



NatWest

# Your Savings Terms

Savings Account Terms

Fixed Term Savings Account Terms

Fixed Rate ISA Terms



# About this booklet

This booklet includes the Terms for NatWest savings accounts and fixed rate products. If you have any questions, please just pop into branch or call us on **03457 888 444** (Relay UK **18001 03457 888 444**).

This booklet is also available in Braille, large print and on audio tape. Please visit [natwest.com](http://natwest.com) or ask at any branch for a copy of our leaflet **Our services for customers with disabilities**.

## Who are our regulators?

We're authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We're entered on the Financial Services Register and our firm reference number is 121878.

## Financial Services Compensation Scheme

The Financial Services Compensation Scheme (FSCS) can pay compensation to customers if they're eligible and a bank is unable to pay a claim against it, usually if the bank stops trading or is insolvent. Compensation limits apply depending on the type of claim. We're a member of the FSCS and our personal savings accounts are covered by the FSCS. For further information about the compensation provided by FSCS, please visit [fscs.org.uk](http://fscs.org.uk).

## Changing your mind

**For customers with a Fixed Term Savings Account**, please see page 19 for details of your cancellation rights.

**For customers with a Fixed Rate ISA**, please see page 34 for details of your cancellation rights.

## For all other savings account customers

You can cancel your account within 14 days from the date of account opening, or the date you received the Terms and Information Sheet if that is later, by:

- writing to your branch (see [natwest.com/branch](http://natwest.com/branch) to find your local branch address);
- calling **03457 888 444** or **+44 3457 888 444** from outside the UK. (Relay UK **18001 03457 888 444**);
- logging into online banking; or
- visiting your branch.

If you don't cancel your account, you'll remain bound by the **Savings Account Terms** and our **Information Sheet** until your account is closed.

# What's included in this booklet

- |                                     |         |
|-------------------------------------|---------|
| 1. Savings Account Terms            | 5 – 18  |
| 2. Fixed Term Savings Account Terms | 19 – 33 |
| 3. Fixed Rate ISA Terms             | 33 – 45 |

# Savings Account Terms

## Contents

|    |   |    |
|----|---|----|
| 1  | Introduction  | 05 |
| 2  | Giving us your instructions   | 06 |
| 3  | Paying money into your account  | 06 |
| 4  | Taking money out of your account  | 07 |
| 5  | Interest  | 09 |
| 6  | Keeping your account safe and limiting the use of your account              | 10 |
| 7  | What happens when something goes wrong?                                     | 11 |
| 8  | Communications and statements   | 13 |
| 9  | Making changes to our agreement or changing your account to another account | 13 |
| 10 | Closing your account  | 15 |
| 11 | Making a complaint  | 15 |
| 12 | Your Information  | 16 |

## 1 Introduction

### 1.1 Your agreement with us

These **Terms** and our **Information Sheet** (found in the Savings Account Rates booklet or as a standalone Information Sheet) form the agreement between you and us (The National Westminster Bank Plc). They explain how your account works and set out the rights and responsibilities that each of us has regarding your account. The **Mobile Banking Terms** also form part of our agreement if we have agreed that you may use our Mobile Banking service to operate your account.

References to **you** in these Terms and the Information Sheet includes each account holder (if you have a joint account with us). **You** also includes any third parties you've authorised to act on your behalf where the term relates to giving us instructions.

Please ask us if you ever need up-to-date copies of any of the documents which make up our agreement. You can also find these Terms and the Information Sheet at [natwest.com/savings-terms](https://natwest.com/savings-terms) The Mobile Banking Terms can be found at [natwest.com/mobileterms](https://natwest.com/mobileterms)

These Terms apply to the following NatWest savings accounts which are categorised as either a **Non-payment Account** or a **Payment Account** depending on the functionality offered on the account:

#### **Non-payment Accounts**

- Flexible Saver Account
- Digital Regular Saver
- Cash ISA
- Instant Saver Account (this account is not available to new customers)
- Savings Builder Account (this account is not available to new customers)
- Help to Buy: ISA (this account is not available to new customers)

#### **Payment Accounts**

- First Saver Account
- First Reserve Account (Offset)
- Primary Savings Account (this account is not available to new customers)
- Limited Edition Saver (this account is not available to new customers)

These terms apply to both Non-payment and Payment Accounts unless stated otherwise.

### 1.2 Using your savings account

- Your account must not be used for business purposes.
- Your account is not designed for everyday payments so you can't set up standing orders or Direct Debits or have an arranged overdraft, and your salary or wage (including pension and benefit payments) must not be paid directly into your account.
- Cheque books are not available with your account.

### 1.3 Joint accounts

Any one of you can discuss your account with us or give us instructions (without the consent of the other account holder(s)). This includes instructions to withdraw all of the money in your account or close your account.

If you don't want your account to work in this way, any one of you can tell us that we can only accept instructions from all of you acting together. After this happens, all instructions must be in writing and signed by all of you. This means that you won't be able to use our telephone, mobile, or online banking services, or use a debit card (if one comes with your account), as these services rely on us being able to accept instructions from just one of you.

If you all live at the same address (or you give us the same email address) we may send joint communications to all of you at that address. If you live at separate addresses then we'll only send communications to one of you.

If one of you dies, we'll accept instructions from the remaining account holder(s) and the account will pass into their name(s).

#### 1.4 The law that applies to your agreement

If you live in Scotland, Scots law applies to this agreement. If you live anywhere else, English law applies to this agreement. If there's a dispute between us, you can take legal action against us in any UK court.

### 2 Giving us your instructions

#### 2.1 Giving us your instructions

You can give us instructions in a number of different ways including in writing, by cash machine, by telephone, online, in branch, using your mobile device, by card (if one comes with your account), or by any other means we tell you are available.

You can also give instructions through third parties you've authorised to act on your behalf, for example powers of attorney and third party providers (like account aggregator services).

#### 2.2 Delaying or refusing to act on your instructions

We'll always follow your instructions, **unless**:

- we reasonably believe that you didn't authorise the instruction;
- we reasonably suspect the instruction is fraudulent;
- it's necessary to reject your instruction to protect you or us from a crime;
- your instructions are unclear or incomplete;
- following your instruction would mean that we breach a law or regulation that we must comply with;
- following your instruction would mean your account goes overdrawn (below £0); or
- we're told about a dispute between joint account holders, which means the account can't be used until the dispute is resolved.

If we don't follow one of your instructions we'll usually tell you. If you'd like to know why we didn't follow your instruction you can call us on **03457 888 444**. **+44 3457 888 444** from outside the UK. (Relay UK **18001 03457 888 444**). If we can, we'll explain why we didn't follow your instruction unless there's a legal or security reason which means we can't tell you.

### 3 Paying money into your account

When we refer to **business day** below we mean Monday to Friday excluding bank holidays.

#### 3.1 Electronic transfers

When we receive an electronic transfer, the money will be credited to your account (i.e. available for you to use and will start earning interest (if payable)) on the same day.

**If we receive the money (and instructions to pay it into your account) by:**

**Faster Payments**, we'll check the instruction and if we approve it then the money will usually be credited to your account immediately.

**CHAPS**, we'll check the instruction and if we approve it then the money will be credited to your account within 90 minutes of receipt.

### 3.2 Cash

Cash will be available for you to use and will start earning interest (if payable) at different times depending on how and when the cash is paid into your account:

| How is the cash paid in?                                       | When will the cash be available to use and start earning credit interest?   |
|--|---|
| Branch counter   | Immediately (if received within normal branch opening hours)<br>or<br>Next business day (if received outside of normal branch opening hours). |
| Cash and deposit machine before 3:30pm on a business day.      | Same day  |
| Cash and deposit machine after 3:30pm or on a non-business day | Next business day   |
| Post Office® counter using a pay-in slip                       | When we receive the cash from the Post Office® (normally two business days after you pay it in)   |
| Post Office counter using your debit card                      | Immediately   |

### 3.3 Cheques

When you pay a cheque from a UK bank or building society into your account before 3:30pm, the money will be in your account before 11:59pm the next business day at the latest.

If a cheque is paid into your account after 3:30pm or on a non-business day, this process will begin on the next business day. *For example, if you pay a cheque into your account at 4pm on a Thursday, the money will be available for you to use before midnight on the Monday evening at the latest.*

If a cheque is paid into your account at a Post Office, this process will begin when we receive it from the Post Office (normally one business day after you pay it in).

Cheques not issued by a UK bank or building society and foreign currency cheques follow a different process and might take longer than these timescales.

Occasionally there may be legal reasons, processing limitations or limited circumstances beyond our control which stops us from receiving the cheque or causes a delay to these time periods.

## 4 Taking money out of your account

When we refer to **business day** below we mean Monday to Friday excluding bank holidays.

### 4.1 Using your debit card and timescales for making payments

If a debit card is available with your account, it will display a 'Debit' logo and can be used to make purchases in stores, over the phone or online and can be used to withdraw cash from cash machines.

Some services let you create a digital copy of your debit card (for example, by adding your card to your mobile device to make contactless mobile payments or by saving your card details online to let you make payments more quickly). If you use your debit card in this way, any payments will be treated as if you used the physical card.

Your debit card can only be used to make payments at a retailer or supplier of services where they can authorise the payment with us at the time you make the payment. If that is not possible (for example, payments made at a pay at the pump petrol station), then the payment will be declined.

When we send you a replacement debit card, we may issue it under a different card scheme (for example, Visa or Mastercard).

The Information Sheet sets out the maximum amount of money you can withdraw from a cash machine or at any Post Office each day. This limit applies to withdrawals inside and outside the UK and we may change it from time to time.

We'll only take a debit card payment from your account when we receive the request from the payee's bank (for example, the store). This means there may be a delay between using your debit card to make a purchase and the payment being taken from your account. We'll always take payments that have been charged to your debit card from your account and we'll do so within one business day of receiving the request for payment.

#### **4.2 Charges for using your debit card**

Sometimes we'll charge you fees for using your debit card to access your money. We've explained these fees and when they'll be charged in our Information Sheet, but this doesn't include any fees a third party might charge you (for example, a cash machine fee).

#### **4.3 Paying charges from your account**

Any charges you incur will be taken directly from your account. There may be other charges for additional services not covered in these Terms (for example, a CHAPS payment) but we'll always tell you about these charges before the service is provided.

If a court order or legal process brought by a third party against you is served on us (for example, telling us to freeze your account), we may charge you an administrative fee (minimum of £25). We'll take this directly from your account and let you know when we've taken it.

#### **4.4 Timescales for transferring money to other accounts**

If you have a **Non-payment Account**, you can transfer money from your account to another account held in your name with us. If you want to make a withdrawal, you will need to transfer into your current account or another Payment Account first.

If you have a **Payment Account**, you can transfer money from your account to any other account based in the UK.

