



Welcome to your Bath Building Society Account



Bath Building Society
We're different because you are

Your choice of accounts

Whether you are saving for the long or short term, for your retirement, or for your children, we can help.

At Bath Building Society you will find the right savings account for your needs; whether you are saving for a rainy day, your first home or planning the perfect wedding, putting something away for university fees, or simply saving for that “once in a lifetime” experience.

General savings accounts

Our range of accounts includes an Instant Access account which is ideal for saving for day-to-day expenses and unexpected bills. We also have a 60 Day Notice account which pays a higher interest rate if you are able to give us notice of your intention to withdraw.

Tax Free accounts

Instant ISA – This account ensures that you won't have to pay tax on your hard earned interest, but your savings are there when you need them. It benefits from a variable rate of interest and the flexibility to top up your savings whenever you want, subject to the maximum limit in each year.

We also have a Junior ISA account available for children and young adults under the age of 18 which is ideal for long term saving.

And for Members wishing to save for a first property purchase, or their retirement in later years, we also offer a Lifetime ISA which is eligible to receive the Government's annual 25% bonus savings incentive.

Fixed Rate Bonds

If you are happy to lock your money away for a fixed period we do, from time to time, offer a range of savings accounts with a fixed rate of interest until your account matures. Ask in our Branches or contact our Customer Service Department on **01225 423271**. The best way to ensure that you will find out about our best rates is to give us your email address.

Regular Savers

There are three accounts in this range. The Regular Saver account is suitable for customers who are looking to regularly save and will rarely need access to the account. Homestart is for 18-34 year olds looking to save for their first home with a competitive interest rate, no arrangement fees on a Bath Building Society mortgage and £500 cash back. You will also be required to have

a minimum opening balance of £50 and £50-£250 needs to be deposited each month. And the 16-25 year old Regular Saver allows young people to commit to saving between £10 and £50 each month.

Junior accounts

As well as the Junior ISA we have a Junior Saver account, ideal for encouraging children up to the age of 18 to get in the savings habit and teach them about the value of money. Putting a little away every month might help your child's savings grow. We have a 16-25 Regular Saver account helping young people save for the future.

Business and Professional accounts

We don't offer current accounts but we have a wide range of business and professional savings accounts for sole traders, partnerships, limited companies and registered charities.

We do also offer Pension accounts for Self Invested Personal Pensions (SIPP) and Small Self Administered Schemes (SSAS) and can offer easy access and fixed term savings for UK based Trust Funds.

For more details on these types of accounts please contact our Customer Service Department on **01225 423271** or book an appointment via our website.

Please refer to our website for full terms and conditions. Our product range will change from time to time. For the latest information, please visit our website, www.bathbuildingsociety.co.uk

Bath Building Society

Terms and Conditions

Definitions in these Terms and Conditions

"The Society", "we", "us" and "our" refer to Bath Building Society; "you" and "your" refer to holders of savings accounts.

How to contact us

You can email us at savings@bibs.co.uk, Live Chat through our website www.bathbuildingsociety.co.uk, contact us by phone on 01225 423271 or send a letter to: Bath Building Society, 15 Queen Square, Bath BA1 2HN. You can also pop into one of our Branches where one of our friendly staff members will be able to help you.

How we'll contact you

We'll contact you by email, phone or in writing to your correspondence address. Please let us know if any of these change. All communications will be in plain English.

The FSCS

Eligible depositors are covered by the Financial Services Compensation Scheme (FSCS). Please see the FSCS Information and Exclusions sheet for full details.

You agree to us using your information

By accepting these terms, you agree to us using your information to make and receive payments on your account. If you're no longer happy for us to use this information we'll have to close your account. We may keep your personal data and use it where we have lawful grounds to do so. This might happen with any records we need to keep for regulatory reasons. For full details about how we use your personal data, please see the GDPR privacy notice on our website.

