



Wyelands Bank

# Growing Together



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General Account  
Terms & Conditions For  
Wyelands Savings Service

**Savings that help businesses  
trade, grow and create jobs.**

**Growing together.**



Wyelands Bank Plc is registered in England and Wales under company number 01536428 and authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under firm reference number 139209.

We are a member of the Financial Services Compensation Scheme. Further details and the level of protection offered under the Financial Services Compensation Scheme can be found on their website at URL [www.fscs.org.uk](http://www.fscs.org.uk)

Where there is a conflict between these Terms and Conditions and product terms and conditions, the specific product terms and conditions take precedence, which are provided to you in connection with any deposit accounts or related services we have agreed to provide through our Wyelands Saving Service. These govern the relationship between you and us in respect of such accounts and services.

Please ensure you read these Terms and Conditions carefully and retain a copy for future reference. We will provide you with additional or up-to-date copies on request, together with any other documents that form part of your contract with us. These Terms and Conditions can be changed by us as set out on the following pages.





# 1. Definitions

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**ACCOUNT:** A retail term savings or deposit account maintained by the Account Holder(s) with us.

**ACCOUNT START DATE:** The day on which your account is credited with the first deposit once we have opened your account.

**AVAILABLE FUNDS:** Funds held by Wyelands Bank Plc to your Account (including any interest accrued) which are not subject to set off or counterclaim by Wyelands Bank Plc nor subject to any charge, lien or other encumbrance or other legal, regulatory restriction or o any withholding or other tax or imposition.

**BANKING HOURS:** 9.00am – 5.00pm Monday to Friday, excluding Bank Holidays in England.

**ELECTRONIC PAYMENTS:** Electronic money transfers used to move money between UK bank accounts (which may include standard payments, CHAPS, BACS, for the avoidance of doubt, this does not include payments made by UK Debit Card).

**FIXED TERM:** The term for which the balance in your Account must remain with us, being the period from the Account Start Date and ending on the Maturity Date for you selected product(s).

**INSTRUCTION:** Any instruction you give us to perform any act within the scope of these Terms and Conditions.

**KEY PRODUCT INFORMATION OR KEY PRODUCT FEATURES:** The document which summarises the key features and terms of the product(s) you have chosen.

**MATURITY DATE:** Means the date on which the Account matures, as detailed in the Key Product Information.

**NOMINATED ACCOUNT:** A UK bank account, which you nominate when, opening an Account, where your interest earned can be paid to and which satisfies the requirements in point 3.4.

**POUNDS STERLING:** The currency in circulation in the UK described as GBP sterling.

**SECURE MESSAGE:** A secure electronic mail service contained within your Wyelands Savings Service.

**USER ID:** The unique identifier, which we will supply to you, which, in conjunction with a password and/or security questions, will enable you to access the Wyelands Savings Service portal.

**WEBSITE:** Our Website is accessible via your internet browser at the URL [www.wyelandsbank.co.uk](http://www.wyelandsbank.co.uk)

**WYELANDS SAVINGS SERVICE:** The internet banking service provided by us that enables you to service your Account on-line.

**YOU, YOUR:** The named Account Holder(s).

## 2. About Us

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- 2.1 In these Terms and Conditions “we”, “us” and “our” and related expressions refer to Wyelands Bank Plc, a company incorporated in England and Wales under the company number 01536428 with the registered address at 111 Park Street, London W1K 7JL.
- 2.2 In these Terms and Conditions “you” and “your” and related expressions refer to the named Account Holder(s)

## 3. Account Opening

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- 3.1 These Terms and Conditions apply to savings accounts and will remain effective until the Account is closed or cancelled unless some terms which are expressed to survive beyond Account closure or cancellation.
- 3.2 You can apply to open an Account via our Website, or existing customers may be able to apply for another product via the Wyelands Savings Service.
- 3.3 When you apply to open an account, you will need to provide us with a fully completed online application form.
- 3.4 Your Nominated Account must meet the following criteria:
- Be a UK bank account that accepts electronic payments in and allows electronic payments out;
  - If it is a sole account, it must be in your name; and
  - If it is a joint account, then (at least one of) you must be named as an account holder on that account.
- 3.5 You must be 18 or over and a permanent UK resident to open and maintain an account with us.
- 3.6 A Joint Account can be opened in the names of two people (see point 4).
- 3.7 If you have more than one savings account with us, you must make sure that the address we have for you is the same in respect of each account.
- 3.8 Please note that we can refuse to open an account without giving any reason. There will not be any contract between you and us until we have opened an account.
- 3.9 For information on how we use your personal data, please refer to point 12.
- 3.10 A paper application form will be required when a third party is acting on your behalf and is holding a Lasting or Enduring Power of Attorney, registered with a relevant court or authority in the United Kingdom.
- 3.11 The duration of your agreement with us for each account is set out in the application Key Product Information.



