Important information about your savings account



This leaflet provides important information to help you make the most of your new Kent Reliance savings account. Please read this alongside our Savings General Terms and Conditions.



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Important information

If you need to contact us



0345 122 1122

Opening hours
Monday - Thursday -08.00-19.00
Friday 08.00-18.00
Saturday 09.00-14.00
Sunday - Closed
Bank Holidays - Closed



mail@krbs.co.uk

To keep your details secure, please don't send us any sensitive information like bank account details, balance information or address changes over email.



www.kentreliance.co.uk



OneSavings Bank, Sunderland, SR43, 4AB



Visit us in branch – Check our website to find your local branch and its opening hours. We do not have direct phone lines to our branches.

Our branch and telephoney staff cannot offer advice, only information.
For Financial advice you may wish to speak to an independent financial advisor.
For Tax advice please consider speaking with the tax office or an accountant.

Paying in

You can pay money into your savings accounts, in line with your account specific terms and conditions (we provided these when you opened your account – ask us if you need another copy at any stage).

<table>
<tr><th colspan="4">Channel by which account was opened</th></tr>
<tr><th></th><th>Branch</th><th>Post</th><th>Online</th></tr>
<tr><td>Electronic transfer</td><td colspan="3">• You can make electronic payments into your savings account (e.g. CHAPS, bank transfers) from another account held with us or another bank/building society.
• The funds will usually be available as cleared funds in your account on the same working day we receive them.
• Confirmation of Payee checks will not be available until the day after your account is opened. If you try to fund your savings account on the same day it is opened, your payment may fail. If this happens, please wait until the next working day to deposit funds. For more information, visit our dedicated Confirmation of Payee Support page on our website.
• Where interest is payable, interest will be earned from the day the funds are deposited into your account until the day before withdrawal, closure, or transfer.</td></tr>
<tr><td>Cash</td><td>• You can make cash deposits at any of our branches.
• We reserve the right to ask for ID and/or proof of funds before we accept cash deposits of any amount into your account.
• Coin deposits are limited to 5 full bags per day.
• Where interest is payable, interest will be earned from the day the funds are deposited into your account until the day before withdrawal, closure, or transfer</td><td>You cannot make cash deposits into this type of account.

Please do not send cash through the post.

You cannot make cash deposits into this type of account.</td><td></td></tr>
</table>

<table>
<tr><th colspan="4">Channel by which account was opened</th></tr>
<tr><th colspan="2">Branch</th><th>Post</th><th>Online</th></tr>
<tr><td rowspan="2">Cheques</td><td colspan="3">• Cheques should be made payable to your full name, matching the name we have recorded for you.
• Please write your savings account number on the reverse of your cheque.
• Please don't send future dated cheques as we're not responsible for the early clearing of any cheques.
• You must allow six working days for clearance on all cheques paid in before a withdrawal can be made against them. We're not responsible for the early clearing of any cheques.</td></tr>
<tr><td colspan="2">You can pay in a cheque at any of our branches

Cheques deposited at a branch on a working day will begin to earn interest (if interest is payable) on the same day. Cheques deposited on a non-working day will begin to earn interest (if interest is payable) on the next working day, until the day before withdrawal, closure, or transfer.</td><td>You can send a cheque to:
OneSavings Bank, Sunderland, SR43 4AB

Cheques received after 12pm on a working day or on a non-working day will begin to earn interest (if interest is payable) on the next working day, until the day before withdrawal, closure, or transfer.</td></tr>
</table>

Unpaid cheques

If you deposit funds into your account by cheque, and the cheque is then returned unpaid by the issuing bank or building society, we'll debit your account with the amount of the cheque (and any interest paid). We'll write to you and, if applicable, request for your passbook to be amended.

Paying in for someone else?

If you're paying into a Kent Reliance branch account held by someone else, we'll record the deposit on our banking system, and we'll issue you a receipt. Account holders should keep their passbooks safe and not share these with anyone else.

Electronic Transfers

When making an electronic payment to us, our sort codes are provided by NatWest who act on our behalf as our clearing bank.

Electronic transfers and standing orders		**CHAPS**	
To fund your account by electronic transfer or by standing order (subject to the account specific terms and conditions), please quote the following details:		To pay money in by CHAPS please use the details below. Please note, payments will be processed the same working day if they're received by 4pm. Your bank may charge for sending funds to us via CHAPS.	
Payee name	This will be the name of account holder for the account you are funding	**Payee name**	This will be the name of the account holder for the account you are funding
Account type	Select 'Personal'	**Account type**	Select 'Personal'
Sort code	**62-24-97**	**Sort code**	**60-05-09**
Account number	Take the numbers from your account number and add a zero to the beginning. For example: **ABC1234567KRB** would become **01234567**	**Account number**	**55258085**
Reference	Quote the full account number of the account you are paying into, including the letters at the beginning and end. For example: **ABC1234567KRB**	**Reference**	Quote the full account number of the account you are paying into, including the letters at the beginning and end. For example: **ABC1234567KRB**

Taking money out

Withdrawal limits and restrictions depend on the channel by which your account was opened and are in line with your account specific terms and conditions.