How to make a complaint

If you have a complaint, please contact us and we'll do our best to fix the problem as quickly as possible. If you're still not happy, you may be able to refer the matter to the Financial Ombudsman Service. For more information visit their website: www.financial-ombudsman.org.uk

Membership

As a savings account holder, you become a Member of the Society when your account has a balance of at least £1. You are not a Member if the account is a deposit account, or the account becomes overdrawn. We are a mutual organisation and that means that we are owned by, and run for, the benefit of you; its Members.

We are not owned or controlled by outside investors.

As a Member of the Society, you can vote:

- for the election and re-election of our Directors,
- to receive the Directors' Report, Annual accounts and Annual Business Statement for the previous year end,
- to consider an Ordinary Resolution to appoint an Auditor for us, and
- to consider an Ordinary Resolution to approve the Directors' Remuneration Report.

You are a voting member if:

1. You have at least £100 in your account as at 31st December the previous year;
2. You are named as applicant 1 on the account application;
3. You are over the age of 18.

Agreement to Assign Windfalls to Charity

New savings Members must agree to our Charitable Assignment Scheme. When you open an account, you agree to give any windfall benefits you get from a conversion or takeover to charity.

- A windfall benefit is a benefit which a person has the right to receive as a shareholding Member of the Society, under the terms of any future transfer of the Society's business to a successor (i.e. on conversion or takeover).
- The charity means the Charities Aid Foundation or, if it is any time no longer a registered charity, any other charity or charities selected by it to receive assignments of windfall benefits.
- The successor is any company or other corporate body to which the Society transfers its business under section 97 of the Building Societies Act 1986 or under any provision that amends or replaces it.
- You are an exempt customer if
 - a) you have been a Member of the Society continuously for five years on conversion announcement and have therefore already entered into an agreement with the Society binding you to the terms; or
 - b) you belong, in respect of the account to one of the groups of other people who, in the Society's opinion, do not need to be asked to agree to the current terms. A list of these groups is available from the Society at any time. The Society may alter the number

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and composition of the groups from time to time, but no alteration will apply retrospectively.

- A list setting out the conditions that determine whether, and to what extent, any benefit may be kept is available from the Society at any time. These conditions may be altered by the Society from time to time, but no alteration will apply retrospectively.
- Where there are joint applicants, the Agreement to Assign Windfalls to Charity section applies to each of you separately.

Opening an account

Our accounts are only available to people who are permanent residents in the UK. From time to time, we might have some restrictions on who can open an account with us. We will need proof of identity and address before an account is opened. Full details of what proof we will need is available on our website www.bathbuildingsociety.co.uk. If we are not able to open an account for you, we will return your money to you.

You can now open selected accounts through our online facility. All you need to do is click on your chosen account and click 'apply now'. You will need an email address and mobile phone. We shouldn't need proof of address or identity as this is all completed through the online application process. However, we may need you to give us more proof if we can't identify you through this channel.

Once you have opened an account, you have 14 days from when you get your welcome letter to change your mind. If we have been told within 14 days, we will give you back your money (if it has cleared) with any interest it may have earned. If you do not change your mind, you will still be bound by these Terms and Conditions and any special conditions that apply to your account.

Identification for individuals

If you are over 18, we will identify you through an electronic identity verification service. If we cannot identify you this way, we will let you know what documents we need to see instead. If you are under 18, we will need to see a copy of your original birth certificate or your passport (if you have one). If you cannot show us these either, please contact us. However, if you are opening a Junior ISA we will not need to verify your identity until you are 18.

Account details

The address that you give us on the application form will be the address we will use for all correspondence for you. This will be the registered address until you tell us otherwise.

Please tell us if you change your address, telephone number or email address. You can tell us:

- in writing
- through Bath Online
- through the Mobile App
- through email to savings@bibs.co.uk

Your account will have a unique number. Please quote this when you tell us.

Minimum and maximum account balances

The minimum and maximum account balances are stated within the Terms and Conditions of each account. We can choose to close the account if the amount is below the minimum amount. We will give you 30 days' notice before we do this. If you bring the balance to the minimum in that time, we will not close the account.