## 4 Joint Accounts

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- 4.1 A Joint Account is an Account opened in the name of at least two persons. You should only open a Joint Account if you understand the commitment you are entering into. The Terms and Conditions of the account apply to each holder separately as well as both of holders together.
- 4.2 Joint Accounts will be operated as follows:
- 4.2.1 We can action instructions received from any Joint Account holder. This includes withdrawal instructions for the whole balance of the Account;
- 4.2.2 Each Joint Account holder will have their own unique security details that they must use when dealing with us in the operation of the Joint Account;
- 4.2.3 Where Joint Account holders have different correspondence addresses, correspondence will be sent to the details of the first named applicant.
- We will ask for all Joint Account holders to confirm their agreement, in writing to any instruction received in any of the below circumstances.
- We receive instructions from the Joint Account Holders which are contradictory; or
  - We are notified by post, by Secure Message, or by telephone by one or more of the Joint Account Holders that there is a dispute between any of the Joint Account Holders; or
  - We receive instructions requesting addition or removal of a Joint Account Holder.

## 5 Identification and verification requirements

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- 5.1 When you apply to open an account, we are required by law to verify your identity and address. This helps to protect our customers and members of the public against fraud and misuse of the UK banking system. We will not open an account until we have verified the identity and address of each account holder. We may also verify your Nominated Account which may include electronic checks. We may request further information from you to verify your Nominated Account.
- 5.2 We will carry out an electronic search to verify the identity of each applicant (and retain a copy of this search). If we are unable to verify your identity through an electronic search, or require further documentation according to your circumstances, we will contact you and ask you to provide such documentation. If we do not receive the requested documentation from you, we may not be able to open an account for you.
- 5.3 We also have an obligation to maintain up to date identification for all our customers. This means that we may require additional information from time to time, even for customers who have had accounts with us for some time.

## 6 Communicating with one another

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- 6.1 We may contact you by post, telephone, email and Secure Message, using the latest address, telephone number, email address or other contact information you have given us. When we send you a Secure Message We will notify you by email. It is your responsibility to ensure that we have your current contact details. By law we are required to continue sending information to you at the last known address we have for you. If you do not inform us promptly of a change to your details, the security of your information could be put at risk.
- 6.2 We will provide you with a unique account number for each account you hold with us. Please quote this in all correspondence with us.
- 6.3 You can contact us by post, by telephone or by Secure Message using the following address, telephone number or through the Secure Messaging in your Wyelands Savings Service: Wyelands Bank, FREEPOST, PO Box 883, Wallsend, NE28 5BX, 0345 600 0011 calls will be charged at your telecommunication provider's prevailing rate. For further contact information, please visit Our Website. Please ensure that information which is of a sensitive or confidential nature is not sent to us by email, conversely we will not send any sensitive information via email to you. For example, this may include information relating to your account, which could be used to identify you or enable a third party to access your account. For the avoidance of doubt, you must send such information by Secure Message.
- 6.4 We may record or monitor telephone calls and electronic communications (including emails and Secure Messages) between us so that we can check instructions provided. This is to ensure that we are meeting our service standards and complying with all applicable laws and regulations.
- 6.5 Statements of your account are available online to view and print at any time via the Wyelands Savings Service. If you require information regarding a specific transaction, we will provide this to you as soon as possible after you request it.

## 7 Minimum and Maximum Balances

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- 7.1 The minimum and maximum amount that can be held in your savings account are set out in the Key Product Information specific to that account.

## 8 Deposits

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- 8.1 Deposits into your Account must come from your Nominated Account.
- 8.2 Subject to account conditions in the Key Product Information, deposits into your account can be made by Electronic Payment.
- 8.3 Once your account is open you can make additional deposits to your account at any



time until the product to which it relates is closed to new applications or additional funding. We reserve the right to return any funds deposited with us after this date. For certain products, you may be able to make deposits even if it is withdrawn, if the Key Product Information applicable to that product allows it.