See Term 1.1 for a full list of Non-payment and Payment Accounts.

In most cases the transfer will be made using the Faster Payments Service and the money will be added to the payee's account immediately (unless you ask us to make the transfer on a particular date in the future). A **payee** is the person you intend to pay. In limited circumstances (for example, if we suspect fraud), the payment may take longer to reach the payee's account.

There are daily limits on the amount that can be transferred out of your account online, through telephone or mobile banking. Please see the Information Sheet for the current daily limits and how to withdraw amounts in excess of the daily limits. There are no daily limits for transfers between your accounts with us.

If we can't use the Faster Payments Service and the payment is to be made in the UK, then the following timescales will apply:



| Type of payment              | When will the payment reach the payee's account following receipt of your instruction? |
|------------------------------|--|
| Sterling electronic payment  | By the end of the next business day  |
| Sterling paper-based payment | By the end of the second business day  |

If an instruction is received **on a non-business day or after 3:30pm on a business day**, the process for making the payment will start on the next business day.

If you want to make a payment from your Payment Account in another currency or a payment outside the UK, separate terms will apply. Different timescales will also apply and we'll tell you about this when you arrange the payment.

We'll convert any payment made in a foreign currency using your debit card into pounds Sterling using the Payment Scheme Exchange Rate (the rate provided by Visa, Mastercard or any other payment scheme) at the time the payment is taken from your account. If you'd like to see the most up-to-date exchange rates you can visit the website of the payment scheme shown on your card (for example, Mastercard or Visa).

If you'd like to view our currency conversion charge with reference to the daily rate which is issued by the European Central Bank, you can visit [natwest.com/usingmycardabroad](https://www.natwest.com/usingmycardabroad). The figures displayed on that page change daily and are simply to help you compare our fees with other banks across Europe.

#### 4.5 Cancellation of a payment

We can't stop a payment you've asked us to make, unless it's for a future date. If you ask us to make a payment on a future date and you change your mind, you can stop this payment by speaking to one of our branch staff, by contacting telephone banking or by logging into online banking (if you set the payment up on online banking). Payments can't be stopped after they've been processed.

#### 4.6 Tax

If you owe tax (or other charges) to an authority in connection with your account, we may take this payment directly from your account.

#### 4.7 Using money in your account to repay money you owe us

If you've borrowed money from us (for example, through a loan, credit card or overdraft) and the money or the repayments are overdue for payment, we may take money from your account to repay some or all of the money you owe us (including any fees or interest). This is called "set-off". We'll never set off a debt on a:

- sole account against money held in a joint account between the sole account holder and another person; or
- joint account against money held in another joint account between different joint account holders.

We may also set off any money we owe you (for example, as a refund or compensation or to settle a complaint you've made against us) to repay or reduce any money you owe us that is overdue for payment.

#### 5 Interest

If interest is payable, it'll be calculated each day and paid monthly, quarterly or annually depending on the type of account you hold.

The Information Sheet we give you at account opening explains when any interest will be paid to you and the rate that applies to your account.

You can also find out information about our interest rates by:

- asking at any of our branches;
- calling **03457 888 444**;
- visiting **natwest.com**;
- logging into online banking; or
- referring to your account statement

## **6 Keeping your account safe and limiting the use of your account**

### **6.1 What you need to do to keep your account safe**

You must:

- take all reasonable steps to keep your security details safe (including any passwords or log-in details for telephone, mobile or online banking) and your debit card and PIN (personal identification number) if you have one;
- sign your debit card if your account comes with one as soon as you receive it;
- keep your debit card and mobile device (for example, mobile phone or tablet) secure at all times and not let anyone else use them to make payments;
- when you're logged on to online or mobile banking, not leave the device (for example, the mobile phone or computer) you're using unattended and you must make sure that any information stored or displayed on your device is kept secure; and
- be aware that if you give your online banking password and log in details to a third party provider, we're not responsible for what they do with your details or account information.

We'll **never**:

- ask you to give us or any person or organisation your full security details (including your card PIN, your online banking password or security codes);
- send someone to collect cash, your PIN or your card if you're a victim of fraud; or
- ask you to transfer money to a new account for fraud reasons.

Some third party providers might ask you for your online banking log in details and password to provide their service to you. If you decide to give them this information, this means that they'll be able to see and do anything you can on your accounts.

If you're ever in doubt, please refer to the customer security centre at **natwest.com/security** and/or call the number on the back of your card.

### **6.2 What you need to do if you think someone knows your security details or you've lost your debit card or mobile device**

- If you think that someone else might know your card or security details or if you suspect that someone may have used your account without your permission, please tell us as soon as possible by calling **03457 888 444** (or **+44 125 230 8047** from outside the UK) or by contacting a member of staff at one of our branches; or
- If you use your mobile device to make payments from your account (for example, through the mobile app) and your mobile device is lost or stolen, please tell us by calling **0370 600 0459** (or **+44 125 230 8047** from outside the UK), visiting any branch or by accessing our webchat services at **natwest.com**.
- If you need to report a debit card as lost or stolen please tell us by calling **0370 600 0459** (or **+44 125 230 8047** from outside the UK), visiting any branch or by accessing our webchat service at **natwest.com**.

### 6.3 Limiting the use of your account or services

We may suspend, restrict or stop access to your account or to certain services (such as online banking or your debit card if you have one) if:

- we reasonably believe that your security details or debit card details haven't been kept safe;
- we reasonably suspect that your security details or your debit card details have been used fraudulently or without your permission;
- a restriction applies to your account (for example, we're told about a dispute between joint account holders, which means the account can't be used until the dispute is resolved); or
- we believe it's appropriate in order to protect your account.

We'll usually tell you before or immediately after we take any of these steps. We'll also explain why we've done so, unless we're unable to contact you or there's a legal or security reason which means we can't provide an explanation.

### 6.4 Notifying you of concerns

If we suspect or become aware that your account may be subject to fraud or security threats, we'll contact you using the contact details we hold for you.

## 7 What happens when something goes wrong?

### 7.1 What to do if an incorrect or unauthorised payment is taken from your account

If you suspect that an incorrect or unauthorised payment has been made from your account, you must contact us as soon as possible by calling **03457 888 444** or contacting your branch.

### 7.2 What we'll do if an incorrect payment has been made to or from your account

If we pay money into your account by mistake, we can take the money out of your account.

If we make an incorrect payment from your account, which was our mistake, we'll refund you (including any interest that you've lost as a result of the payment being taken).

If you tell us that we've made an incorrect payment based on incorrect payment details you gave us, we'll make reasonable efforts to recover the payment for you but we may not be able to recover it and we may charge you a fee for trying. If we can't recover the payment we won't refund you but we'll contact the payee's bank to ask for the payee's contact details for you.

Please remember that the sort code and account number of an account identifies it, not the name of the account holder.

### 7.3 What we'll do if the payer's bank tells us about an incorrect payment.

A **payer** is the person or organisation you receive a payment from.

We may take a payment from your account if the payer's bank tells us that this payment was sent to you incorrectly.

If this happens, we'll hold the money and contact you to tell you what's happened. We'll ask you to confirm if the payment was sent to you incorrectly. If the payment was sent incorrectly then we'll return it to the payer. If you tell us that the payment was not sent incorrectly then we'll return the money to you but we may have to pass your contact details on to the payer's bank. If we can't get in touch with you within 15 business days, then we'll return the payment to the payer.

If the payment is a CHAPS payment, we'll ask you before we take the money from your account.

## 7.4 What we'll do if you tell us about an unauthorised payment

If an unauthorised payment has been taken from your account (which means someone else made the payment without your permission), you should tell us as soon as possible so that we can take steps to protect your account. You may be entitled to a refund – this will depend on a number of factors.

In this table we refer to **payment details** – this includes your debit card, debit card details and security details.

| What happened?   | Will we refund you?  |
|--|--|
| You acted fraudulently   | We won't refund you in any circumstances.  |
| An unauthorised payment was taken from your account before you received your payment details.  | We'll refund you (including any interest you've lost as a result of the payment being taken).  |
| Your payment details were lost or stolen.  | We'll refund all unauthorised payments but we may hold you responsible for the first £35 if we believe you should have been aware that your payment details were lost or stolen. |
| Your payment details were used to pay for something at a distance where the account holder doesn't need to be there (for example, online or over the phone).   | We'll refund any unauthorised payments (including any interest you've lost as a result of the payment being taken).  |
| You intentionally or with gross negligence failed to: <ul style="list-style-type: none"><li>• use your payment details in accordance with these Terms (for example, you didn't take reasonable steps to keep your payment details safe); or</li><li>• tell us as soon as you became aware that your payment details were lost or stolen or that an unauthorised payment was taken from your account.</li></ul> | We won't refund you for any unauthorised payments that were made before you notified us.   |
| In any other situation where an unauthorised transaction was taken from your account.  | We'll refund you (including any interest you've lost as a result of the payment being taken).  |

If you're entitled to a refund, you'll be refunded by the end of the business day after you told us that an unauthorised payment had been taken from your account. We may take longer to refund you if:

- the unauthorised transaction took place more than 13 months before you notify us; or
- we reasonably suspect fraud.

## 7.5 Our general liability

We won't be responsible for any losses caused by circumstances beyond our control as the situation was abnormal or unforeseeable (for example, due to extreme weather, terrorist activity or industrial action).

## 7.6 Payments processed without you agreeing the amount

If you authorise a payee to take a payment from your account without knowing how much the final payment will be (for example, when hiring a car or booking a hotel room), then you'll be refunded provided:

- you didn't know the exact amount of the payment when you authorised it;
- the amount of the payment exceeded what you could reasonably have expected to pay (excluding increases resulting from exchange rate fluctuations);

- the payment was made either (i) in the case of a euro payment, to a payee in the United Kingdom or the EEA, or (ii) in the case of all other payments, to a payee in the United Kingdom; and
- you ask for a refund within eight weeks of the date the payment left your account.

You won't be refunded if you gave your consent to the payment directly to us and at least four weeks in advance:

- we or the payee provided you with information about the payment; or
- information about the payment was made available to you through online banking or at any branch.

We may ask you for additional information to decide whether you should be refunded. We'll refund you, or explain why we're refusing the refund, within 10 business days of your request for a refund or (if we've asked you for additional information) within 10 business days of us receiving that information.

## 8 Communication and statements

### 8.1 How we'll contact you

We'll contact you and provide communications to you (which will be in English) by:

- post;
- phone;
- email to the email address you gave us;
- secure message to your inbox in online banking;
- text message to the mobile number you gave us; and/or
- notification through the mobile banking app.

Any documentation we send you by email, secure message or through the mobile app may be sent as an electronic attachment (for example, as a PDF). You should make sure that your electronic device(s) are set up to receive our communications (for example, they have the correct hardware, software, operating system and browser).

