

Please keep for future reference

 Call us on 0800 092 3300

## Term Deposit Accounts (off sale)

Fact Sheet including Terms & Conditions (including Financial Services Compensation Scheme (FSCS) Information Sheet & Exclusions List)

A Term Deposit is for deposits over £50,000, where funds are deposited for a set period of time. Unlike a regular savings account, the rate quoted at the outset is fixed for the duration of the deposit, so the return is guaranteed, no matter what happens to the general level of interest rates in the meantime. This account may be withdrawn at any time without notice.

The Financial Conduct Authority is a financial services regulator. It requires us, Cater Allen, to give you this important information about our off sale Term Deposits. You should read this document carefully so that you understand the features of the Account you hold and then keep it safe for future reference.

### Summary Box

| Account name                              | Term Deposit  |       |       |
|---|---|-------|-------|
| What are the interest rates?              | Term lengths  | Gross | AER   |
|   | 36 month Term   | 1.00% | 1.00% |
|   | 24 month Term   | 0.80% | 0.80% |
|   | 12 month Term   | 0.70% | 0.70% |
|   | 9 month Term  | 0.50% | 0.50% |
|   | 6 month Term  | 0.40% | 0.40% |
|   | 3 month Term  | 0.30% | 0.30% |
|   | <p><b>Rates correct as at 2 April 2020.</b></p> <ul style="list-style-type: none"> <li>Interest rate fixed for the entire term of the deposit.</li> <li>Interest will be paid on maturity. For three year deposits, the interest can be paid out annually, on request.</li> <li>Details of current interest rates and charges are available at <a href="http://caterallen.co.uk">caterallen.co.uk</a> or by calling us on <b>0800 092 3300</b>.</li> </ul> <p>The gross rate is the interest rate we pay where no income tax has been deducted.<br/>AER stands for Annual Equivalent Rate and shows what the interest rate would be if we paid interest and added it to your account each year.</p> |       |       |
| Can Cater Allen change the interest rate? | No, the interest rate on this account is fixed for the duration of the term of the deposit.   |       |       |

| What would the balance be after each Term length, based on a £50,000 deposit?                                | Interest rate  |       | Balance after term length |
|--|--|-------|---------------------------|
|  | Gross  | AER   |                           |
| 36 month Term  | 1.00%  | 1.00% | £51,500.00                |
| 24 month Term  | 0.80%  | 0.80% | £50,800.00                |
| 12 month Term  | 0.70%  | 0.70% | £50,350.00                |
| 9 month Term*  | 0.50%  | 0.50% | £50,187.67                |
| 6 month Term*  | 0.40%  | 0.40% | £50,099.73                |
| 3 month Term*  | 0.30%  | 0.30% | £50,036.99                |
| * Please note that for 3, 6 and 9 month balances shown here we've assumed 90 day, 181 day and 273 day terms. |  |       |                           |
| How do I open and manage my account?   | <p><b>Eligibility</b></p> <ul style="list-style-type: none"> <li>You can have up to 4 joint account holders.</li> </ul> <p><b>Opening your account</b></p> <ul style="list-style-type: none"> <li>This account is no longer on sale.</li> </ul> <p><b>Deposits</b></p> <ul style="list-style-type: none"> <li>Funds may be held in pounds only.</li> <li>The option to add to, withdraw from, or close the account before maturity is not available.</li> </ul> <p><b>Managing your account</b></p> <ul style="list-style-type: none"> <li>By telephone, post or online.</li> <li>If you'd like more information about Term Deposits please visit <a href="http://caterallen.co.uk">caterallen.co.uk</a> or call us on <b>0800 092 3300</b>. Alternatively, your Financial Adviser can also provide you with more information.</li> <li>All Cater Allen Accounts are subject to status.</li> <li>To operate or talk about your account over the telephone please call us on <b>0800 092 3300</b>. We'll ask you for your PAC and your Customer ID whenever you call us. If you already have another account with Cater Allen or you've had an account with us in the past, you can continue to use your existing PAC. If you don't know your existing PAC number, you can either call us and we can send it to you, or if you have our new Internet Banking Service, you can reset it via Internet Banking.</li> </ul> <p><b>At maturity</b></p> <ul style="list-style-type: none"> <li>We will write to you 6 weeks before the maturity date of your Term Deposit and again with a reminder at 2 weeks before, to provide details of the options available to you at maturity.</li> <li>If you are a Personal customer and you have our new Internet Banking Service, you also have the option of providing maturity instructions by logging in to our Internet Banking site.</li> <li>If we don't receive an instruction from you, we'll open an instant access Term Maturity Account and transfer your Term Deposit proceeds into it the next business day after the Term Deposit matures. We'll confirm to you the details of the Term Maturity Account, including the interest rate, which you can also find details of in the interest rates section of <a href="http://caterallen.co.uk">caterallen.co.uk</a>.</li> </ul> |       |                           |
| Can I withdraw money?  | <p>No, the option to add to, withdraw from, or close the account before maturity is not available.</p> <p>Should there be extenuating circumstances, early withdrawal/closure will be considered, at the complete discretion of Cater Allen Limited. In these instances your account will only be credited with the capital.</p>   |       |                           |

