sent it to you.
- 18.2** If we, accidentally, fail to:

- send to you a communication intended for our investors generally or a category of investors of which you are one, or
- display a notice at any of our Branches or Agency Offices.

this will not make the notice invalid.

- 18.3** If an error is made in a notice, but this is corrected shortly afterwards by a subsequent notice, the notice period will run from the date of the original notice.

## **19 Matters beyond our control**

We will not be liable to you if we are unable to provide any service in connection with your account because of abnormal and unforeseeable circumstances such as strikes, power failures or other causes beyond our control.

## **20 Set off**

We may use the money in your account towards payment of any money that you owe us which is due for payment but has not been paid. We will notify you if we do this. No interest will be earned on money used in this way.

## **21 Companies, etc**

- 21.1** If you are a limited company or other type of corporation, you will need to authorise officers to operate the account. We will also require evidence of identity and address for these persons and for any active person who holds more than a 25% share in the company.
- 21.2** Accounts in respect of unincorporated organisations, such as English partnerships and clubs, cannot be held in the name of the organisation. Accounts must be held in the name(s) of individuals on behalf of the organisation. The application form has further details. Your attention is drawn to Condition 14 if there are joint account holders.
- 21.3** If you are a limited company or other type of corporation, or an unincorporated association, then you must provide us with such information regarding your business and/or your constitution as we may reasonably request from time to time.

## **22 Law**

These Conditions are governed by the laws of England and Wales. Those laws are also taken as the basis for the establishment of relations with you prior to the conclusion of any contract between us.

## **23 Language**

All communications between you and us will be in English unless we specifically agree otherwise.

## Bath Building Society

### Terms and Conditions for Building Society Retail Savings Accounts Information Section

#### How to contact us

You can contact us by:

- visiting our Branches or Agency Offices;
- telephoning our Head Office on 01225 423271;
- visiting our website: [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)
- email to: [investments@bibs.co.uk](mailto:investments@bibs.co.uk)
- Secure Messaging through Bath Online.

Please note that ways of contacting us may be restricted in relation to certain products. If so, this is mentioned in the terms and conditions of the particular account.

#### Opening an account

To open an account with the Society, you will need to let us have:

- a completed application form;
- at least the minimum investment amount for the type of account;
- proof of your identity and your address.

Please note that we can refuse to open an account without giving any reason. There will not be any contract between us until we have opened an account.

#### Identification Requirements

We are required by law to check the identity and address details of all account holders. To do this, we need to see one document from each of the two lists detailed in the Savings Accounts Booklet.

If you cannot provide one item from each list, please contact 01225 423271 for further guidance.

We will need to see the originals of the documents, except if they are sent to us by post. In this case we will accept photocopies as long as they are certified by a solicitor or other profession, or we are provided with sufficient information to be able to contact that person.

If you already have an account with the Society, and the details we have about you have not changed, then we may not need to check your name and/or address. Please enquire for further details.

We reserve the right to carry out any further checks on your identity if we think we need to do so in order to comply with our legal obligations. For example, we may ask

for additional evidence if you change your address. For further details, see the terms and conditions mentioned overleaf.

As part of these checks, we may make searches with credit reference agencies.

### **Terms and Conditions**

The Terms and Conditions that apply to all our savings accounts are available through our Branches and Agency Offices, through our Customer Support Team at Head Office, or they can be viewed on our website: [www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)

Special conditions may apply to particular types of account.

You have a right to obtain a copy of the Terms and Conditions that apply to your account at any time while it is open.

### **Charitable assignment**

We require that, when you open an account, you agree to assign to charity, any windfall benefits to which you might become entitled on any conversion or takeover. Please see the Savings Accounts Book for further details.

This requirement does not apply to you if you have been a Member of the Society continuously for five years on conversion announcement.

### **Changing your mind**

This section does not apply to fixed rate accounts (other than a fixed rate cash deposit ISA), or to accounts where the price depends on rises and falls in the financial markets outside our control that may happen in the cancellation period.

If you open a new account and then change your mind, then as long as you tell us (by writing to us at our Head Office within 14 days after the contract is entered into or, if later, 14 days from the day you first receive, on paper or electronically, the terms and conditions and other information relating to it) you can:

- have your money back, or
- switch to another available account.