- 8.4 Payments received electronically by us before 1pm on a working day will appear on your statement and start to earn interest on that day. Payments received electronically by us after 1pm or on a non-working day will not appear on your statement until the following working day, but will earn interest from the date of receipt.
- 8.5 Deposits in currencies other than Pounds Sterling are not accepted.
- 8.6 We may return instructions and credits for an account if:
  - 8.6.1 We reasonably believe that by complying with the instruction we might break the law, regulation, code or other duty which applies to us; or
  - 8.6.2 We reasonably believe that complying with the instruction or receiving the credit may damage our reputation.
  - 8.6.3 We receive funds outside of the funding window specified in the Key Product Information.
  - 8.6.4 We reasonably believe that the funds received are not from your nominated bank account.

## 9 Withdrawal of Funds

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- 9.1 Where the Key Product Information terms allow it, withdrawal instruction to your Nominated Account must be submitted via the Withdrawal section in your Wyelands Savings Service.
- 9.2 Subject to point, 9.4 withdrawals will only be made to your Nominated Account or, if a sole account holder dies, to the executors or administrators as the case may be. We will not make a withdrawal to a third party from your Account.
- 9.3 Withdrawal or closure requests on accounts where there is a notice period will be actioned on the expiry of the notice period.
- 9.4 Notwithstanding conditions in 9.2, withdrawals can be made by Electronic Payment to your Nominated Account, subject to the account's withdrawal conditions as set out in the Key Product Information.
- 9.5 Where a Nominated Account is not associated with your account and you wish to make withdrawals to an account you can set up a new Nominated Account either via Wyelands Savings Service, by sending a signed change of nominated account form or a signed written request by you. You can then make a request for withdrawal by Electronic Payment, or by Secure Message. We will set up a new Nominated Account for you in accordance with point 3.4 and then process your requested withdrawal. Please be aware that transactions may be subject to delay due to the change of nominated account.
- 9.6 To enable payment requests to be processed the same day, the cut-off time for receipt of payment details is 2pm on a Working Day. Provided the cut-off time is met and all

required details are provided (subject to point 21) payments should be received by the beneficiary bank on the same day, you should note that once a payment has been processed we cannot prevent the payment from being sent. Payment requests received after 2pm on a Working Day or received on a non-Working Day will be treated as being received on the next Working Day.

- 9.7 In order to request a transfer to another account you hold with us, you can do this via the withdraw function in the Wyelands Savings Service.
- 9.8 Subject to point 15, if we carry out your instructions for a withdrawal from your account incorrectly, you will be entitled to a full and immediate refund of the amount withdrawn.
- 9.9 All withdrawals from your account will be made in Pounds Sterling.
- 9.10 Once your instructions have been received and processed by us, you cannot change your mind and cancel your instructions (unless we specifically agree to cancel your instructions and inform you of this).
- 9.11 Withdrawal requests must be made before 2pm for funds to be received into your account the same day (via Electronic Payments)

## 10 Interest

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- 10.1 Interest will accrue on a daily basis on all cleared funds and is paid monthly linked to the date the first deposit was made to your savings account from your Nominated Bank account, and in accordance with the Key Product Information.
- 10.2 Subject to the product terms and conditions detailed in the Key Product Information, interest can be credited to your Wyelands account, your nominated bank account or another Wyelands account (should the account allow for additional investments). Changes to the interest payment destination can be made via the Login area of the Wyelands Savings Service.
- 10.3 Interest is accrued up to and including the day prior to withdrawal, closure or maturity.
- 10.4 Interest rates are variable unless otherwise indicated in the Key Product Information. Where interest rates are variable they may be altered in accordance with point 23.
- 10.5 Details of our current interest rates can be obtained by visiting our Website.
- 10.6 If your account has an introductory or promotional rate for a specific period, we will contact you before the expiry date to remind you and advise you of your options.
- 10.7 If any funds cannot be deposited into your account, the funds will be returned to you. No interest will be paid on funds that are returned to you.
- 10.8 Where interest is paid to your nominated account, interest values of less than £1 won't be paid. This amount will be included in the next interest payment that is above £1.



## 11 Tax

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- 11.1 Interest will be paid gross without tax taken off.
- 11.2 You can get a yearly interest statement to show how much interest has been paid on your Account at any time by logging into Wyelands Savings Service. This information can be used when calculating any tax you may owe on your savings, which is your responsibility to declare.