## Additional information

|                               |   |
|-------------------------------|---|
| <b>Statements</b>             | You will not receive any statements for this Account type. However, you will receive a Term Deposit Certificate on opening, confirming your Account details.  |
| <b>Tax status</b>             | Interest payments will be paid using the gross rate. This means all the interest we pay you will be without tax deducted. If the total amount of interest you receive exceeds any Personal Savings Allowance to which you're entitled, you may have to pay tax at the applicable rate. This would need to be paid directly to HM Revenue & Customs. For more information, please visit <a href="http://gov.uk/hmrc/savingsallowance">gov.uk/hmrc/savingsallowance</a> . |
| <b>Cancellation period</b>    | You can cancel your Term Deposit within 14 days of receiving your Term Deposit Certificate by completing the cancellation form, please see Condition 1.6 of the Term Deposit Terms and Conditions for more information.   |
| <b>Closing the account</b>    | Early closures are not permitted except in extenuating circumstances, please see Condition 1.6 of the Term Deposit Terms and Conditions for more information.   |
| <b>Terms &amp; Conditions</b> | The Term Deposit Terms and Conditions apply to this non-payment account, you can find them at the end of this document. Additional Terms and Conditions apply to the Internet Banking Services and are available on <a href="http://caterallen.co.uk">caterallen.co.uk</a> or by calling us on <b>0800 092 3300</b> .   |

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**CATER ALLEN, PART OF THE SANTANDER GROUP**

## Terms and Conditions

### Introduction

These Conditions set out the contract between Cater Allen Private Bank, and you, for the conduct of your Term Deposit. In some places these Conditions refer to details, such as interest rates and charges, which we will provide separately. Those details also form part of the contract between us. Additional Terms and Conditions exist for accessing/using Cater Allen Internet Banking and are available on request or online at [caterallen.co.uk](http://caterallen.co.uk). These Conditions are in addition to any other conditions that are implied or included in the contract between us by law, even if they do not appear in these Conditions. If there is any conflict between implied conditions and these Conditions, these Conditions will apply.

### 1.1 Your Address

The address that you or, in the case of joint Term Deposits, any of you gives us will be the one to which communications will be sent. We may ask you to confirm any change of address in writing.

### 1.2 Joint Accounts

Two or more of you (up to a maximum of four) may hold a Term Deposit in joint names. Where we require instructions in writing, those instructions must be given in accordance with the Joint Account mandate.

### 1.3 Restrictions

We may refuse to carry out or allow any transaction on a Term Deposit if we are not reasonably satisfied of:

- (i) the identity or authority of any person requesting the transaction; or
- (ii) the lawfulness of the transaction.

### 1.4 Deposits

- A. The minimum amount you may place in a Term Deposit is £50,000.
- B. You must advise us by 12.00 noon if you wish to place a deposit and arrange for it to be sent by electronic transfer from your bank account, to arrive no later than 3.00pm on the day the term is to start.
- C. You may not add additional money to a Term Deposit.
- D. Available as deposits in pounds only.