<table>
<tr><th colspan="4">Channel by which account was opened</th></tr>
<tr><th colspan="2">Branch</th><th>Post</th><th>Online</th></tr>
<tr><td>How to make a payment request</td><td colspan="2">By visiting one of our branches, via the phone or post.

Please bring your passbook (if applicable) and identification.

You can find a list of the documents we accept on our website titled ‘Identity Requirements – Savings’.</td><td colspan="2">Online (if you have registered for Online Services), via the phone or by post.

To close your account please call or write to us</td></tr>
<tr><td>For payment requests sent by post</td><td colspan="4">Send a signed letter detailing your request (please include your account number, the amount and date you want your savings to leave your account or confirmation that you wish to close your account) or alternatively, you can download and complete a withdrawal/closure form from our website.

Please send your request to OneSavings Bank, Sunderland, SR43 4AB.</td></tr>
<tr><th colspan="4">Payment Method</th></tr>
<tr><td>Cash</td><td colspan="2">Cash withdrawal limits apply to each customer per day.</td><td colspan="2">Cash withdrawals are not permitted.</td></tr>
<tr><td>Cheques</td><td colspan="3">Cheques are only payable to the account holder(s)
Cheques can only be stopped in event of loss or theft.
We may require additional evidence.</td><td></td></tr>
</table>

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<tr><th colspan="4">Channel by which account was opened</th></tr>
<tr><th colspan="2">Branch</th><th>Post</th><th>Online</th></tr>
<tr><td>Cheques</td><td colspan="2">For cheques up to £99,999.99 these will be issued same day, over the counter.

For cheques £100,000 and above your request will be processed at our Customer Services office and a cheque posted to your registered address.</td><td>No limit, subject to money being available in the account.

Cheques will be posted to your registered address the day your payment request is processed.</td><td>Cheque withdrawals aren't available for accounts opened online.</td></tr>
<tr><td>Electronic Transfers</td><td colspan="3">Electronic transfers (e.g. CHAPS, bank transfers) will only be sent to your nominated account.

If you change or add a new nominated account, please allow additional time for the change to take effect. It takes one working day to validate your new nominated account, so payment timescales will be delayed by one day.

If we receive your payment request before 3.30pm on a working day your money will be transferred to the receiving bank/building society on the same day.

If we receive your payment request after 3.30pm or on a non-working day (weekends and bank holidays), your money will be transferred to the receiving bank/building society the next working day.

There is no limit on how much you can withdraw, subject to money being available in the account and your account specific terms and conditions.

Please be aware that if you send us a withdrawal/closure request by post, you may receive your money a day later than the timescales shown above.

If requested, CHAPS payments may incur a charge. Please note CHAPS requests cannot be made online, so please call us.

We may delay sending a payment request if we believe someone other than you has acted fraudulently or dishonestly in relation to the payment. In these situations the payment will always reach your nominated account by the end of the fourth working day, following the day we treat your payment request as received,</td></tr>
</table>

Channel by which account was opened			
	Branch	**Post**	**Online**
Internal transfers	We will allow internal transfers between your own Kent Reliance accounts, subject to your account specific terms and conditions.		

Please note	
You can also refer to your account specific terms and conditions for further details.	
Notice accounts	To give notice of a withdrawal or for closure, please contact us. Not all notice accounts allow withdrawals without giving the full amount of notice. If your account allows immediate access, it will be subject to a loss of interest. Please refer to your account specific terms and conditions.
Fixed rate bonds	Fixed rate bonds do not allow withdrawals during the account term.
Fixed Rate ISAs	Fixed rate ISAs allow you to make a withdrawal during the account term, but this will be subject to a loss of interest.



How interest is paid

I Interest will be paid gross on all our accounts. This means we will not deduct tax automatically from your interest. Depending on your personal circumstances, you may need to pay tax on the interest earned. Individual Savings Accounts (ISA) interest is tax free.

If you want an interest statement for a previous tax year, please contact us.

How interest (if payable) is calculated and paid depends on whether you have chosen monthly or annual interest. For more information, please refer to your product specific terms and conditions.

If a withdrawal takes place on the day interest is calculated this could result in an overpayment of interest for that month. If the overpayment of interest is greater than the interest actually earned by the following interest payment date, we will deduct the overpayment of interest. This will be shown as a negative interest payment on your passbook or statement.