### 8.2 Statements

Unless we agree otherwise, we'll provide you with a statement:

- at least annually if you have a **Non-payment Account**, this will be free of charge; or
- every month free of charge if you have a **Payment Account** provided that there have been payment transactions on the account during the month.

We can provide you with a copy of previously issued statements for **£3**.

### 8.3 Your contact details

If your contact details change, you should tell us as soon as you can to ensure you receive our communications.

## 9 Making changes to our agreement or changing your account to another account

### 9.1 Changing the Terms and Information Sheet

We can make changes to these Terms and our Information Sheet (excluding interest rates) if we have a valid reason. For example, we can make changes to:

- comply with changes in law, industry codes or regulatory requirements;
- reflect changes in the systems, schemes or suppliers we use;
- reflect changes in inflation or the costs we reasonably incur in providing accounts or services; or
- make the agreement clearer or more favourable to you.

We'll give you **at least 60 days' notice** before we make the change. We'll assume that you've accepted the change unless you switch or close your account during the notice period. If you choose to do this, you won't lose any interest and there are no closure fees.

## 9.2 Changing your interest rates

We can change the interest rate on your account to:

- respond proportionately to a change in the Bank of England’s base rate or any other publicly listed market rate;
- respond proportionately to changes in the interest rates paid by other banks and financial institutions on personal savings accounts;
- reflect changes in the costs we reasonably incur for providing your account; or
- reflect changes to the banking or financial system or changes in law, industry codes that we follow, the decision of an ombudsman or any other regulatory requirement.

### How we’ll notify you:

| Type of account   | If we change the interest rate               | Notice we’ll give you  | How we’ll give you notice  |
|---|--|--|--|
| <b>All accounts</b>   | in a way that is to your <b>advantage</b>    | <b>Either</b> before the change comes into effect <b>or</b> at the earliest opportunity afterwards | By: <ul style="list-style-type: none"> <li>• advertising the change on our website <b>natwest.com</b>;</li> <li>• displaying a notice of the change in our branches; or</li> <li>• advertising the change in at least three daily newspapers.</li> </ul> |
| <b>All Payment Accounts</b><br>For example, a First Saver Account. See Term 1.1 for a full list of Payment Accounts   | in a way that is to your <b>disadvantage</b> | <b>At least 60 days</b>  | By: <ul style="list-style-type: none"> <li>• post</li> <li>• email to the email address you gave us, or</li> <li>• secure message to your inbox in online banking.</li> </ul>  |
| <b>All Non-payment Accounts</b> (where your account has a balance of £100 or more)<br><br>For example, an Flexible Saver or Cash ISA. See Term 1.1 for a full list of Non-payment Accounts. | in a way that is to your <b>disadvantage</b> | <b>At least 14 days</b>  | By: <ul style="list-style-type: none"> <li>• post</li> <li>• email to the email address you gave us, or</li> <li>• secure message to your inbox in online banking.</li> </ul>  |
| <b>All Non-payment Accounts</b> (where your account has a balance of less than £100).<br><br>See Term 1.1 for a full list of Non-payment Accounts   | in a way that is to your <b>disadvantage</b> | <b>Either</b> before the change comes into effect <b>or</b> at the earliest opportunity afterwards | By: <ul style="list-style-type: none"> <li>• advertising the change on our website <b>natwest.com</b>;</li> <li>• displaying a notice of the change in our branches; or</li> <li>• advertising the change in at least three daily newspapers.</li> </ul> |

We’ll assume that you have accepted the changes unless you switch or close your account during the notice period. If you choose to do this, you won’t lose any interest and there are no closure fees.

### 9.3 Changing your account

We can change your savings account to another savings account in our range that we reasonably believe is appropriate for you. We can do this if we have a valid reason. For example, we can change your account if:

- we decide to stop offering that particular type of account; or
- you're not eligible for the account (for example, if you move outside the UK, if we introduce new eligibility criteria, or we change any existing eligibility criteria for your account and you don't meet these).

We'll give you **at least 60 days' notice** before we change your account. We'll assume that you've accepted the change to your account unless you switch or close your account during the notice period. If you choose to do this, you won't lose any interest and there are no closure fees.

### 9.4 Transferring rights or obligations under this agreement

We may transfer our rights or responsibilities under this agreement to another person or organisation in the future. We'll only do this if we reasonably believe that you'll be treated to a similar standard after the transfer as we treated you beforehand.

## 10 Closing your account

### 10.1 How to close your account

You can close your account at any time, without being charged any closure fees, by:

- writing to your branch;
- calling **03457 888 444**;
- logging into online banking; or
- visiting your branch

### 10.2 When we can close your account

We can close your account **immediately** if:

- we reasonably suspect that you've given us false information, which was a significant factor in our decision to open your account (or to continue to provide it to you);
- we reasonably suspect that your account (or any other account you hold with us) is being used, or is planned to be used, for an illegal purpose;
- you behave in an offensive, threatening or violent manner, which includes any racist or other discriminatory conduct, towards our staff;
- we're required to do so by law or regulation;
- you're declared bankrupt;
- you've entered into a voluntary arrangement with your creditors to repay your debts; or
- you've used your account for business purposes.

We can also close your account by giving you **at least 60 days notice**.

## 11 Making a complaint

If you're not completely happy with our service, we'd like you to let us know so that we can resolve your complaint as quickly as possible. You can contact us by:

- visiting your nearest branch;
- calling **03457 888 444** or **+44 3457 888 444** from outside the UK. (Relay UK **18001 08457 888 444**).
- visiting **natwest.com/howtocomplain** and using our **live WebChat** service; or
- writing to us free post at **Customer Relations Manager, 1st Floor, 2 St Phillips Place, Birmingham B3 2RB**.

Our complaints process is set out in full in our leaflet **Unhappy with our services? – Making things better** which you can see online or request from one of our branch or telephone banking staff.

We'll do our best to respond to your complaint and resolve it as soon as we can but if you're not satisfied with our response then you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation which tries to resolve complaints between customers and financial organisations where we've not been able to resolve the complaint ourselves.

Our response to your complaint will outline any deadlines you have to contact the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted at:

- **Exchange Tower, London E14 9SR;**
- **0800 023 4567** (from a landline) or **0300 123 9123** (from a mobile);
- **Complaint.info@financial-ombudsman.org.uk;** or
- **www.financial-ombudsman.org.uk**

## **12 Your Information**

- 12.1 We are a member of the NatWest Group ('NatWest'). For more information about other NatWest companies please visit [natwestgroup.com](http://natwestgroup.com) or contact your branch.
- 12.2 We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. This includes basic personal information such as your name and contact details, and information about your financial circumstances, your accounts and transactions. This section sets out how we may share your information with other NatWest companies and third parties.
- 12.3 For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our full privacy notice (our 'Privacy Notice') provided on our website ([www.natwest.com/privacy](http://www.natwest.com/privacy)).
- 12.4 We may update our Privacy Notice from time to time, by communicating such changes to you and/or publishing the updated Privacy Notice on our website. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.
- 12.5 In respect of any personal information relating to a third party that you provide to us, you must:
- a) notify the third party that you are providing their personal information to us and obtain their permission;
  - b) provide the third party with a copy of our Privacy Notice and these Terms;
  - c) promptly notify the third party of any changes to our Privacy Notice that we notify you of; and
  - d) ensure that, to the best of your knowledge, the personal information is accurate and up to date, and promptly notify us if you become aware that it is incorrect.
- 12.6 Your information may be shared with and used by other NatWest companies. We will only share your information where it is necessary for us to carry out our lawful business activities, or where it is necessary to comply with laws and regulations that apply to us.



- 12.7 We will not share your information with anyone outside NatWest except:
- a) where we have your permission;
  - b) where required for your product or service;
  - c) where we are required by law and to law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
  - d) with other banks and third parties where required by law to help recover funds that have entered your account as a result of a misdirected payment by such a third party;
  - e) with third parties providing services to us, such as market analysis and benchmarking, correspondent banking, and agents and sub-contractors acting on our behalf, such as the companies which print our account statements;
  - f) with social media companies (in a secure format) or other third party advertisers so they can display relevant messages to you and others about our products and services on our behalf. Third party advertisers may also use information about your previous web activity to tailor adverts which are displayed to you;
  - g) with other banks to help trace funds where you are a victim of suspected financial crime and you have agreed for us to do so, or where we suspect funds have entered your account as a result of a financial crime;
  - h) with debt collection agencies and insolvency practitioners;
  - i) with credit reference and fraud prevention agencies;
  - j) with third party guarantors or other companies that provide you with benefits or services (such as insurance cover) associated with your product or service;
  - k) where required for a proposed sale, reorganisation, transfer, financial arrangement, asset disposal or other transaction relating to our business and/or assets held by our business;
  - l) in anonymised form as part of statistics or other aggregated data shared with third parties; or
  - m) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.
- 12.8 If you ask us to, we will share information with any third party that provides you with account information or payment services. If you ask a third party provider to provide you with account information or payment services, you're allowing that third party to access information relating to your account. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.
- 12.9 In the event that any additional authorised users are added to your account, we may share information about the use of the account by any authorised user with all other authorised users.
- 12.10 We will not share your information with third parties for their own marketing purposes without your permission.
- 12.11 We may transfer your information to organisations in other countries (including to other NatWest companies) on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws. We will only transfer your information if we are legally obligated to do so, or where the other country has laws that adequately protect your information, or where we have imposed contractual obligations on the recipients that require them to protect your information to the same standard as we are legally required to.

# Fixed Term Savings Account Terms

## Changing your mind

You can cancel your Fixed Term Savings Account within 14 days from the date of account opening, or the date you received the Terms and Information Sheet if that is later, by writing to your branch (see [natwest.com/branch](https://www.natwest.com/branch) to find your local branch address). You can post your written notice or hand it in.

If you cancel your account within the 14 day period we'll return your deposit and any interest earned to a UK bank account in your name. This can be a personal current or savings account with instant access, except a cash ISA. You'll need to let us know the details of the relevant account.

If you don't cancel your account, you'll remain bound by the Fixed Term Savings Account Terms and the Information Sheet until your account matures or is closed.

Your cancellation rights won't be affected by any of these Terms or by the Information Sheet. If you close your account within the 14 day period you won't lose interest and an Early Closure Charge won't apply.