In this case, you will not have to:

- give any period of notice;
- lose any interest on the account you are closing, or
- pay any other charges.

### **Joint accounts**

Unless the special conditions for a particular account specify otherwise, accounts can be opened in the names of two or more people (up to a maximum of four). Although joint accounts can be convenient, it is very important that you understand the consequences of having an account in more than one name.

These are set out in Condition 13 of the Terms and Conditions of this brochure.



## Data Protection and Confidentiality

Under data protection laws you have the right to see the personal records we hold about you. Please contact us at our Head Office for more details.

Data held by us about you will be kept while you are a customer and may be held for six years after your relationship with us as a customer has ceased. You can always let us know if information we hold about you has changed, so that we can make sure it is updated.

More details of the information we hold about you, and what we use it for, are contained in the application form.

We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not give your details to anyone unless:

- we have to give the information by law;
- there is a duty to the public to disclose it;
- you request us to disclose it, or we have your permission to do so, or
- our interests require us to give the information (for example, to prevent fraud).

We will not use this as a reason for giving information for marketing purposes.

## Complaints

We always try to provide a first-class service. Occasionally, however, things can go wrong. If they do, our staff are here to try and put them right. At times this may be frustrating; however the Society will not tolerate verbal or physical abuse towards its staff and customers and will reserve the right, in extreme circumstances, to close your account.

If you have a complaint you should speak to a Customer Services Adviser or write to the Society Secretary at 15 Queen Square, Bath BA1 2HN.

If we do not deal with your complaint to your satisfaction, you may be able to refer it to the Financial Ombudsman Service (FOS). FOS was set up by Parliament to resolve individual complaints between consumers and financial services businesses, and is free to consumers. Details of this service are available on request at any of our Branches, Agency Offices or our Head Office, or from the FOS website - [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Membership Rights

Individuals holding share accounts with the Society are Members of the Society and are bound by our Rules. You can get a copy of the Rules by asking at any of our Branches and Agency Offices or from Head Office.

The Rules set out the rights and obligations attached to membership. While joint account holders are all Members, only the first-named can exercise any membership rights (for example, the right to vote at meetings) arising from the account. Please see the Terms and Conditions for more details.

## Branch Closures

If we plan to close or move your Branch, we will tell you at least 12 weeks beforehand, unless there are exceptional circumstances. We will tell you how we will continue to provide services to you. We will also tell you if we plan to close a Branch or Agency Office that you use.

## What you can do to protect your accounts

You can help prevent misuse of your account by:

- taking care of your passbook and other account information and letting us know as soon as possible if your passbook is lost. The best way to let us know is by telephoning us on 01225 423271;
- letting us know as soon as possible of any change in your name, address, telephone number or email address (if this is how we communicate with you), or if you do not receive any information that you were expecting to receive from us;
- checking your statements or passbook regularly;
- taking care when getting rid of information about your account (people who commit fraud use many methods such as “bin raiding” to get this type of information and you should take simple steps such as shredding printed material);
- co-operating with us (or the police) in investigating transactions and;
- never giving your account details or security information to anyone unless you know who they are and why they need them.

Please also see Condition 16 of this brochure.

Cheques made payable to the Society must also include details of the account holder(s) or the account number (for example, “Bath Building Society, account J Smith”); otherwise we will not accept them for payment into an account. This is to protect against fraud.

## Cheque Clearing

The central clearing cycle for cheques (and automated payments, including those over the telephone or internet) is three working days. Our normal practice is to allow withdrawals against a cheque six working days after it has been paid in. Interest on a cheque paid in will be calculated from the day we receive it. For more details, please see conditions 7.2 and 10 of the Terms and Conditions.

## Telegraphic Transfers (CHAPS)

A telegraphic transfer (TT) is the transfer of cleared funds electronically within 24 hours. You can instruct us to send funds by TT to a UK bank but there is a fee payable as detailed in the Tariff of Charges in our Savings Accounts brochure.

## **Next day faster payments**

The Society processes most bank payments using the faster payments system. Customers are able to request next day faster payments from their accounts from Monday to Friday each working week (excluding bank holidays) providing that the Society's Customer Support Team receives their withdrawal request by 15.30 hours.

Requests received before the 15.30 hours cut off will be processed before close of business to ensure that funds will be paid to destination accounts on the following calendar day.