## 12 Data Protection

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- 12.1 All personal information that you provide to us will be treated as private and confidential even when you cease to be a customer. Full details about how we process any personal data we collect from you can be found in our Privacy Notice on our website.
- 12.2 We will collect, process, transfer and disclose your information in order to provide you with products and services, deal with your transactions, for internal operational requirements for us (including, for example, product development and IT systems testing), to manage our relationship with you (including marketing if you have agreed to it) and to carry out surveys, business analysis and market research. We may transfer such data to companies with our professional advisers, third party service and administration companies and any entity providing funding to us or members of our group of companies either now or in the future and their professional representatives. We may (and our group companies, professional advisers, funders, third party service providers and administration companies may) transfer your information to countries outside the United Kingdom and the European Union but we will ensure that they protect your personal information in line with the applicable data protection laws in the United Kingdom.
- 12.3 We do not collect or process any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic data). Nor do we collect any information about criminal convictions and offences.
- 12.4 You are entitled to enquire about information that we hold about you by making a “Subject Access Request” in writing by post to our registered address or by Secure Message. You may be asked to provide evidence of your identity and you will not be required to pay a fee. However we may charge a reasonable fee if your request is unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request. .
- 12.5 We may pass data about you or your account to third parties for administrative purposes, fraud prevention, terrorism prevention, debt tracing, fighting crime or where we are required to do so by law.

We may transfer our databases containing your personal information if we sell our business or part of it. In such circumstances, we will notify you of any change in ownership.

- 12.6 We may be required by law or regulation to share information about your accounts with the UK or relevant tax authorities, either directly or via the UK tax authority. The tax authority we share the information with could then share that information with other appropriate tax authorities or government agencies. If we need extra documents or information from you about this, you must supply them. If you don't, we may need to close your account or, if the law or other regulations require us to do so, we'll withhold parts of certain payments received into your account, and pass the withheld funds to the relevant tax authorities.
- 12.7 We and any company associated with and/or approved by us may disclose and use any information about you to advise you by post, telephone, e-mail about savings and other products and services provided by us or any third party which may be of interest to you, if you have notified us that you do wish to be so advised. You can tell us if you no longer want to receive any marketing materials from us or any company associated with us by telephoning us on 0345 600 0011, or by writing to us by post or Secure Message.

## 13 Complaints Procedure

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- 13.1 Our aim is to provide the highest possible standard of service to all our customers. In the event of any complaint please contact us by telephone on 0345 600 0011, by Secure Message, email or write to the Savings Team by post at the following address: Wyelands Bank Plc. FREEPOST PO Box 883, Wallsend, NE28 5BX.
- 13.2 If you are not happy with the resolution of your complaint once our complaints procedure has been exhausted, or it has been over 8 weeks since you first raised your concerns with us, you may be able to take your complaint to the Financial Ombudsman Service to investigate further. The Financial Ombudsman Service acts as an independent and impartial organisation which helps settle disputes between consumers and financial services businesses. You can find out more information at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## 14 Financial Services Compensation Scheme

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- 14.1 This product is covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. For further information about the compensation provided by the FSCS (including amounts covered and eligibility to claim), please see the FSCS Information Sheet and Exclusions List, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call the FSCS on 0800 678 1100.



## 15 General Terms

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- 15.1 We can accept instructions from you by post, Secure Message or by telephone. Before actioning any instructions, we will always verify your identity as follows:
  - 15.1.1 When accepting instructions over the telephone (either when we call you or when you call us), we will ask you a number of security questions in order to verify your identity. If we cannot verify your identity, we will be unable to talk to you about your account(s).
  - 15.1.2 When accepting instructions by Secure Message your identity will have been verified by the secure log in information required to gain access to Wyelands Savings Service. We will not accept instructions by general non-secure email or by fax.
  - 15.1.3 If your account allows instructions to be submitted via Wyelands Savings Service (other than Secure Message) your identity will have been verified by the secure log in information required to gain access to Wyelands Savings Service. We may request additional verification of instructions submitted via Wyelands Savings Service either at the point that you submit the instruction or after the instruction has been submitted. If additional verification is needed, we will not process the instruction until we are satisfied that the instruction is verified.
- 15.2 For your own security we may ask for additional verification of instructions, for example, change of address and change of name. This can include requests for certified or original documents. Where additional instruction verification is needed the instruction will not be actioned until we are satisfied that the instruction is verified.
- 15.3 We can only action an instruction once we have received it. You may cancel an instruction providing we receive your cancellation request prior to us actioning your original instruction. Where we have actioned an instruction prior to receiving your cancellation request. We will attempt to rectify the instruction in line with your request but we may not be able to do so and will not be held liable for any subsequent claims.
- 15.4 We will normally contact you by post, Secure Message or telephone, to confirm an instruction has been actioned. For instructions submitted via the Wyelands Savings Service (other than instructions submitted via Secure Message). We may also notify you that we have received your instruction and if we notify you, it will be via Secure Message or telephone. We may not action an instruction if we reasonably believe that to do so would cause us to be in breach of any legal or regulatory obligation we have.

