

Important information about your savings account

This leaflet provides important information to help you make the most of your new Kent Reliance savings account.

Paying money in

You can pay money into your accounts, subject to the specific terms and conditions of any particular account.

In general:

Savings accounts

Add to your savings as and when you like, up to a maximum balance of £1,000,000.

Cash ISAs

Add to your ISA, subject to HM Revenue and Customs (HMRC) limits and the terms and conditions of your account.

Bonds

You cannot add to existing bonds, but you can open additional bonds (subject to availability).

For branch-based accounts, if you're simply paying in money into a Kent Reliance account held by someone else, we'll record the deposit on our banking system and give you a receipt, but we won't update that account holder's passbook unless they're present. Account holders shouldn't give their passbooks to anyone else.

If you're paying in funds by cheque, please write your 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.

Please don't send cash through the post.

The table below sets out the following:

1. The various ways you can pay money into your account, depending on how you opened it
2. When those funds will be available to withdraw
3. If payable, when interest will be earned

Channel by which account was opened

Branch accounts

Cash	You can make cash deposits at any of our branches. The funds will be available in your account the same day.
Cheque	You can pay in a cheque at a branch.
Electronic transfer	You can make electronic payments (e.g. CHAPS, bank transfers) from another account held with us or another bank/building society into your account. The funds will usually be available as cleared funds in your account on the same working day we receive them. When making an electronic payment to us, please note our sort code is provided by NatWest as it acts on our behalf as our clearing bank.

Post and online accounts

Cash	You cannot make cash deposits into this type of account.
Cheque	You can send a cheque to our Customer Services address: OneSavings Bank, Sunderland, SR43 4AB
Electronic transfer	You can make electronic payments (e.g. CHAPS, bank transfers) from another account held with us or another bank/building society into your account. The funds will usually be available as cleared funds in your account on the same working day we receive them. When making an electronic payment to us, please note our sort code is provided by NatWest as it acts on our behalf as our clearing bank.

Interest

Cash	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.
Cheque	Where interest is payable, interest will be earned from the day the funds are deposited provided the cheque is deposited before 12pm on a working day. Please refer to condition 10.4 for further details.
Electronic transfer	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.

How we treat deposits

Branch account

Cheques deposited at a branch on a working day will, if payable, begin to earn interest the same day. Cheques deposited on a non-working day will, if payable, begin to earn interest the next working day.

Postal and online accounts

Cheques received after 12pm on a working day or on a non-working day will, if payable, begin to earn interest the next working day.

You must allow six clear 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.

Unpaid cheques

If you deposit funds into your account by cheque, and this is subsequently returned unpaid by the bank or building society it's drawn on, 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.

Electronic payments and standing order

To fund your account by electronic payment or by standing order (subject to the specific product terms and conditions of your account), please quote the following details:

Payee name	Kent Reliance
Account type	Business
Sort code	62-24-97*
Account number	Take the numbers from your account number and add a zero to the beginning. For example ABC1234567KRB would become 01234567
Reference	Quote the full account number of the account into which you are paying including the letters at the beginning and end, for example ABC1234567KRB

Please note: The above details cannot be used for CHAPS payments.

CHAPS

To pay money in by CHAPS (payments will be processed the same working day if they're received by 4pm), please use the following details:

Payee name	Kent Reliance
Account type	Business
Sort code	60-05-09*
Account number	55258085
Reference	Quote your full account number including the letters at the beginning and end, for example ABC1234567KRB

Please note: Your bank may charge for sending funds to us via CHAPS.

Deposits made by electronic transfer will begin to earn interest from the working day we receive them until the day before withdrawal, closure or transfer.

***Please note:** When making an electronic payment to us, our sort code is provided by NatWest as it acts on our behalf as our clearing bank.

Taking money out

For online and Postal accounts

You can make a request to withdraw funds or close* your account online (if you have registered for Online Services), by phone or by post.

*To close your account through the online banking service, please use the secure message function to send your closure request.

Branch accounts

If you opened your account in branch, you can make a request to withdraw or close your account by phone, post or by visiting one of our branches.