# Contents

|     |  |    |
|-----|--|----|
| 1   | Introduction   | 20 |
| 2   | Giving us your instructions                                    | 21 |
| 3   | Opening and managing your account                              | 21 |
| 4   | Paying money into your account                                 | 21 |
| 5   | Interest   | 23 |
| 6.  | Closing your account   | 24 |
| 7.  | Reinvestment of your account at Maturity                       | 25 |
| 8.  | Keeping your account safe and limiting the use of your account | 26 |
| 9.  | What happens when something goes wrong?                        | 27 |
| 10. | Communications and statements                                  | 29 |
| 11. | Changing the Terms and the Information Sheet                   | 29 |
| 12. | Transferring rights or obligations under this agreement        | 29 |
| 13. | Making a complaint   | 30 |
| 14. | Your Information   | 30 |

## 1 Introduction

### 1.1 Your agreement with us

These **Terms** and the **Information Sheet** form the agreement between you and us (National Westminster Bank Plc). They explain how your account works and set out the rights and responsibilities that each of us has regarding your account. The **Mobile Banking Terms** also form part of our agreement if we have agreed that you may use our Mobile Banking service to operate your account.

References to **you** in these Terms and the Information Sheet include each account holder (if you have a joint account with us). **You** also includes any third parties which you've authorised to act on your behalf where the term relates to giving us instructions.

Please ask us if you ever need up-to-date copies of any of the documents which make up our agreement. You can also find these Terms and the Information Sheet at [natwest.com/savings-terms](https://natwest.com/savings-terms). The Mobile Banking Terms can be found at [natwest.com/mobileterms](https://natwest.com/mobileterms).

The Information Sheet includes the following important information for your account:

- issue number;
- duration;
- the last date for paying in or making withdrawals;
- the date the account starts (the "Fixed Term Start Date");
- the date the account matures (the "Maturity Date");
- minimum and maximum deposit;
- interest rate information;
- the charge payable if you close your account before the Maturity Date (the "Early Closure Charge"); and
- important dates for reinvestment.

In these Terms and the Information Sheet we use definitions to help simplify the wording. For example, the date your account matures is known as the "Maturity Date".

### 1.2 Joint Accounts

Any one of you can discuss your account with us or give us instructions (without the consent of the other account holder(s)). This includes instructions to withdraw all of the money in your account or close your account.

If you don't want your account to work in this way, any one of you can tell us that we can only accept instructions from all of you acting together. After this happens, all instructions must be in writing and signed by all of you. This means that you won't be able to use our telephone, mobile or online banking services as these services rely on us being able to accept instructions from just one of you.

If you all live at the same address (or give us the same email address) we'll send joint communications to all of you at that address. If you live at separate addresses then we'll only send communications to one of you.

If one of you dies, we'll accept instructions from the remaining account holder(s) and the account will pass into their name(s). See Term 6.4 "Death of an account holder" for more details on what can happen with the account.

### 1.3 The law that applies to your agreement

If you live in Scotland, Scots law applies to this agreement. If you live anywhere else, English law applies to this agreement. If there's a dispute between us, you can take legal action against us in any UK court.

## 2 Giving us your instructions

### 2.1 Giving us your instructions

You can give us instructions in a number of different ways including in writing, by telephone, online, in branch, using your mobile device or by any other means we tell you are available.

You can also give instructions through third parties you've authorised to act on your behalf, for example powers of attorney and third party providers (like account aggregator services).

### 2.2 Delaying or refusing to act on your instructions

We'll always follow your instructions, **unless**:

- we reasonably believe that you didn't authorise the instruction;
- we reasonably suspect the instruction is fraudulent;
- it's necessary to reject your instruction to protect you or us from a crime;
- your instructions are unclear, or incomplete;
- following your instruction would mean that we breach a law or regulation that we must comply with;
- it would cause you to exceed any limit or restriction which applies to your account;
- the payment is not in Sterling, unless we agree otherwise; or
- we're told about a dispute between joint account holders, which means the account can't be used until the dispute is resolved.

If we don't follow one of your instructions we'll usually tell you. If you'd like to know why we didn't follow your instruction you can call us on **03457 888 444** or **+44 (0) 3457 888 444** from outside the UK. (Relay UK **18001 08457 888 444**). If we can, we'll explain why we didn't follow your instruction unless there's a legal or security reason which means we can't tell you.

## 3 Opening and managing your account

You must be at least 16 years old and a UK resident to open and manage an account. If your account is opened and managed by trustees under a formal written trust, the trustees must also be aged 16 years or over and a resident in the United Kingdom.

You can choose to have the interest on your deposit paid into your Fixed Term Savings Account, or you can nominate a personal current or instant access savings account (except a cash ISA) with National Westminster Bank Plc in your own name (your "Nominated Account"), and the interest will be paid into that account instead.

If you want to change your Nominated Account either write to your branch or call **08457 888 444** (Relay UK **18001 03457 888 444**). Your Nominated Account must always be held at the same branch as your Fixed Term Savings Account.

## 4 Paying money into your account

When we refer to **business day** below, and in the rest of these Terms we mean Monday to Friday excluding bank holidays.

#### 4.1 Your Deposit

The minimum deposit (“Minimum deposit”) and the maximum deposit (“Maximum deposit”) permitted for your account are set out in the Information Sheet.

Your deposit into your account may be made by cash, electronic transfer or cheque.

#### 4.2 Minimum deposit

If at the Fixed Term Start Date the balance of the account is £0 or less than the Minimum deposit, your account will be converted to a Primary Savings Account, and your funds will earn interest at the rate applicable to the Primary Savings Account from the date that the account is opened. The interest rates for Primary Savings Account are available on [natwest.com/savings\\_rates](https://natwest.com/savings_rates)

#### 4.3 Additional deposits

We don’t allow additional deposits into your account after 3.30pm on the last business day before the Fixed Term Start Date as set out in the Information Sheet.

#### 4.4 Electronic funds

When we receive an electronic transfer, the money will be credited to your account immediately, and will start earning interest on the same day.

If we receive the money (and instruction to pay it into your account) by:

- **Faster Payments** – we’ll check the instruction and if we approve it then the money will usually be credited to your account immediately
- **CHAPS** – we’ll check the instruction and if we approve it then the money will be credited to your account within 90 minutes of receipt.

#### 4.5 Cash

Cash will be credited to your account immediately. If you pay it in at a branch counter it will start earning interest immediately if the cash is received within normal branch opening hours. If the cash is received outside of normal branch opening hours it will start earning interest on the next business day.

#### 4.6 Cheques

Funds paid in by cheque must be available in your account on or before the last business day before the Fixed Term Start Date as set out in the Information Sheet.

When you pay a cheque from a UK bank or building society into your account before 3:30pm, the money will be in your account before 11:59pm the next business day at the latest.

If a cheque is paid into your account after 3:30pm or on a non-business day, this process will begin on the next business day. *For example, if you pay a cheque into your account at 4pm on a Thursday, the money will be available for you to use before midnight on the Monday evening at the latest.*

If a cheque is paid into your account at a Post Office, this process will begin when we receive it from the Post Office (normally one business day after you pay it in).

Cheques not issued by a UK bank or building society and foreign currency cheques follow a different process and might take longer than these timescales.

Occasionally there may be legal reasons, processing limitations or limited circumstances beyond our control which stops us from receiving the cheque or causes a delay to these time periods.

#### 4.7 Taking money out of your account

- You can withdraw money from your account (in branch, online, or by calling telephone banking) until 3.30pm on the last business day before the Fixed Term Start Date as set out in the Information Sheet.
- If you withdraw funds from your account before the Fixed Term Start Date and your deposit at the Fixed Term Start Date is £0 or less than the Minimum deposit, your account will be converted to a Primary Savings Account.
- You can't make partial withdrawals from your account between the Fixed Term Start Date and the Maturity Date.
- If the balance of your account is £0 at any time between the Fixed Term Start Date and the Maturity Date, your account may be converted to a Primary Savings Account.
- For details of how to close your account, please see Term 6.

#### 4.8 Timescales for transferring money to other accounts

You can transfer money from your account to any other account based in the UK until 3.30pm on the last business day before the Fixed Term Start Date as set out in the Information Sheet.

In most cases the transfer will be made using the Faster Payments Service and the money will be added to the payee's account immediately (unless you ask us to make the transfer on a particular date in the future). A **payee** is the person you intend to pay. In limited circumstances (for example, if we suspect fraud), the payment may take longer to reach the payee's account.

If we can't use the Faster Payments Service and the payment is to be made in the UK, then the following time scales will apply:

| Type of payment              | When will the payment reach the payee's account following receipt of your instructions? |
|------------------------------|---|
| Sterling electronic payment  | By the end of the next business day   |
| Sterling paper-based payment | By the end of the second business day   |

If an instruction is received on a **non-business day or after 3.30pm on a business day**, the process for making the payment will start on the next business day.

#### 4.9 Tax

If you owe tax (or other charges) to an authority in connection with your account, we may take this payment directly from your account.

#### 4.10 Using money in your account to repay money

If you've borrowed money from us (for example, through a loan, credit card or overdraft) and the money or the repayments are overdue for payment, we may take money from your account to repay some or all of the money you owe us (including any fees or interest). This is called "set-off". We'll **never** set off a debt on a:

- sole account against money held in a joint account between the sole account holder and another person; or
- joint account against money held in another joint account between different joint account holders.

We may also set off any money we owe you (for example, as a refund or compensation or to settle a complaint you've made against us) to repay or reduce any money you owe us that is overdue for payment.

### 5 Interest

Interest is calculated daily at the rate set out in the Information Sheet and paid into your Fixed Term Savings Account unless you have chosen to have it paid into a Nominated Account.

Your interest will be calculated daily and paid on the first business day of every month and on the Maturity Date. On the Maturity Date, we'll pay any outstanding interest earned into your account. If you have a Nominated Account, we'll pay any outstanding interest into that account.

A certificate of interest is available upon request in our branches or may be downloaded if you have access to and are registered for online banking.

You can also find out information about our interest rates by:

- asking at any of our branches;
- calling **03457 888 444**;
- visiting **natwest.com**;
- logging into online banking; or
- referring to your account statement.

You'll need to know your issue number or Maturity Date, which can be found on the Information Sheet.

## **6 Closing your account**

### **6.1 How to close your account and Early Closure Charge**

#### **• Before the Fixed Term Start Date**

- You can close your account at any time before the Fixed Term Start Date and no Early Closure Charge will apply.

#### **• After the Fixed Term Start Date**

- You can close your account before the Maturity Date by giving 35 days' written notice to your branch. To give this notice, you can either write to your branch, or hand it in in person to your local branch; and
- We'll apply an Early Closure Charge as set out in the Information Sheet and will deduct it from your account. This will not apply if the account is closed in the event of your death or non-voluntary redundancy.

Your account will be closed and your deposit and any interest earned on your account by the date of closure, less any Early Closure Charge, will be paid into a personal bank account in your name as advised by you.

We may need to contact you to confirm details of this transaction. If we are unable to contact you a cheque will be issued to you for the amount of your deposit and any interest earned on your account, less any Early Closure Charge.