Paying money into your account

You can pay money into your account:

- at any of our Branches during our working hours
- our opening hours are 09.00-17.00 hours every week day
- on a Wednesday we open at 09.30 hours,
- we are also open on a Saturday from 09.00-13.00 hours.

You can also pay money into your account via a bank transfer or by post. For security reasons, we do not accept cash sent by post. As a smaller organisation, Bath Building Society does not have its own sort code. Instead, we use our friends at NatWest.

This means that if you send funds by bank transfer to your Bath Building Society account, you need to use:

- our NatWest Account Name:
Bath Investment & Building Society,
- sort code: 62-30-45 and,
- account number 00000000.

You must use your Bath Building Society account number as a reference so that the money can be sent to the correct account.

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Example:

Your account number with us is 43219876 and you want to send funds by bank transfer to this account. You would need to use these details:

Sort code: 62-30-45

Account number: 00000000

Reference number: 43219876

If you want money to be paid into your account by bank transfer, you must make sure the details are correct. If these details are not correct, then the payment will be returned.

You can pay money into your account by standing order, but you will need to arrange this with your bank. We cannot set up standing orders or direct debits out of your account. Cheques to us must be made out to the name of the account holder so that it is clear who the money is for.

Money paid into your account by cash or bank transfer will be available straight away after we get it. Any money we get outside of normal business hours or on a non-working day will be available the next working day.

Interest

You can find out details of the interest rate on your account:

- on our website www.bathbuildingsociety.co.uk
- on the Key Product Information sheet;
- by asking our Head Office or Branch staff.

We calculate interest on deposits daily, unless we get it outside our normal working hours. We calculate interest on withdrawals up to and including the day before you make the withdrawal.

You can choose to have interest added to the account, another account within the Society or paid into your bank account. We may change our interest rates because of changes in the Bank of England base rate or changes in law. We may also make changes to meet regulatory requirements, or because of adjustments to codes of practice or changes in our costs.

If our interest rates go up, we will tell you about it by putting notices in our Branches and on our website www.bathbuildingsociety.co.uk. If our rates go down, we will write to you to tell you at least 30 days before we make the change.

Account charges

We hate hidden charges and do not apply fees for the running of your account. However, there may be times where we will need to charge you.

For a full list of our Tariff of Charges, please visit our website at www.bathbuildingsociety.co.uk

If we change our charges, it will only be because we need to. This may be because we need to:

- respond to changes in our costs;
- respond to changes in the law or decisions of the court or Ombudsman;
- to meet regulatory requirements;
- to respond to changes or new codes of practice within the industry for better customer protection.

If we start charging to run your account, we will write to you to tell you at least 30 days before we make the change.

Withdrawals

Bath Building Society only offers savings accounts. Our products are not Payment Accounts as outlined in the Payment Services Regulations 2017. Withdrawals can be made during normal business hours on working days. You can only withdraw up to the limits as mentioned in the Terms and Conditions of your account and our Branch withdrawal limits. Details of these can be found on our website www.bathbuildingsociety.co.uk. We will not let you withdraw if it would make the account go overdrawn. You must bring your passbook to make a withdrawal in one of our Branches.

You can help keep your account safe 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** or by contacting us via Live Chat on our website at www.bathbuildingsociety.co.uk;
- Letting us know as soon as possible of any change in your name, address, telephone number or email address. You should also let us know if you do not get any information that you were expecting to get from us;
- Checking your account regularly on Bath Online;
- Taking care when getting rid of information about your account. People who commit fraud use many methods to get this type of information.

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You should take simple steps such as shredding printed material;

- Helping us (or the police) in investigating transactions and;
- Never giving your account details or security information to anyone.

To keep you safe, we will only send a limited amount of money by bank transfer to a third party. These payments must be between £50 and £250. Any bank transfers over £250 can only be sent to a nominated account in the same name as the account holder.

To protect you, we may refuse a withdrawal if we believe we do not have the correct authority for the withdrawal. To make the withdrawal we will need 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 an online secure message.