Notice accounts

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 the product specific terms and conditions of your account for further details.

Fixed rate bonds

Not all fixed rate bonds allow withdrawals during the account term. If your bond allows you to make a withdrawal during the account term, it will be subject to a loss of interest.

Please refer to the specific terms and conditions of your account for further details.

By post

A signed letter detailing your request or alternatively, you can download and complete a withdrawal/closure form. Please send your request to **OneSavings Bank, Sunderland, SR43 4AB**.

Online/by phone

The date you want your savings to leave your account, or when you would like your account to close; and

The amount you would like to withdraw, and/or confirmation that you would like to close your account (if applicable).

In branch

Please bring your passbook (if applicable) and identification with you. You can find a list of the documents we accept in our Proof of ID and address leaflet.

All payment methods are subject to timescales and limits which can be found at **kentreliance.co.uk/support/taking-money-out**.

For details on how to get in touch, visit **kentreliance.co.uk/contact-us** or to download any of the above forms, visit **kentreliance.co.uk/support/taking-money-out**

Managing 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.

To transfer in ISA funds from another provider

To transfer ISA funds from another provider into your existing Kent Reliance ISA, you need to complete a copy of our transfer form (one for each ISA transfer). If you wish to transfer ISA funds to a branch-based ISA, you can download a form from our website or visit one of our branches.

To transfer ISA funds from another provider and open a new Kent Reliance ISA, you'll need to complete an application form as well as a transfer ISA form.

Alternatively, you can complete the application form and transfer ISA funds online, subject to our eligibility criteria, which can be found when clicking 'apply now' on your chosen ISA product.

A few things to note:

- If you'd like to transfer from more than one provider, you'll need to complete a transfer form for each one.
- 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 allow up to 15 working days for a cash ISA transfer and 30 days for a stocks and shares ISA transfer from when we receive your form for the transfer to take place.

For more information on transferring your ISA funds from another provider, please visit kentreliance.co.uk/isas/transfers-in

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 initiate 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 and not by notifying us directly.

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.

A few things to note:

- 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.
- For more information on transfer out your ISA funds to another provider, please visit kentreliance.co.uk/isas/transfers-out

Keeping you up to date

Statements

Unless you tell us otherwise, we'll send you a transactional statement for each month that you make a payment (other than interest payments) out of any of your postal or branch-based savings accounts.

If you have an online account, we'll upload a transactional statement to our online banking portal 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 online.kentreliance.co.uk

In addition to these transactional statements, we'll send you an annual statement. If you close your account, we'll confirm by letter the details of the final withdrawal at the time that you close the account, so you won't receive a statement in respect of that transaction.

How interest is paid

Unless the product literature specifies otherwise, where interest is payable, it will be added to the account or paid to an account you have elected (when you opened your account) to have interest credited annually on the first working day after 5 April.

For accounts with monthly interest, where interest is payable, it will be added to the account or paid into your elected account on the last working day of each month.

Please note that our systems calculate all monthly interest payments one day before the last working day of that month. 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.

For example:

Thursday 28 January	Monthly interest is calculated. Withdrawal is also made from the account resulting in an interest overpayment.
Friday 29 January	Monthly interest is paid.
Monday 28 February	Negative monthly interest is applied to the month of February. The account balance didn't accrue enough interest to cover the overpaid amount from January.

Marketing material

When you opened your account you would've informed us of your marketing preferences and whether you'd like to be updated about products and services that we think may interest you.

If you wish to change your marketing preferences, you may do so at any time. If you have online access, simply log on and send us a secure message. Otherwise, write to us at:

OneSavings Bank, Sunderland SR43 4AB.

Keeping us up to date

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 on our freephone fraud prevention number **0800 077 8210**.

Changing your contact details

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

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

At branches

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 will need to ask you some questions to verify your identity and may require you to write 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 on to Online Services and send us a secure message. We will aim to first verify the changes electronically, but may require you to provide evidence to confirm the changes if we are unable to verify them online.