### **6.2 When we can close your account**

We can close your account immediately if:

- we reasonably suspect that you have given us false information which was a significant factor in our decision to open your account, or to continue to provide it to you;
- we reasonably suspect that your account (or any other account you hold with us), is being used, or is planned to be used, for an illegal purpose;
- you behave in an offensive, threatening or violent manner, which includes any racist or other discriminatory conduct, towards our staff;
- you weren't entitled to open your account;
- we're required to do so by law or regulation;
- you're declared bankrupt;
- you've entered into a voluntary arrangement with your creditors to repay your debts; or
- you've used your account for business purposes.



Your deposit and any interest earned on your account by the date of closure will be paid into your Nominated Account (if chosen) or another eligible bank account in your name (such as a personal current or instant access savings account, except a cash ISA).

### **6.3 Closing your account on non-voluntary redundancy**

During the term of your account, you can, on giving us at least 35 days' written notice, withdraw your deposit together with any outstanding interest that you have earned by the date of withdrawal, that has not yet been paid out to you, without the application of an Early Closure Charge, if:

- your employer has terminated your employment by reason of non-voluntary redundancy; and
- you provide us with satisfactory evidence of this (for example in the form of a letter from your former employer or notification of the termination of your employment), together with your P45.

### **6.4 Death of an account holder**

If your account is held in joint names and one of you dies, on giving us at least 35 days' written notice it can be closed without incurring an Early Closure Charge or continued until the Maturity Date in the survivor's name.

On the death of a sole account holder or the survivor of a jointly held account, your legal personal representatives have the right to either:

- close your account on giving us at least 35 days' written notice, without incurring an Early Closure Charge; or
- continue your account until the Maturity Date.

If your legal personal representatives do not close your account, it'll continue until the Maturity Date and won't be automatically reinvested. At the Maturity Date the deposit and outstanding interest will be paid to your legal personal representatives.

When we receive notification of the death of a sole account holder, but you've a Nominated Account which is a joint account, we'll stop paying interest into your Nominated Account until your legal personal representatives tell us in writing where to pay it to. We'll only pay interest to a NatWest personal current account or instant access savings account, except a cash ISA.

In the event of the death of a sole account holder, we'll not pay any money to your legal personal representatives until they have satisfied us that they have the authority to receive the money and we may require a Grant of Probate or Letters of Administration (in England and Wales) or Confirmation (in Scotland) before releasing any monies to them.

## **7 Reinvestment of your account at Maturity**

### **7.1 Information on options available at Maturity**

On or around 14 days before the Maturity Date, we'll send you information on the options available to you when your account matures, and will also send you an Information Sheet for a new fixed term savings account issue.

### **7.2 If you want to reinvest or if you don't tell us what you want to do**

- **If you want to reinvest:**
  - Your deposit will be reinvested into the new fixed term savings account issue with the same rights of withdrawal, duration and interest payment frequency as when you originally invested in your Fixed Term Savings Account.
  - The interest rate for the new fixed term savings account issue could be higher or lower than the rate of interest which applied to your account when you took it out originally.

- **If you don't tell us what you want to do:**

- If, before the Maturity Date, you don't tell us that you want to opt out, we'll reinvest your deposit in the new fixed term savings account issue and pay the interest earned on your original account into the new fixed term savings account issue, or into your Nominated Account if you have one for your original account.

We'll write to you to confirm the details of your reinvestment.

### **7.3 If you don't want to reinvest**

You'll have until 5 days before the Maturity Date (the **Opt Out Date**) to tell us that you don't want to reinvest. If you do this, then on the Maturity Date, we'll convert your account into a Primary Savings Account. If you've chosen to have interest paid into a Nominated Account any outstanding interest will be paid into your Nominated Account on the Maturity Date.

### **7.4 If you change your mind after your account has been reinvested**

- If you change your mind or your request to opt out is received after the Opt Out Date, you'll still be able to opt out within 30 days from the date we reinvested your deposit. Around five working days after we receive your request, your account will be closed and your deposit and any interest earned on your account will be paid into a personal bank account in your name. If you don't have another account in your name a cheque will be sent.
- After the 30 day period has expired, you can close your account on the basis set out in Term 6.1.

### **7.5 When these reinvestment terms will apply**

These reinvestment terms will apply on the maturity of every subsequent fixed term savings account issue.

## **8 Keeping your account safe and limiting the use of your account**

### **8.1 What you need to do to keep your account safe**

You must:

- take all reasonable steps to keep your security details safe and any passwords or log-in details for telephone, mobile or online banking
- keep your mobile device (for example, mobile phone or tablet) secure at all times and not let anyone else use them to make payments; and
- when you're logged into online or mobile banking, not leave the device (for example, the mobile phone or computer) you're using unattended and you must make sure that any information stored or displayed on your device is kept secure; and
- be aware that if you give your online banking password and log in details to a third party provider, we're not responsible for what they do with your details or account information.

We'll **never**:

- ask you to give us or any person or organisation your full security details (including your card PIN, your online banking password or security codes);
- send someone to collect cash, your PIN, or your card if you're a victim of fraud; or
- ask you to transfer money to a new account for fraud reasons

If you're ever in doubt, please refer to the customer security centre at [natwest.com/security](https://www.natwest.com/security).

## 8.2 What you need to do if you think someone knows your security details

- If you think that someone might know your security details or if you suspect that someone may have used or accessed your account without your permission, please tell us as soon as possible by calling **03457 888 444** (or **+44 125 230 8047** from outside the UK) or by contacting a member of staff at one of our branches.

## 8.3 Limiting the use of your account or your services

We may suspend, restrict or stop access to your account or to certain services (such as your online banking) if:

- we reasonably believe that your security details haven't been kept safe;
- we reasonably suspect that your security details have been used fraudulently or without your permission;
- a restriction applies to your account (for example, we're told about a dispute between joint account holders, which means the account can't be used until the dispute is resolved); or
- we believe it's appropriate in order to protect your account.

We'll usually tell you before or immediately after we take any of these steps. We'll also explain why we've done so, unless we're unable to contact you or there's a legal or security reason which means we can't provide an explanation.

## 8.4 Notifying you of concerns

If we suspect or become aware that your account may be subject to fraud or security threats, we'll contact you using the contact details we hold for you.

## 9 What happens when something goes wrong?

### 9.1 What to do if an incorrect payment or unauthorised payment is taken from my account

If you suspect that an incorrect or unauthorised payment has been made from your account, you must contact us as soon as possible by calling **03457 888 444** or contacting your branch.

### 9.2 What we'll do if an incorrect payment has been made to or from your account

If we pay money into your account by mistake, we can take the money out of your account.

If we make an incorrect payment from your account, which was our mistake, we'll refund you (including any interest that you've lost as a result of the payment being taken).

If you tell us that we've made an incorrect payment based on incorrect payment details you gave us, we'll make reasonable efforts to recover the payment for you but we may not be able to recover it and we may charge you a fee for trying. If we can't recover the payment we won't refund you but we'll contact the payee's bank to ask for the payee's contact details for you.

Please remember that the sort code and account number of an account identifies it, not the name of the account holder.

### 9.3 What we'll do if the payer's bank tells us about an incorrect payment

A **payer** is the person or organisation you receive a payment from.

We may take a payment from your account if the payer's bank tells us that this payment was sent to you incorrectly.

If this happens, we'll hold the money and contact you to tell you what's happened. We'll ask you to confirm if the payment was sent to you incorrectly. If the payment was sent

incorrectly then we'll return it to the payer. If you tell us that the payment was not sent incorrectly then we'll return the money to you but we may have to pass your contact details onto the payer's bank. If we can't get in touch with you within 15 business days, then we'll return the payment to the payer.

If the payment is a CHAPS payment, we'll ask you before we take the money from your account.

#### 9.4 What we'll do if you tell us about an unauthorised payment

If an unauthorised payment has been taken from your account (which means someone else made the payment without your permission), you should tell us as soon as possible so that we can take steps to protect your account. You may be entitled to a refund – this will depend on a number of factors.

In this table we refer to **payment details** – this includes your security details.

| What happened?  | Will we refund you?  |
|---|--|
| You acted fraudulently.   | We won't refund you in any circumstances.  |
| An unauthorised payment was taken from your account before you received your payment details.   | We'll refund you (including any interest you've lost as a result of the payment being taken).  |
| Your payment details were lost or stolen  | We'll refund all unauthorised payments but we may hold you responsible for the first £35 if we believe you should have been aware that your payment details were lost or stolen. |
| Your payment details were used to pay for something at a distance where the account holder doesn't need to be there (for example, online or over the phone).  | We'll refund any unauthorised payments (including any interest you've lost as a result of the payment being taken).  |
| You intentionally or with gross negligence failed to: <ul style="list-style-type: none"> <li>• use your payment details in accordance with these Terms (for example, you didn't take reasonable steps to keep your payment details safe); or</li> <li>• tell us as soon as you become aware that your payment details were lost or stolen or that an unauthorised payment was taken from your account.</li> </ul> | We won't refund you for any unauthorised payments that were made before you notified us.   |
| In any other situation where an unauthorised transaction was taken from your account.   | We'll refund you (including any interest you've lost as a result of the payment being taken).  |

If you're entitled to a refund, you'll be refunded by the end of the business day after you told us that an unauthorised payment had been taken from your account. We may take longer to refund you if:

- the unauthorised transaction took place more than 13 months before you notify us; or
- we reasonably suspect fraud.

#### 9.5 Our general liability

We won't be responsible for any losses caused by circumstances beyond our control as the situation was abnormal or unforeseeable (for example, due to extreme weather, terrorist activity or industrial action).

## 10 Communications and Statements

### 10.1 How we'll contact you

We'll contact you and provide communications to you (which will be in English) by:

- post;
- phone;
- email to the email address you gave us;
- secure message to your inbox in online banking;
- text message to the mobile phone number you gave us; and/or
- notification through the mobile banking app.

Any documentation we send you by email, secure message or through the mobile app may be sent as an electronic attachment (for example as a PDF). You should make sure that your electronic device(s) are set up to receive our communications (for example, they have the correct hardware, software, operating system and browser).

### 10.2 Statements

- We'll provide you with statements at least annually, free of charge, showing any transactions and interest paid into your account since the previous statement;
- We'll provide you with a copy of a previously issued statement for **£3**.
- We'll send a certificate of deposit within 14 days of the Fixed Term Start Date.

### 10.3 Your contact details

If your contact details change, you should tell us as soon as you can to ensure you receive your communications.

## 11 Changing the Terms and Information Sheet

We can make changes to these Terms and the Information Sheet (excluding interest rates) if we have a valid reason. We will only make changes for one of the following reasons:

- to comply with changes in law, industry codes or regulatory requirements;
- to reflect changes in the systems, schemes or suppliers we use;
- to reflect changes in inflation or the costs we reasonably incur in providing accounts or services; or
- to make the agreement clearer or more favourable to you.

If the change is to your **disadvantage**, we'll give you at least 30 days' notice before the change comes into effect.