The following is an example of how this could work:

Thursday 28 January	**Monthly interest is calculated** Calculated for the whole month, presuming no more withdrawals are made.
	A withdrawal is made from the account
Friday 29 January	**Monthly interest is paid** As a withdrawal was made after the monthly interest was calculated, this means the interest was overpaid.
Sunday 27th February	**Monthly Interest is calculated** The system considers the previous month's overpayment. No further withdrawals.
Monday 28 February	**Negative monthly interest is applied.** The account balance didn't accrue enough interest to cover the overpayment and is taken off the capital balance.

Cash ISAs

We offer portfolio cash ISAs, which let you split your allowance between multiple products. Both of our variable and fixed rate ISAs allow you to make additional deposits throughout the year, so you can save according to your needs and make full use of the tax-free savings.

To transfer in ISA funds from another provide

To transfer ISA funds from another provider into your existing Kent Reliance ISA, you need to complete our transfer form (one for each ISA transfer). If you wish the funds to be transferred to a new ISA account, we will also require the completion of an application form.

To transfer to a branch-based ISA

If you wish to transfer ISA funds from another provider to a branch-based Kent Reliance ISA, you can download a form from our website. Alternatively, please visit one of our branches with your ISA details and National Insurance Number and we can provide the transfer form and complete the process with you in branch.

We can transfer to a New ISA or to an existing Kent reliance ISA, subject to the specific account terms & conditions. If you wish to transfer to an existing branch ISA, please bring your passbook.

To transfer to an online ISA

If you're setting up a new Kent Reliance ISA online, you'll be able to complete the transfer in from the other provider as part of the application process. Alternatively, if you already have an existing online Kent Reliance ISA subject to the specific account terms & conditions, you can request the ISA transfer in by sending us a transfer form in the post.

Please note:

- You must transfer your full ISA subscription for the current tax year. You can also transfer your previous year's ISA subscription, either partially or in full.
- Some providers may charge you a fee for transferring to a Kent Reliance ISA; we're not responsible for charges made by other ISA providers. You should check this before completing any transfer forms.
- Where payable, interest is paid from the date transferred funds are received by us.
- Once we've received your completed Kent Reliance ISA form, we'll need to contact your existing provider. Please then allow up to 15 working days for a cash ISA transfer and 30 days for a stocks and shares ISA transfer for the transfer to take place.

To transfer out ISA funds to another provider

To transfer a Kent Reliance ISA to another provider without losing its tax status, you'll need to complete the other provider's application form and transfer form and return these to them. Your new ISA provider will then send the transfer form to us to request the transfer of your ISA (and start any notice period required). If you want to give notice to transfer an ISA, you must indicate this on the new provider's transfer form.

Once we've received your transfer instructions from your new provider, we may contact you by telephone or in writing to confirm your request to transfer.

Please note:

- You must transfer away your full ISA subscription for the current tax year. You can also transfer out your ISA subscriptions from previous tax years, either partially or in full.
- An ISA transfer can take up to five working days from the date we receive all the necessary information.
- We cannot accept responsibility for delays in processing your transfer if they're caused by your new provider or if you've not provided all the necessary information.

Communication during the ISA Transfer period

Depending on how you requested your ISA transfer, we'll contact you by email or letter to update you on the progress of your transfer. You can contact us at any point to ask for an update, and there may be instances where you need to contact the other ISA provider.

For more information and our transfer forms

For more information about transferring into or out of your ISA, and to view and download our transfer forms, please visit our website.

Keeping you up to date

Your contact details

It's important that you keep us up to date with changes to your personal information, such as your name, address, telephone number, or email address.

You can let us know about any changes in the following ways:

At branch Visit one of our branches. Please bring your passbook, another form of identification and evidence to confirm the changes**.**	**By telephone** Call **0345 122 1122**. We'll need to ask you some questions to verify your identity, and we may need you to write to us or provide evidence to confirm the changes.
By post Write to us at **OneSavings Bank, Sunderland, SR43 4AB.** Please make sure you sign your letter and provide evidence to confirm the changes**.**	**Online** Log into online Services and send us a secure message. We will aim to verify the changes electronically but may need you to provide evidence to confirm the changes.

Statements

Monthly transactional statements

Postal or branch-based savings accounts - unless you tell us otherwise, we'll send you a transactional statement for each month that you make a withdrawal (other than interest payments).

Online accounts - we'll upload a transactional statement to our Online Services for each month that you make a payment into or out of your account (other than interest payments). We'll notify you via email when these statements are available to view and download.

To **register for online services,** please visit our website www.kentreliance.co.uk/registration Branch customers can register to view accounts and their statements online, but please note you will not be able to transact online.

Annual Statements

For any savings account you have active on 5 April each year, we will send you an Annual Statement. This will show all of your account transactions and details over the past year and your account's position as of 5 April. We'll send you the annual statement within a couple of months of 5 April each year.