Requests received after 15.30 hours will be processed by the Society on the next full business day.

The Society is not proposing to charge its Members and Customers for the next day faster payments service, however the maximum transaction size will be limited to £100,000. Customers who wish to send sums in excess of £100,000 will have to divide their payments into a number of smaller amounts.

## **Same day faster payments**

This service is available from Monday to Friday each working week (excluding bank holidays). Once processed, these payments will arrive at destination accounts on the same business day that payments are requested. The Society again operates a 15.30 hours cut off for processing same day faster payments. The Society has introduced an initial fee of £5 for processing same day faster payments.

The initial fee of £5 is significantly cheaper than the current alternative of a CHAPS transaction (currently £25), with the added bonus that same day faster payments are planned to be significantly quicker compared with what the CHAPS system can provide. A maximum individual transaction size of £100,000 again applies to same day faster payments. If larger same day payments are to be made, then Members and Customers will have the choice of either choosing to send multiple same day faster payments, or alternatively, choosing to send a single CHAPS payment which will incur the Society's current published CHAPS fee (£25).

## **Payments from other financial institutions to accounts held at Bath Building Society**

Customers should note that there are no planned changes to the CHAPS system and that CHAPS payments to the Society should continue to be sent to the Society's main bank account, the details of which will be provided by the Society's staff on request.

**The Society requires all other (non CHAPS) electronic payments from other financial institutions to the Society to be made to the following Bath Building Society collection account:**

**Sort code: 62-30-45**

**Account number: 00000000**

**In order for your payment to be quickly and accurately applied to the desired account at Bath Building Society, you are requested to always quote the**

**destination Bath Building Society account number as a reference in the paying institution's payment reference field.**

In common with our current procedures, account holders will not be able to draw on received funds until the Society has processed receipts onto its own systems. All funds that are received into the above bank account before 15.30 hours on each full working weekday (Monday to Friday) will be applied to our system accounts before close of business on the day the funds are received. Receipts that come into the above bank account after 15.30 hours on these weekdays, or on bank holidays or at weekends, will not be processed onto our own system accounts until the next business day. The Society will always post receipts onto its own systems to the actual day any funds are received by us in order to ensure that recipients do not lose out on interest.

**Overdrawn accounts**

We do not offer overdraft facilities. If your account becomes overdrawn you must immediately repay the amount you are overdrawn by, in addition to the charges we make.

You must not make, or allow a withdrawal if it will make your account overdrawn or if your account is already overdrawn.

If we add charges to your account, make a withdrawal, or any other transaction with the result that your account becomes overdrawn, this will not mean we have agreed an overdraft on your account.

## Contact Information

**Head Office** – Telephone: 01225 423271  
15 Queen Square, Bath BA1 2HN

### Branches

**Bath** - Telephone: 01225 330837  
3 Wood street, Bath BA1 2JQ

**Oldfield Park** - Telephone: 01225 445271  
12/13 Moorland Road, Oldfield Park, Bath BA2 3PL

### Agencies

**Ilminster** - Telephone: 01460 53095  
Harper Dolman & West, 20 East Street, Ilminster TA19 0AJ

**Midsomer Norton** - Telephone: 01761 412980  
Waterhouse Financial Advisers, 23 High Street, Midsomer Norton BA3 2DR

**Shaftesbury** - Telephone: 01747 852301  
Chaffers Estate Agents, 48 High Street, Shaftesbury SP7 8AA

**South Petherton** - Telephone: 01460 240000  
Hamdon Financial Services, 36 St James Street, South Petherton TA13 5BT

**Staple Hill** - Telephone: 0117 957 5008  
Mark Richard Insurance, 141 High Street, Staple Hill, Bristol BS16 5HQ

**Wellington** - Telephone: 01823 663174  
MJC Financial Planning, 22 South Street, Wellington TA21 8NS



We're different  
because you are

**Head Office:**

15 Queen Square,  
Bath BA1 2HN.

**Telephone:**

01225 423271

**Email:**

[investments@bibs.co.uk](mailto:investments@bibs.co.uk)

**Web:**

[www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)

Telephone calls may be recorded to help the Society to maintain high standards of service delivery.

Bath Investment & Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, Registration Number 206026.



We're different because you are