## 16 Wyelands Savings Service

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- 16.1 Where you will use the following details to access your Wyelands Savings Account:
  - 16.1.1 User ID – which will be unique to you and used in conjunction with your Password to access Personal Savings;
  - 16.1.2 Password – set up by you and used in conjunction with your User ID to access Wyelands Savings Service; and
  - 16.1.3 Security questions and answers – these may be used by us to identify you when logging into Wyelands Savings Service.

- 16.2 You warrant that all of the details above are known only to you and you must not share them with anyone. If you suspect anyone else knows any of your security details, please contact us immediately.
- 16.3 Whilst we endeavour to ensure that our Wyelands Savings Service is always available there may be times when you cannot access the service. We will always try and advise you of this prior to the service not being available but we may not be able to do this in all circumstances.

## 17 Tariff Information

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- 17.1 Details of our charges together with an explanation of each charge will be notified to you in the Key Product Information or on our Website. If we change any of our charges, we will notify you by either post, Secure Message or email.

## 18 Liability

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- 18.1 Subject to the rest of clause 12, we will be liable to you for any loss, resulting from our failure, delay or error in carrying out your instructions but our liability will be lower of;
  - 18.1.1 The amount of such loss; and/or
  - 18.1.2 The amount of any interest you do not receive or any interest you have to pay as a result of such failure, delay or error.
- 18.2 We will not be liable to you if;
  - 18.2.1 The instructions you give us are not correct and so cause the loss, or
  - 18.2.2 We cannot carry out our responsibilities under these Terms and Conditions as a result of anything abnormal or unforeseeable that, we cannot reasonably control, for example, any failure in the Internet Banking Service Wyelands Bank Plc – General Terms and Conditions not caused by us,
- 18.3 We will not be liable to you in any circumstances for loss of business, loss of goodwill, loss of opportunity or loss of profit in the following circumstances;
  - 18.3.1 A fraudulent act; or
  - 18.3.2 Your gross negligence or intentional failure to keep your account information, passwords, security login details safe; or
  - 18.3.3 Your gross negligence or intentional failure to comply with your Agreement with us.
- 18.4 We are not responsible for any incorrect payment on your account where;
  - 18.4.1 You fail to tell us of the incorrect payment without undue delay and in any case within 13 months of the date (see point 19.4)
  - 18.4.2 The cause of the incorrect payment is that you gave us the wrong payment details for us to make the payment; or
  - 18.4.3 We can demonstrate to you that the beneficiary bank received the payment



- 18.5 In the event of notification by you of an unauthorised payment transaction (except where you have committed fraud);
- 18.5.1 We will make full refund of the transaction to your account;
  - 18.5.2 We will restore the debited account to the position it would have been in, had the unauthorised transaction not taken place; and
  - 18.5.3 You will not be responsible for any losses incurred as a consequence of the unauthorised payment transaction.

## 19 Security

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- 19.1 You should make all reasonable attempts to protect your accounts. If you change any of your details such as your name, address or telephone number, please let us know immediately by updating your personal details on the Wyelands Savings Service or Secure Message. We may require evidence of a change of address or name.
- 19.2 As part of the account opening process, security questions and answers will be agreed and these will be used by us to identify you when you contact us or we contact you. You warrant that these security details are known only to you and you must not share them with anyone. If you suspect anyone else knows of your security details, please contact us immediately otherwise you may be held responsible for any unauthorised payment transactions that occur.
- 19.3 You must immediately advise us if you become aware of any breach of security relating to your account. Please contact us by telephone on 0345 600 0011.
- 19.4 If you become aware of a transaction on your account which you have not authorised, please contact us immediately by telephone on 0345 600 0011 (during a Working Day) in the first instance at the earliest opportunity.
- 19.5 If you are a registered user of the Wyelands Savings Service, it is your responsibility to;
- 19.5.1 Ensure that your security details (User ID, password and answers to your security questions) used for logging into the Wyelands Savings online portal remain known only to you;
  - 19.5.2 Ensure that if you use a public or shared computer when logging into the Wyelands Savings Service, your security details cannot be viewed and you ensure you log out of your account once you have completed your transactions. When using public or shared computers you must not use the 'remember me' facility to log into your account;
  - 19.5.3 Regularly review and update the security software installed on the computer(s) you use to access the Wyelands Savings Service;
  - 19.5.4 Ensure that your email address is kept up to date as this is the key communication method we will use to inform you of changes to your account and other important messages; and
  - 19.5.5 Inform us immediately of any communications you receive that request your Wyelands Savings security details (telephone calls, emails, suspicious websites