Text messages

If we have a mobile number for you, we'll send you a text message when deposits are received or when you make a withdrawal from your account.

If you've registered online, we will also send a text to confirm any changes we've applied to your customer profile. If you receive this notification and you haven't

requested any changes, please let us know as soon as possible so we can investigate and take necessary action.

We may occasionally text you to tell you important information about your account or our branches. Please note, texts we send will never mention any account specific or personal information.

Lost or stolen documents

You must keep all security details we give you safe and not give them to another person or let another person use them. If you lose your passbook, other documents or security details relating to your account, or believe they have been acquired by another person, you should tell us as soon as possible, visit us in branch or call us on our freephone fraud prevention number **0800 054 6513**.

Opening hours

Monday - Thursday 08:00 - 19:00
Friday 08:00 - 18:00
Saturday 09:00 - 14:00
Sunday - Closed
Bank Holiday - Closed

Joint accounts

If the account signing rules are set to '1 to sign', either account holder can give us instructions, without consent of the other.

'All to sign' will require all account holders to sign to authorise any instruction (including maturity instructions). Please note if the account is 'all to sign' neither account holder can operate this account via Online services.

If we have reason to believe an account holder is the victim of financial abuse, we may agree that they can be removed from an account without the consent of the other account holder(s).

Operated accounts

If your account is operated by an authorised third party (the 'Operator'), for example by way of a Lasting Power of Attorney ('LPA'), Court of Protection Order or a child's account, please note that:

- All electronic payments will only be sent to the account holders nominated account.
- Cheques can only be made payable to the account holder(s).

- For any withdrawal, including cash, we may need evidence that the withdrawal is for the benefit of the account holder.
- The account cannot be managed online.

Please note, that whilst we can accept a General Power of Attorney ('GPOA'), these are to support temporary situations, for example during a planned hospital stay or whilst you are waiting for an LPA to be registered. A GPOA is only valid while both parties still have mental capacity, so it's not a long-term alternative to an LPA.

We will revoke the right of an Operator if the Operator dies and we may revoke the right of an Operator if they no longer reside in the UK. If the account holder is unable to operate the account, another Operator may be appointed.

For more information on operated accounts and third parties that we accept please see our website or contact us.

Additional support

No matter what support you need, or situation you may be facing, we're here to help in any way we can. We know there's no one-size-fits-all approach, so we'll take the time to understand your needs and respond with sensitivity, respect, and compassion.

Please contact us or let us know your needs on your next visit to branch.

Please note, that our agreement with you and all other correspondence and communications will be in English.

Accessible documents

We can produce large print, audio and Braille versions of our documents if required, just let us know which version is best for you.

Protecting your information and money

We'll always treat your account(s) in strict confidence.

We'll treat all your personal information as completely private and confidential (even if you stop being a Kent Reliance account holder). The information which you provide to us (Kent Reliance), or which we obtain through our dealings with you or in connection with your account, will be held by us on our computers and in other records. Under the data protection legislation, you're entitled to know what information we hold about you and to ask us to correct any inaccurate details.

Our Data Protection Officer can be contacted by email at **dataprotection@osb.co.uk** or by writing to us at:

Group Data Protection Officer,
OneSavings Bank,
Sunderland SR43 4AB.

Please refer to our privacy notice on our website for details how we process your personal data, call us, or visit us in branch to request this

Important information about compensation arrangements

We subscribe to the **Financial Services Compensation Scheme (FSCS)**.

For further information about the scheme (including the amounts covered and eligibility to claim) please call us, ask at your local branch, or refer to the FSCS website fscs.org.uk. You can also contact the FSCS by calling 0800 678 1100 or 0207 741 4100.

If we get it wrong, we'll put it right

We're committed to giving you the best service at all times. If we fail to deliver the standard of service you expect or if we make a mistake, we need to know so we can put things right. You can find full details of our complaint procedure in our leaflet 'How we'll put things right', available from our branches, website, or by contacting us.

Prize draw

We run a monthly prize draw for individual customers who are over 18 and have a savings account with a balance of £100 or more, or a mortgage account of £1,000 or more. If the account is a joint account, then the first named account holder will be entered. There will usually be one entry per person.

You don't need to do anything - if you're a winner, we'll let you know. If you'd prefer not to be part of the draw, please contact us to let us know and we'll remove your name.

For full prize draw terms, conditions and exclusions please visit our website.



For more information

Visit your local branch

Speak to a member of staff
on **0345 122 1122**

Go to **kentreliance.co.uk**

For customer service and training purposes, calls with Kent Reliance may be monitored and/or recorded.

(533) 05-01-04-53 - MKT003199-009 (4)