When changing your contact details, we'll try to verify the changes electronically. If this isn't possible, we may require another form of identification. A list of the type of documents we may require can be found on our website kentreliance.co.uk/downloads

Protecting your information and money

Our regulatory status and codes of practice

OneSavings Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (registered number 530504) and subscribes to the Financial Services Compensation Scheme.

We'll always treat your account 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.

How we may use your information

We collect and use your personal data in accordance with our privacy policy, which can be found at kentreliance.co.uk/legal/privacy-policy or can be obtained by contacting our Head Office.

In summary:

We may collect various types of information about you. This includes information you give us, information we collect automatically when you use our banking services online, and information that we receive from third parties such as credit reference agencies and fraud prevention agencies.

We use information held about you in order to provide our services to you, to improve and market our services, and to comply with legal and regulatory requirements (for example, anti-money laundering obligations).

Under applicable data protection law, we may not process information about you unless we have a legal basis to do so. The legal bases on which we rely to process your personal data are as follows:

Processing of your data is necessary for the performance of a contract to which you are party to, or to take steps at your request prior to entering into a contract.

Processing of your data is necessary for compliance with a legal obligation which we're subject to.

We've obtained your consent.

Processing your data is necessary to protect your vital interests or the vital interests of another person.

Processing of your data is necessary for the purposes of the legitimate interests pursued by us or by a third party, except where such interests are outweighed by your interests, fundamental rights and freedoms.

We may share information about you with other members of the OneSavings Bank group of companies. We may also disclose your information to certain third parties such as suppliers, subcontractors, actual or potential business partners, credit reference agencies and fraud prevention agencies and other third parties we're legally required to share it with (e.g. our regulators).

We typically store your information in the UK. In certain instances, however, your information may be transferred to jurisdictions outside of UK. Where this happens, we'll take all steps reasonably necessary to ensure that your information is treated securely and in accordance with our privacy policy.

We'll retain your information for the period necessary to fulfil the purposes for which the information was collected. After that, it will be deleted. The period will vary depending on the purposes for which the information was collected and if the information is subject to any specific legal or regulatory requirements.

You may have some or all of the following rights in respect of information that we hold about you: (i) request us to give you access to it; (ii) request us to rectify it, update it, or erase it; (iii) request us to restrict our using it, in certain circumstances; (iv) object to our using it, in certain circumstances; (v) withdraw your consent to our using it; (vi) data portability, in certain circumstances; (vii) opt out from our using it for direct marketing; and (viii) lodge a complaint with the Information Commissioner's Office. You may contact us using the details on our website or by contacting our data protection officer directly to exercise any of these rights.

We use appropriate technical and organisational measures to protect your information and our online banking services are provided using secure servers. We may update our privacy policy from time to time. Any changes we may make in the future will be posted on our website and we recommend that you revisit kentreliance.co.uk/legal/privacy-policy from time to time to stay informed about how we use your information.

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. We aim to resolve all complaints by the close of three business days after the date the complaint is received. If this isn't possible, we'll let you know that we have received your complaint and are investigating it. Full details of our complaints procedure can be obtained in our leaflet 'How we'll put things right', available from our branches, website, or by contacting us.

We subscribe to the Financial Ombudsman Service

While we hope to be able to resolve any problem through our internal complaints procedure, customers can appeal to the Financial Ombudsman Service after internal procedures have been exhausted. Details are included in our 'How we'll put things right' leaflet.

Important information about compensation arrangements

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



Protected

The FSCS can pay compensation to depositors if a bank/building society is unable to meet its financial obligations. Most depositors – including most individuals and businesses – are covered by the scheme. In respect of deposits, an eligible depositor is entitled to claim up to £85,000. Any deposits you hold above the £85,000 limit are unlikely to be covered. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositors' accounts with the bank/building society, including their share of any joint account, and not to each separate account.

For further information about the scheme (including the amounts covered and eligibility to claim) please call us on **0345 122 1122**, ask at your local branch, refer to the FSCS website **fscs.org.uk** or call **0800 678 1100** or **0207 741 4100**.

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



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