If the change is to your **advantage**, we'll give you notice of the change within 30 days of the change coming into effect.

If we give you notice of a change to these Terms or the Information Sheet which is to your disadvantage, then for a period of 60 days from the date of our notice, you've the right to close your account without loss of interest or the application of an Early Closure Charge.

We'll assume that you've accepted the changes unless you close your account during the notice period. If you choose to close your account, any terms here or in the Information Sheet will not prevent you closing your account, and you won't lose any interest or need to pay an Early Closure Charge.

## 12 Transferring rights or obligations under this agreement

We may transfer our rights or responsibilities under this agreement to another person or organisation in the future. We'll only do this if we reasonably believe that you'll be treated to a similar standard after the transfer as we treated you beforehand.

### 13 Making a complaint

If you're not completely happy with our service, we'd like you to let us know so that we can resolve your complaint as quickly as possible. You can contact us by:

- visiting your nearest branch;
- calling **03457 888 444**;
- visiting [natwest.com/howtocomplain](https://www.natwest.com/howtocomplain) and using our **live WebChat** service; or
- Writing to us free post at **Customer Relations Manager, 1st Floor, 2 St Phillips Place, Birmingham B3 2RB.**

Our complaints process is set out in full in our leaflet **Unhappy with our services? – Making things better**, which you can see online or request from one of our branch or telephone banking staff.

We'll do our best to respond to your complaint and resolve it as soon as we can but if you're not satisfied with our response then you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation which tries to resolve complaints between customers and financial organisations where we've not been able to resolve the complaint ourselves.

Our response to your complaint will outline any deadlines you have to contact the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted at:

- **Exchange Tower, London E14 9SR;**
- **0800 023 4567** (from a landline) or **0300 123 9123** (from a mobile);
- **Complaint.info@financial-ombudsman.org.uk;** or
- **www.financial-ombudsman.org.uk**

### 14 Your Information

- 14.1 We are a member of the NatWest Group ('NatWest'). For more information about other NatWest companies please visit [natwestgroup.com](https://www.natwestgroup.com), or contact your branch.
- 14.2 We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. This includes basic personal information such as your name and contact details, and information about your financial circumstances, your accounts and transactions. This section sets out how we may share your information with other NatWest companies and third parties.
- 14.3 For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our full privacy notice (our 'Privacy Notice') provided on our website ([www.natwest.com/privacy](https://www.natwest.com/privacy)).
- 14.4 We may update our Privacy Notice from time to time, by communicating such changes to you and/or publishing the updated Privacy Notice on our website. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.
- 14.5 In respect of any personal information relating to a third party that you provide to us, you must:
  - a) notify the third party that you are providing their personal information to us and obtain their permission;
  - b) provide the third party with a copy of our Privacy Notice and these Terms;
  - c) promptly notify the third party of any changes to our Privacy Notice that we notify you of; and
  - d) ensure that, to the best of your knowledge, the personal information is accurate and up to date, and promptly notify us if you become aware that it is incorrect.

- 14.6 Your information may be shared with and used by other NatWest companies. We will only share your information where it is necessary for us to carry out our lawful business activities, or where it is necessary to comply with laws and regulations that apply to us.
- 14.7 We will not share your information with anyone outside NatWest except:
- a) where we have your permission;
  - b) where required for your product or service;
  - c) where we are required by law and to law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
  - d) with other banks and third parties where required by law to help recover funds that have entered your account as a result of a misdirected payment by such a third party;
  - e) with third parties providing services to us, such as market analysis and benchmarking, correspondent banking, and agents and sub-contractors acting on our behalf, such as the companies which print our account statements;
  - f) with social media companies (in a secure format) or other third party advertisers so they can display relevant messages to you and others about our products and services on our behalf. Third party advertisers may also use information about your previous web activity to tailor adverts which are displayed to you;
  - g) with other banks to help trace funds where you are a victim of suspected financial crime and you have agreed for us to do so, or where we suspect funds have entered your account as a result of a financial crime;
  - h) with debt collection agencies and insolvency practitioners;
  - i) with credit reference and fraud prevention agencies;
  - j) with third party guarantors or other companies that provide you with benefits or services (such as insurance cover) associated with your product or service;
  - k) where required for a proposed sale, reorganisation, transfer, financial arrangement, asset disposal or other transaction relating to our business and/or assets held by our business;
  - l) in anonymised form as part of statistics or other aggregated data shared with third parties; or
  - m) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.
- 14.8 If you ask us to, we will share information with any third party that provides you with account information or payment services. If you ask a third party provider to provide you with account information or payment services, you're allowing that third party to access information relating to your account. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.
- 14.9 In the event that any additional authorised users are added to your account, we may share information about the use of the account by any authorised user with all other authorised users.
- 14.10 We will not share your information with third parties for their own marketing purposes without your permission.
- 14.11 We may transfer your information to organisations in other countries (including to other NatWest companies) on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws. We will only transfer your information if we are legally obligated to do so, or where the other country has laws that adequately protect your information, or where we have imposed contractual obligations on the recipients that require them to protect your information to the same standard as we are legally required to.

# Fixed Rate ISA Terms

## Changing your mind

You can cancel your Fixed Rate ISA within 14 days from the date of account opening, or the date you received the Terms and Information Sheet if that is later by writing to your branch (see [natwest.com/branch](https://natwest.com/branch) to find your local branch address). You can post your written notice or hand it in.

If you cancel within the 14 day period we'll return your deposit and any interest earned.

If you don't cancel your account, you'll remain bound by the Fixed Rate ISA Terms and the Information Sheet until your account is closed.

Your cancellation rights won't be affected by any of these Terms or by the Information Sheet. If you close your account within the 14 day period you won't lose interest and an Early Closure Charge won't apply.



# Contents

|    |  |    |
|----|--|----|
| 1  | Introduction   | 34 |
| 2  | Giving us your instructions                                    | 34 |
| 3  | Opening and managing your account                              | 35 |
| 4  | Paying money into your account                                 | 36 |
| 5  | Maturity   | 37 |
| 6  | Taking money out of your account and ISA transfers             | 37 |
| 7  | Interest   | 38 |
| 8  | Closing your account   | 39 |
| 9  | Keeping your account safe and limiting the use of your account | 39 |
| 10 | What happens when something goes wrong?                        | 40 |
| 11 | Communications and statements                                  | 42 |
| 12 | Changing the Terms and the Information Sheet                   | 42 |
| 13 | Transferring rights or obligations under this agreement        | 42 |
| 14 | Making a complaint   | 43 |
| 15 | Your Information   | 43 |

## 1 Introduction

### 1.1 Your agreement with us

These **Terms** and the **Information Sheet** form part of the agreement between you and us (National Westminster Bank Plc) for a Fixed Rate ISA, which is a cash ISA. They explain how your account works and set out the rights and responsibilities that each of us has regarding your account. References to **account** in these Terms and the Information Sheet mean a Fixed Rate ISA. The **Mobile Banking Terms** also form part of our agreement if we have agreed that you may use our Mobile Banking service to operate your account.

References to **you** in these Terms and the Information Sheet include any third parties which you've authorised to act on your behalf where the term relates to giving us instructions.

Please ask us if you ever need up-to-date copies of any of the documents which make up our agreement. You can also find these Terms and the Information Sheet at [natwest.com/savings-terms](https://natwest.com/savings-terms). The Mobile Banking Terms can be found at [natwest.com/mobileterms](https://natwest.com/mobileterms)

The Information Sheet includes the following important information for your account:

- issue number;
- duration;
- the date your account starts (the "Start Date");
- the date your account matures (the "Maturity Date");
- minimum and maximum deposit;
- ISA subscription limits;
- interest rate information;
- the charge payable if you close your account before the Maturity Date (the "Early Closure Charge"); and
- key dates for your Fixed Rate ISA application.

In these Terms and the Information Sheet we use definitions to help simplify the wording. For example, the date your account matures is known as the **Maturity Date**.

### 1.2 The law that applies to your agreement

If you live in Scotland, Scots law applies to this agreement. If you live anywhere else, English law applies to this agreement. If there's a dispute between us, you can take legal action against us in any UK court.

## 2 Giving us your instructions

### 2.1 Giving us your instructions

You can give us instructions in a number of different ways including in writing, by telephone, online, in branch, using your mobile device or by any other means we tell you are available.

You can also give instructions through third parties you've authorised to act on your behalf, for example powers of attorney and third party providers (like account aggregator services.)

### 2.2 Delaying or refusing to act on your instructions

We'll always follow your instructions, **unless**:

- we reasonably believe that you didn't authorise the instruction;
- we reasonably suspect the instruction is fraudulent;
- it's necessary to reject your instruction to protect you or us from a crime;

- your instructions are unclear, or incomplete;
- following your instruction would mean that we breach a law or regulation that we must comply with;
- the payment is not in Sterling, unless we agree otherwise; or
- it would cause you to exceed any limit or restriction which applies to your account.

If we don't follow one of your instructions we'll usually tell you. If you'd like to know why we didn't follow your instruction you can call us on **03457 888 444**. **+44 (0) 3457 888 444** from outside the UK. (Relay UK **18001 03457 888 444**). If we can, we'll explain why we didn't follow your instruction unless there's a legal or security reason which means we can't tell you.

### 3 Opening and managing your account

When we refer to **business day** below, and in the rest of these Terms, we mean Monday to Friday excluding bank holidays.

#### 3.1 Individual Savings Account Regulations

The Fixed Rate ISA is governed by the Individual Savings Account Regulations 1998, as amended from time to time, and any other applicable regulations and statutes (together called the "ISA Regulations"). Words and phrases have the same meanings in these Terms as they have in the ISA Regulations.

#### 3.2 Eligibility

- To open a Fixed Rate ISA you must be aged 16 years or over and either:
  - be resident in the United Kingdom; or
  - have general earnings from overseas Crown employment which is subject to United Kingdom tax under Section 28 of the Income Tax (Earnings & Pensions) Act 2003, or be married to, or in a civil partnership with such a person.
- If you no longer meet the residency criteria above, you'll retain the benefits of your account up to the last business day you meet the criteria.
- You'll only be able to make further payments into your account if you satisfy the residency criteria again.
- You must:
  - not have subscribed to another cash ISA (including a Help to Buy: ISA with another provider) or invested the maximum amount in any combination of permitted ISAs in the same tax year;
  - hold the account solely in your own name; and
  - hold the money in your account in your beneficial ownership. This means it must belong to you at all times and must not be used as security for a loan.