We can limit the amount that can be withdrawn from an account. We will only do this if:

- We think there might be fraudulent activity;
- We need to do so by law, regulation or court order;
- There is a dispute about the ownership or entitlement to the money in the account;
- Events beyond our reasonable control (such as terrorist threat, computer systems failure or strike);
- Events which lead us to reasonably believe our financial stability is under threat.

If you have withdrawn a cheque for someone else, we will not stop the cheque unless we have clear evidence of fraud, or that the cheque has been lost, stolen or destroyed.

Uncleared funds

We will allow withdrawals against a cheque six working days after it has been deposited with us. We will not allow it if we have received notice that it has not been cleared.

Closing your account

We hope you wouldn't want to, but you can close your account at any time unless the terms and conditions of your account state otherwise. You can find out more information on your account through the Key Product Information document. We can close or part close your account at any time without giving any reason, but (except in exceptional circumstances):

- We will give you at least 30 days' written notice;
- We will not use this right to repay a fixed term investment before the end of the fixed term;
- We will not close your account, or threaten to do so, as a response to a valid complaint.

Exceptional circumstances include:

- You have given us false information on purpose;
- You were not allowed to open the account;
- We receive information that you have been declared bankrupt;
- The contract between us is void or unenforceable by law;
- We have a legal obligation to close the account.

Early withdrawal penalties will be waived on the closure of an account following the death of a Member.

Joint accounts

For tax purposes only, we will treat joint account holders as being entitled to the money in the account in equal shares. Where one account holder dies, we will treat the surviving holder(s) as being entitled to the account when we receive the death certificate.

Withdrawals and account changes on a joint account need the signature of all account holders. When you apply for the account, you should let us know who is authorised to withdraw from or change the account. If we have authorisation, then any account holders can withdraw all of the money in the account.

If we believe that there is a dispute between account holders we may require the signatures of all account holders before we release funds.

We may freeze the account if we have reason to think that there is a dispute of the money in the account.

The liability of joint account holders is joint and several. This means that each of you is separately responsible for all the obligations of the account holders, and not just a share of them.

Unclaimed balances/dormant accounts

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 address verification. We may also undertake a Credit Reference Agency check to confirm your address. An account will not be regarded as dormant

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whilst there are standing orders or electronic payment transactions.

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.
- After 15 years, Bath Building Society reserves the right to use any unclaimed balances for charitable causes.

However, if you contact us at a later date and provide proof of identification, we will re-open the account and credit the amount we owe you in respect of the account.

Account documents

Although you will be able to view your accounts through Bath Online if you are 13 or over and register for it, we will issue you with a passbook, certificate or other similar document relating to your account.

We can issue a replacement for lost or stolen documents but this may be subject to payment of a charge in certain conditions.

To protect you, please ensure that you tell us in person at one of our Branches or by telephoning us on **01225 423271** as soon as you discover your passbook has been lost or stolen. 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. You will not be liable for any withdrawals after you have told us of the loss, theft or unauthorised use of your account, unless you have acted fraudulently.

Changing these conditions

We can make changes to our charges, interest rates, or the terms of this agreement from time to time. This includes introducing new charges or rates and charging in a different way. We may make these changes, including fees we charge, because of changes to:

- Law, regulation, industry codes or Financial Ombudsman, court or regulator decisions;
- The way we run our business;
- The cost of providing your account and running our business, for example a change in our cost of funding, technology (including our systems) and service costs;
- The banking or financial services system;

- We can make favourable changes to these terms and charges for any reason. We can also make proportionate changes for any other balanced and valid reason that impacts Bath Building Society or your account.

A change in your favour may be made immediately and without prior notice. We will tell you about the change within 30 days.

A change which is to your disadvantage will be effective only after at least 30 days' written notice is given to you. If we give you notice about a change which isn't in your favour, 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 any additional charges.

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 exceptional and unforeseeable circumstances such as pandemics, strikes, power failures or other causes beyond our control.

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.

Law

These conditions are governed by the laws of England and Wales.

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

We're different
because you are

Head Office

15 Queen Square,
Bath BA1 2HN

Telephone

01225 423271

Email

savings@bibs.co.uk

Web

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.

Thank you for choosing
Bath Building Society