etc.). We will only ever request your password and User ID when you log into Wyelands Savings and we will only ask you for specific characters from the answers to your security questions to help us identify you, when you contact us (we will never ask for complete answers to your security questions).

## 20 Closure or Cancellation of Account

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- 20.1 If you change your mind and wish to cancel your application to open an account, you may do so at any time within the first fourteen calendar days from the initial funding date of your account. Please send us a Secure Message to confirm your request or call us on 0345 600 0011.
- 20.2 You have the right to close your account at any time and you may instruct us to close the account at any time subject to any notice specified in the Key Product Information. You cannot close or make a withdrawal from an account with a fixed notice period or term before the end of the period of time applicable to that account. The Key Product Information for the relevant account will state if that account has a fixed notice period or term. When your account is closed it is your responsibility to cancel any direct payment to your account. Where someone attempts to make a payment into an account which has been closed we will take reasonable steps to Wyelands Bank Plc – General Terms and Conditions return the payment to the sender.
- 20.3 We reserve the right to transfer your account into a suitable alternative or to close your account for the following reasons;
- 20.3.1 The relationship between you and us has broken down such that mutual trust and confidence no longer applies;
- 20.3.2 You conduct your relationship with us in a way that results in abuse to our staff;
- 20.3.3 Your conduct is otherwise such that our reputation may be damaged;
- 20.3.4 We may be put in a position where we are in breach of law or regulation;
- 20.3.5 In either case, we will remit any Available Funds to your Nominated Account.
- 20.4 If we want you to close the account we will write to you by Secure Message specifying the period of time within which you are required to comply with this request (which shall be no shorter than the notice period applicable to your account, or in the case of a fixed term account no earlier than the end of the fixed term). If your account has no fixed term or duration or your account is not an account which requires you to give notice to withdraw funds. We will provide you with formal notice of its closure date. If, at the end of that period, the account has not closed we will be entitled to refuse to accept any more payments into the account and we will return any existing balance to you.
- 20.5 We will return any funds to you within 30 calendar days of account closure. Any sums payable under this section on closure of the account are owed as simple contract debts and may be set off against each other. Set off means we can use available funds from another account you hold with us (in either your sole name or where you are a joint account holder) to repay monies owed on the closed account. If set off is used, we will act reasonably and in accordance with applicable regulations



- 20.6 We will repay you part or all of your monies and/or temporarily suspend your account pending investigations and/or your account immediately if we reasonably believe that;
- 20.6.1 You are not eligible for an account;
  - 20.6.2 You have given us any false information at any time;
  - 20.6.3 You or someone else is using the account illegally or for criminal activity;
  
  - 20.6.4 By maintaining your account, we might break a law, regulation, code or other duty which applies to us;
  - 20.6.5 By maintaining your account, we may damage our reputation; or
  - 20.6.6 You have been in serious or persistent breach of this agreement or any additional conditions which apply to an account.
  - 20.6.7 Grant of probate/letter of administration and death certificate will be required before funds can be released for the following scenarios.
  - 20.6.8 If any party to a Joint Account dies, the deposit will transfer to the surviving party. The deposit can (at the option of the surviving party) either be repaid or continue to run for its contractual period and funds will be released at the end of the fixed term or the expiry of any applicable notice period, as the case may be.
  - 20.6.9 If a sole account holder dies, the deposit will transfer to the deceased's executors/administrators. The deposit can (at the request of the executors/administrators) either be repaid to the executors/administrators or transferred to a named beneficiary. Funds will be released at the end of the fixed term or the expiry of any applicable notice period, as the case may be.
  - 20.6.10 If you become non-UK resident or you are planning to become a non-UK resident for tax purposes, you must inform us as soon as reasonably practicable of your intention to do so and in any event, you must inform us before the date you become a non-UK resident. We will close your account with immediate effect when you become a non-UK resident.