#### 3.3 Deposits and Subscription Limits

- The maximum amount that can be paid into your account each tax year is set by the Government and may change from time to time. If the amount paid in exceeds the subscription limit any excess money will be returned to you.
- The ISA subscription limits for the current tax year are set out in the Information Sheet.
- The minimum deposit ("Minimum deposit") and the maximum deposit ("Maximum deposit") allowed are set out in the Information Sheet.
- We'll tell you if we become aware that your account is, or will become no longer exempt from tax under the ISA Regulations.
- We'll satisfy ourselves that if we delegate to any person any of our functions and responsibilities under these Terms, they are competent to carry them out.
- If you make a subscription but do not invest the full ISA subscription limit for a tax year into your Fixed Rate ISA, you'll not be able to make further subscriptions for that tax year into any other cash ISA, other than a NatWest Help to Buy: ISA.

## 4 Paying money into your account

### 4.1 Minimum deposit

If at the start date (“Start Date”) the balance in your account is below the Minimum deposit as set out in the Information Sheet then your Fixed Rate ISA will earn interest at the same rate as the lower tier of a Cash ISA (at the time your account is opened) for the time your balance is less than the Minimum deposit. See our current interest rates at [natwest.com/isa](https://www.natwest.com/isa)

### 4.2 Additional Deposits

- We don’t allow additional deposits into your account after the “**Last date to make payments or withdrawals**” as shown in the Information Sheet for the duration of your account.
- The above doesn’t apply if:
  - you’re transferring an ISA from an external ISA manager; and
  - we’ve received the transfer request by the “Last date for receipt by us of external ISA transfer requests” as shown in the Information Sheet.

### 4.3 Transfers from other ISAs

- We accept balance transfers from existing NatWest accounts so long as we receive the transfer request by the “**Last date for receipt by us of NatWest internal ISA transfer requests**” as shown in the Information Sheet. Funds must be available to be transferred by the Start Date as shown in the Information Sheet.
- We accept balance transfer requests from external ISA managers so long as we receive the request by the “**Last date for receipt by us of external ISA transfer requests**” as shown in the Information Sheet. Funds must be available to be transferred by the Start Date as shown in the Information Sheet. You should speak with your current ISA manager for information about any notice period required to be given to them and any charges that apply.

### 4.4 Electronic funds

When we receive an electronic transfer, the money will be credited to your account immediately, and will start earning interest on the same day.

If we receive the money (and instruction to pay it into your account) by:

- **Faster Payments** – we’ll check the instruction and if we approve it then the money will usually be credited to your account immediately
- **CHAPS** – we’ll check the instruction and if we approve it then the money will be credited to your account within 90 minutes of receipt.

### 4.5 Cash

Cash will be credited to your account immediately. If you pay it in at a branch counter it will start earning interest immediately if the cash is received within normal branch opening hours. If the cash is received outside of normal branch opening hours it will start earning interest on the next business day.

### 4.6 Cheques

Funds paid in by cheque must be available in your account on or before the last business day before the Start Date as set out in the Information Sheet.

When you pay a cheque from a UK bank or building society into your account before 3:30pm, the money will be in your account before 11:59pm the next business day at the latest.

If a cheque is paid into your account after 3:30pm or on a non-business day, this process will begin on the next business day. *For example, if you pay a cheque into your account at 4pm on a Thursday, the money will be available for you to use before midnight on the Monday evening at the latest.*

If a cheque is paid into your account at a Post Office, this process will begin when we receive it from the Post Office (normally one business day after you pay it in).

Cheques not issued by a UK bank or building society and foreign currency cheques follow a different process and might take longer than these timescales.

Occasionally there may be legal reasons, processing limitations or limited circumstances beyond our control which stops us from receiving the cheque or causes a delay to these time periods.

## 5 Maturity

Each Fixed Rate ISA issue has a specified Maturity Date which is set out in the Information Sheet. On or around 14 days before the Maturity Date, we'll contact you to remind you of this and give you information on the options available (unless your account has a zero balance).

On the Maturity Date (or if the Maturity Date is not a business day, the next business day), we'll convert your account to a Cash ISA. You'll be able to access your money on the following day, the Maturity Payment Date.

## 6 Taking money out of your account and ISA transfers

### 6.1 Taking money out of your account

You can withdraw money from your account (in branch or by calling telephone banking) until 3.30pm on the last business day before the Start Date as set out in the Information Sheet. Partial withdrawals are not permitted after this time. If you want to take money out of your account after this time and before the Maturity Date, you must close your account by giving written notice to your branch (see Term 8 below for more information).

### 6.2 Timescales for transferring money to other accounts

You can transfer money from your account to any other account based in the UK until 3.30pm on the last business day before the Start Date as set out in the Information Sheet.

In most cases the transfer will be made using the Faster Payments Service and the money will be added to the payee's account immediately (unless you ask us to make the transfer on a particular date in the future). A **payee** is the person you intend to pay. In limited circumstances (for example, if we suspect fraud), the payment may take longer to reach the payee's account.

If we can't use the Faster Payments Service and the payment is to be made in the UK, then the following timescales will apply:

| Type of payment              | When will the payment reach the payee's account following receipt of your instructions? |
|------------------------------|---|
| Sterling electronic payment  | By the end of the next business day   |
| Sterling paper-based payment | By the end of the second business day   |

If an instruction is received on a **non-business day or after 3.30pm on a business day**, the process for making the payment will start on the next business day.

### 6.3 Transferring your ISA

If you want to transfer your account to an external ISA manager, we'll carry out the transfer within 5 business days of receiving the instruction to transfer from your new ISA manager, or 5 business days from a date of your choosing.

If the transfer is **before** or **on** the Maturity Date, we'll convert your ISA to a Cash ISA and an Early Closure Charge will apply (except if you die). Details of the Early Closure Charge can be found in Term 8 below and in the Information Sheet. Your Fixed Rate ISA will be closed and if there is any money left in your account, it will be deposited into your Cash ISA.

If you want to transfer your ISA without incurring an Early Closure Charge the transfer must be dated at least the day **after** the Maturity Date, when your money is accessible.

#### 6.4 Tax

If you owe tax (or other charges) to an authority in connection with your account, we may take this payment directly from your account.

#### 6.5 Using money in your account to repay money

If you've borrowed money from us (for example, through a loan, credit card or overdraft) and the money or the repayments are overdue for payment, we may take money from your account to repay some or all of the money you owe us (including any fees or interest). This is called "set-off". We'll **never** set off a debt on a:

- sole account against money held in a joint account between the sole account holder and another person; or
- joint account against money held in another joint account between different joint account holders.

We may also set off any money we owe you (for example, as a refund or compensation or to settle a complaint you've made against us) to repay or reduce any money you owe us that is overdue for payment.

#### 7 Interest

When we refer to **tax-free interest** below we mean interest which is exempt from UK income tax.

The rate of interest which applies to your account, and the way it is calculated and paid is set out in the Information Sheet.

Where interest is paid annually:

- **Duration of Fixed Rate ISA is one year:** tax-free interest will be paid to your account on the first business day in April and on the maturity payment date (**Maturity Payment Date**);
- **Duration of Fixed Rate ISA is longer than one year:** tax-free interest will be paid each year to your account on the first business day in April. In the year your ISA matures, interest will be paid on the first business day in April and on the Maturity Payment Date. The Maturity Payment Date is set out in the Information Sheet. If this date is not a business day, interest will be paid on the next business day.

You can also find out information about our interest rates by:

- asking at any of our branches;
- calling **03457 888 444**;
- visiting **natwest.com**;
- logging into online banking; or
- referring to your account statement.

You'll need to know your issue number or Maturity Date, which can be found on the Information Sheet.

## **8 Closing your account**

### **8.1 How to close your account**

- you can close your account **before** or **on** the Maturity Date by giving written notice to your branch;
- we'll apply an Early Closure Charge as set out in the Information Sheet and will deduct it from your account. No Early Closure Charge will be deducted if the account is closed because you die;
- your account will be closed, and we'll convert your Fixed Rate ISA into a Cash ISA; and
- your deposit and any interest earned on your account by the date of closure less any Early Closure Charge will be paid into your Cash ISA.

### **8.2 When we can close your account**

We can close your account immediately if:

- we reasonably suspect that you have given us false information which was a significant factor in our decision to open your account, or continue to provide it to you;
- we reasonably suspect that your account (or any other account you hold with us), is being used, or is planned to be used, for an illegal purpose;
- you behave in an offensive, threatening or violent manner, which includes any racist or other discriminatory conduct, towards our staff;
- you weren't entitled to open your account;
- we're required to do so by law or regulation;
- you're declared bankrupt;
- you've entered into a voluntary arrangement with your creditors to repay your debts; or
- you've used your account for business purposes.

Your deposit and any interest earned on your account will be deposited into your Cash ISA.

### **8.3 Death of an account holder**

If you die, we'll close your account when we receive notice of your death from your legal personal representatives. No Early Closure Charge will apply.

Your deposit and the tax-free interest will be paid to your legal personal representatives provided we are satisfied that they have the authority to receive the money. We may require a Grant of Probate or Letters of Administration (in England and Wales) or Confirmation (in Scotland) before releasing any monies to them.

If you die before 6 April 2018, any interest earned on your account up to the date of your death will be exempt from tax. Any interest earned after the date of your death will not be exempt from tax.

If you die on or after 6 April 2018, any interest earned on your account up to and after the date of your death will be exempt from tax until the earlier of one of the following dates:

- Completion of the administration of the estate,
- The day falling on the third anniversary of death, or
- Closure of your account within the meaning of regulation 4B(3)(a) of the ISA Regulations (following full withdrawal of all money and no subsequent contributions received).

## **9 Keeping your account safe and limiting the use of your account**

### **9.1 What you need to do to keep your account safe**

You must:

- take all reasonable steps to keep your security details safe and any passwords or log-in details for telephone, mobile or online banking
- keep your mobile device (for example, mobile phone or tablet) secure at all times and not let anyone else use them to make payments; and

- when you're logged into online or mobile banking, not leave the device (for example, the mobile phone or computer) you're using unattended and you must make sure that any information stored or displayed on your device is kept secure; and
- be aware that if you give your online banking password and log in details to a third party provider, we're not responsible for what they do with your details or account information.

We'll **never**:

- ask you to give us or any person or organisation your full security details (including your card PIN, your online banking password or security codes);
- send someone to collect cash, your PIN, or your card if you're a victim of fraud; or
- ask you to transfer money to a new account for fraud reasons.

If you're ever in doubt, please refer to the customer security centre at [natwest.com/security](https://natwest.com/security).

## 9.2 What you need to do if you think someone knows your security details

If you think that someone might know your security details or if you suspect that someone may have used or accessed your account without your permission, please tell us as soon as possible by calling **03457 888 444** (or **+44 125 230 8047** from outside the UK) or by contacting a member of staff at one of our branches.

## 9.3 Limiting the use of your account or your services

We may suspend, restrict or stop access to your account or to certain services (such as your online banking) if:

- we reasonably believe that your security details haven't been kept safe;
- we reasonably suspect that your security details have been used fraudulently or without your permission;
- a restriction applies to your account; or
- we believe it's appropriate in order to protect your account.

We'll usually tell you before or immediately after we take any of these steps. We'll also explain why we've done so, unless we're unable to contact you or there's a legal or security reason which means we can't provide an explanation.

## 9.4 Notifying you of concerns

If we suspect or become aware that your account may be subject to fraud or security threats, we'll contact you using the contact details we hold for you.

## 10 What happens when something goes wrong?

### 10.1 What to do if an incorrect payment or unauthorised payment is taken from my account

If you suspect that an incorrect or unauthorised payment has been made from your account, you must contact us as soon as possible by calling **03457 888 444** or contacting your branch.

### 10.2 What we'll do if an incorrect payment has been made to or from your account

If we pay money into your account by mistake, we can take the money out of your account.

If we make an incorrect payment from your account, which was our mistake, we'll refund you (including any interest that you've lost as a result of the payment being taken).

If you tell us that we've made an incorrect payment based on incorrect payment details you gave us, we'll make reasonable efforts to recover the payment for you but we may not be able to recover it and we may charge you a fee for trying. If we can't recover the payment we won't refund you but we'll contact the payee's bank to ask for the payee's contact details for you.

Please remember that the sort code and account number of an account identifies it, not the name of the account holder.



### 10.3 What we'll do if the payer's bank tells us about an incorrect payment

A **payer** is the person or organisation you receive a payment from. We may take a payment from your account if the payer's bank tells us that this payment was sent to you incorrectly.

If this happens, we'll hold the money and contact you to tell you what's happened. We'll ask you to confirm if the payment was sent to you incorrectly. If the payment was sent incorrectly then we'll return it to the payer. If you tell us that the payment was not sent incorrectly then we'll return the money to you, but we may have to pass your contact details onto the payer's bank. If we can't get in touch with you within 15 business days, then we'll return the payment to the payer.

If the payment is a CHAPS payment, we'll ask you before we take the money from your account.

### 10.4 What we'll do if you tell us about an unauthorised payment

If an unauthorised payment has been taken from your account (which means someone else made the payment without your permission), you should tell us as soon as possible so that we can take steps to protect your account. You may be entitled to a refund – this will depend on a number of factors.

In this table we refer to **payment details** – this includes your security details.

| What happened?   | Will we refund you?  |
|--|--|
| You acted fraudulently.  | We won't refund you in any circumstances.  |
| An unauthorised payment was taken from your account before you received your payment details.  | We'll refund you (including any interest you've lost as a result of the payment being taken).  |
| Your payment details were lost or stolen   | We'll refund all unauthorised payments but we may hold you responsible for the first £35 if we believe you should have been aware that your payment details were lost or stolen. |
| Your payment details were used to pay for something at a distance where the account holder doesn't need to be there (for example, online or over the phone).   | We'll refund any unauthorised payments (including any interest you've lost as a result of the payment being taken).  |
| You intentionally or with gross negligence failed to: <ul style="list-style-type: none"><li>• use your payment details in accordance with these Terms (for example, you didn't take reasonable steps to keep your payment details safe); or</li><li>• tell us as soon as you become aware that your payment details were lost or stolen or that an unauthorised payment was taken from your account.</li></ul> | We won't refund you for any unauthorised payments that were made before you notified us.   |
| In any other situation where an unauthorised transaction was taken from your account.  | We'll refund you (including any interest you've lost as a result of the payment being taken).  |

If you're entitled to a refund, you'll be refunded by the end of the business day after you told us that an unauthorised payment had been taken from your account. We may take longer to refund you if:

- the unauthorised transaction took place more than 13 months before you notify us; or
- we reasonably suspect fraud.

### 10.5 Our general liability

We won't be responsible for any losses caused by circumstances beyond our control as the situation was abnormal or unforeseeable (for example, due to extreme weather, terrorist activity or industrial action).

## 11 Communications and statements

### 11.1 How we'll contact you

We'll contact you and provide communications to you (which will be in English) by:

- post;
- phone;
- email to the email address you gave us;
- secure message to your inbox in online banking;
- text message to the mobile phone number you gave us; and/or
- notification through the mobile banking app.

Any documentation we send you by email, secure message or through the mobile banking app may be sent as an electronic attachment (for example as a PDF). You should make sure that your electronic device(s) are set up to receive our communications (for example, they have the correct hardware, software, operating system and browser).

### 11.2 Statements

- We'll provide you with statements at least annually, free of charge, showing any transactions and interest paid into your account since the previous statement;
- We'll provide you with a copy of a previously issued statement for £3;
- We'll send a certificate of deposit as set out in the Information Sheet.

### 11.3 Your contact details

If your contact details change, you should tell us as soon as you can to ensure you receive our communications.

## 12 Changing the Terms and Information Sheet

We can make changes to these Terms and the Information Sheet (excluding interest rates) if we have a valid reason. We will only make changes for one of the following reasons:

- to comply with changes in law, industry codes or regulatory requirements;
- to reflect changes in the systems, schemes or suppliers we use;
- to reflect changes in inflation or the costs we reasonably incur in providing accounts or services; or
- to make the agreement clearer or more favourable to you.

If the change is to your **disadvantage**, we'll give you at least 30 days' notice before the change comes into effect.

If the change is to your **advantage**, we'll give you notice of the change within 30 days of the change coming into effect.

If we give you notice of a change to these Terms or the Information Sheet which is to your disadvantage, then for a period of 60 days from the date of our notice, you've the right to close your account without loss of interest or the application of an Early Closure Charge.

We'll assume that you've accepted the change unless you close your account during the notice period. If you choose to close your account, any terms here or in the Information Sheet will not prevent you closing your account, and you won't lose any interest or need to pay an Early Closure Charge.

## 13 Transferring rights or obligations under this agreement

We may transfer our rights or responsibilities under this agreement to another person or organisation in the future. We'll only do this if we reasonably believe that you'll be treated in a similar standard after the transfer as we treated you beforehand.

## 14 Making a complaint

If you're not completely happy with our service, we'd like you to let us know so that we can resolve your complaint as quickly as possible. You can contact us by:

- visiting your nearest branch;
- calling **03457 888 444**;
- visiting **natwest.com/howtocomplain** and using our **live WebChat** service; or
- Writing to us free post at **Customer Relations Manager, 1st Floor, 2 St Phillips Place, Birmingham B3 2RB.**

Our complaints process is set out in full in our leaflet **Unhappy with our services? – Making things better**, which you can see online or request from one of our branch or telephone banking staff.

We'll do our best to respond to your complaint and resolve it as soon as we can but if you're not satisfied with our response then you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent organisation which tries to resolve complaints between customers and financial organisations where we've not been able to resolve the complaint ourselves.

Our response to your complaint will outline any deadlines you have to contact the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted at:

- **Exchange Tower, London E14 9SR;**
- **0800 023 4567** (from a landline) or **0300 123 9123** (from a mobile);
- **Complaint.info@financial-ombudsman.org.uk;** or
- **www.financial-ombudsman.org.uk**

## 15 Your Information

- 15.1 We are a member of the NatWest Group ('NatWest'). For more information about other NatWest companies please visit **natwestgroup.com** or contact your branch.
- 15.2 We collect and process various categories of personal and financial information throughout your relationship with us, to allow us to provide our products and services and to run our business. This includes basic personal information such as your name and contact details, and information about your financial circumstances, your accounts and transactions. This section sets out how we may share your information with other NatWest companies and third parties.
- 15.3 For more information about how we use your personal information, the types of information we collect and process and the purposes for which we process personal information, please read our full privacy notice (our 'Privacy Notice') provided on our website (**www.natwest.com/privacy**).
- 15.4 We may update our Privacy Notice from time to time, by communicating such changes to you and/or publishing the updated Privacy Notice on our website. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.
- 15.5 In respect of any personal information relating to a third party that you provide to us, you must:
  - a) notify the third party that you are providing their personal information to us and obtain their permission;
  - b) provide the third party with a copy of our Privacy Notice and these Terms;
  - c) promptly notify the third party of any changes to our Privacy Notice that we notify you of; and
  - d) ensure that, to the best of your knowledge, the personal information is accurate and up to date, and promptly notify us if you become aware that it is incorrect.

- 15.6 Your information may be shared with and used by other NatWest companies. We will only share your information where it is necessary for us to carry out our lawful business activities, or where it is necessary to comply with laws and regulations that apply to us.
- 15.7 We will not share your information with anyone outside NatWest except:
- a) where we have your permission;
  - b) where required for your product or service;
  - c) where we are required by law and to law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
  - d) with other banks and third parties where required by law to help recover funds that have entered your account as a result of a misdirected payment by such a third party;
  - e) with third parties providing services to us, such as market analysis and benchmarking, correspondent banking, and agents and sub-contractors acting on our behalf, such as the companies which print our account statements;
  - f) with social media companies (in a secure format) or other third party advertisers so they can display relevant messages to you and others about our products and services on our behalf. Third party advertisers may also use information about your previous web activity to tailor adverts which are displayed to you;
  - g) with other banks to help trace funds where you are a victim of suspected financial crime and you have agreed for us to do so, or where we suspect funds have entered your account as a result of a financial crime;
  - h) with debt collection agencies and insolvency practitioners;
  - i) with credit reference and fraud prevention agencies;
  - j) with third party guarantors or other companies that provide you with benefits or services (such as insurance cover) associated with your product or service;
  - k) where required for a proposed sale, reorganisation, transfer, financial arrangement, asset disposal or other transaction relating to our business and/or assets held by our business;
  - l) in anonymised form as part of statistics or other aggregated data shared with third parties; or
  - m) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.
- 15.8 If you ask us to, we will share information with any third party that provides you with account information or payment services. If you ask a third party provider to provide you with account information or payment services, you're allowing that third party to access information relating to your account. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.
- 15.9 In the event that any additional authorised users are added to your account, we may share information about the use of the account by any authorised user with all other authorised users.
- 15.10 We will not share your information with third parties for their own marketing purposes without your permission.
- 15.11 We may transfer your information to organisations in other countries (including to other NatWest companies) on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws. We will only transfer your information if we are legally obligated to do so, or where the other country has laws that adequately protect your information, or where we have imposed contractual obligations on the recipients that require them to protect your information to the same standard as we are legally required to.









Protected

## Braille, large print or audio format?

If you'd like this information in another format,  
call us on **03457 888 444**  
(Relay UK: 18001 03457 888 444)

The product(s) mentioned in this literature is/are 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, refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk)

Our main business is banking and financial services. We will provide you with banking services in accordance with the terms which apply to your account. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Firm Reference Number 121878.

Calls may be recorded.

National Westminster Bank Plc,  
Registered Office: 250 Bishopsgate,  
London EC2M 4AA  
Registered Number: 929027, England and Wales

P0502812  
NWB7585 18 April 2023