## 21 Transfer of Accounts, Maturity and Product Transfers

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- 21.1 You may transfer the balance of your account, in part or in full to another savings account (should the account allow for additional investments) in Our range, subject to fulfilling the conditions of your existing account with regard to any notice or early exit charge due and meeting the conditions of the new account.
- 21.2 If you want to transfer from one product to another upon Maturity, we will close your existing account and open a new account. Interest in your new account will be applied as specified in the Key Product Information of the new account. If you do not provide instruction for your balance before maturity, we will move your funds to an Easy Access product whilst keeping your existing account number.

## 22 Changing Terms and Conditions

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- 22.1 We may change the Terms and Conditions of the Agreement in accordance with this section.
- 22.2 If we apply a change that is to your advantage, we will apply the change immediately and notify you in writing.
- 22.3 If we wish to make a proposed change that we reasonably consider not to be to your advantage, we will provide you with at least 60 days' notice in writing of such proposed change, during which time you will have the right Wyelands Bank Plc – General Terms and Conditions to agree or disagree to such proposed change. Your options are set out in conditions below;
- 22.4 Where you disagree with the proposed change, you can switch to another account (subject to the account's terms and conditions) or close your account without prior notice and without paying any additional charge or suffering any loss of interest. If you wish to switch accounts or close your account, you must tell us in writing before the 60 day notice period ends. If you do not tell us that you wish to switch accounts or close your account within the 60day notice period, We are entitled to assume that you have accepted the proposed change to the terms of this contract on the date We have notified you that such proposed change will come into force
- 22.5 Where you disagree with the proposed change and notify us of your disagreement in writing, the proposed change will still go ahead, however you have the choice to cancel the account. If you do not write to us to disagree to the proposed change within the 60 day disagreement period, We are entitled to assume that you have accepted the proposed change to the terms of this contract on the date We have notified you that such proposed change will come into force.
- 22.5.1 To respond to or anticipate any changes in relevant law, regulation or code of practice;
- 22.5.2 To introduce and/or enable us to introduce new or improved systems, procedures, services and/or facilities;
- 22.5.3 To respond to a relevant decision by a Court, the Financial Ombudsman, Regulator or similar body;
- 22.5.4 To take account of general banking practice.
- 22.5.5 To make the terms clearer or more favourable to you;
- 22.5.6 To correct any error, inaccuracy, ambiguity or omission in the drafting of this Agreement (provided that we act reasonably in doing so).



## 23 Changes to Interest Rates

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- 23.1 If a change in our interest rate on a product is to your advantage, we will apply the change immediately and this will be shown online via the Wyelands Savings Service
- 23.2 If a change in interest rate is not to your advantage we will always advise you in writing, either by post or Secure Message:
- 23.3 For non-minor changes to interest rates we will give you reasonable notice with regard to the interest rate reduction on the following basis:
- For accounts with a notice period - a notice period of 14 days plus the notice period required for withdrawals on your account type (subject to a minimum period of 30 days).
  - For accounts without a notice period – a notice period of 30 days.
- 23.4 Where we reduce the interest rate on your account you can close your account (subject to that account's terms and conditions) without incurring charges or loss of interest. You may also be able to switch to another account (subject to the terms and conditions of your existing and new account). If you wish to switch accounts or close your account, please tell us in writing (either by post or secure message). If you do not notify us in writing, we will assume that you have accepted the proposed change on the date we have notified you that the change will take effect.
- 23.5 We may make any change to the interest rates that applies to your account for any of the following reasons:
- 23.5.1 A change in the Bank of England base rate, or any rate which replaces it;
- 23.5.2 To respond to our internal policies on competitiveness, market share and/or the profitability of our business as a whole, providing we act in a reasonable manner.



# Wyelands Bank



Telephone:  
0345 600 0011 \*

Email:  
[enquiries@savings.wyelandsbank.co.uk](mailto:enquiries@savings.wyelandsbank.co.uk)

Post:  
FREEPOST, RTXE-YJLZ-ERTS,  
Wyelands Bank Plc, PO Box 883,  
Wallsend, NE28 5BX

\*Number charged at the local call rate.