### 1.5 Term

A Term Deposit is a fixed term investment. The term must be for a minimum of 3 months and a maximum of three years. Longer terms may be offered if agreed by Cater Allen at its sole discretion. If one of the holders dies during the Term, the Term Deposit will be converted to the name(s) of the surviving party(ies).

### 1.6 Withdrawals/Closure

- A. For term lengths of 3 months or more, you have a right to cancel your Term Deposit account by sending us a completed cancellation form, which will accompany your Term Deposit certificate, within 14 days of receiving your Term Deposit certificate (this is known as the 'cooling-off period').
- B. Within 5 days of our receipt of your cancellation form, we will close your Term Deposit account and return your opening deposit in full to the account you have designated in your cancellation form. No interest will be accrued and no early closure charge will be made.
- C. Cancellation of your Term Deposit account will only be accepted if your completed cancellation form is received by Cater Allen within 14 days of your receipt of your Term Deposit certificate.
- D. After the cooling-off period no withdrawals/closures are allowed. However, should there be extenuating circumstances, early withdrawal/closure will be considered, at the complete discretion of Cater Allen Limited. In these instances your account will only be credited with the capital.

### 1.7 Interest

- A. Interest rates are fixed and will be agreed when the deposit is placed.
- B. Interest will be calculated on a daily basis until the day before maturity. All interest is paid on the day of maturity unless you have requested annual payments on your 3 year term.

### 1.8 Maturity

- A. If we have received repayment instructions from you, your deposit will be sent by electronic transfer to a bank account in your name. A fee may be payable for this, please see our banking tariff. This will normally be the account from which the deposit originated. We will not send your deposit to an account in someone else's name.
- B. If we have not received instructions from you by 12.00 noon on the day of maturity, we will place your money into an instant access account the next business day.
- C. You may not transfer your right to the repayment of your Term Deposit to anyone else.

### 1.9 Third Parties

Our relationship is with you and we will not recognise the interest or claim of any other person, unless we are required to do so by law.

### 1.10 Variation of these Conditions

- A. We may remove, change or add to these Conditions by giving you at least 30 days personal notice in writing:
- (i) to conform with or anticipate any changes in the law, Codes of Practice or recommendations of the regulators;
  - (ii) to provide for the introduction of new or improved systems, methods of operation, services or facilities;
  - (iii) to enable us to harmonise our banking or charging arrangements;
  - (iv) to take account of a ruling by a Court, Ombudsman, regulator or similar body;
  - (v) to reflect market conditions;
  - (vi) to reflect general banking practice;
  - (vii) to make them clearer or more favourable to you;
  - (viii) to rectify any mistake that might be discovered in due course.
  - (ix) to respond to a change in the cost of providing the account; or
  - (x) for any other valid reason.
- B. We may remove, change or add to these Conditions by giving you fair and reasonable notice in writing, which shall be at least 30 days personal notice, for any reason that is valid.
- C. (i) Notice will be sent to you personally if the change is to your disadvantage
- (ii) For all other changes, you will be told about the change:
- by notice in the press using at least 2 national newspapers, or
  - our website.

### 1.11 Notices

Any notice under these Conditions must be given as follows:

- (a) To us at Cater Allen Private Bank, 9 Nelson Street, Bradford, BD1 5AN, or Cater Allen Private Bank, 2 Triton Square, London, NW1 3AN; and
- (b) To you using the most recent address you have given us. We may ask you to confirm any change of address in writing.

### 1.12 Inability to Provide Services

If we are unable to provide services generally or any particular services to you because of any causes beyond our control (including, but not limited to, strikes, industrial action or the failure of equipment or power supplies), we will not be liable to you for any loss which you may suffer.

### 1.13 Governing Law

These Conditions are governed by, and interpreted in accordance with, the laws of England and the English Courts will have exclusive jurisdiction.

### 1.14 Important information

To help us improve our service, we may record or monitor telephone conversations with you.

Cater Allen Limited provides banking and savings products to customers. Cater Allen Limited is authorised and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is entered on the FCA Register, registration number 178737.

We 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. Most depositors – including most individuals and businesses – are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be the current FSCS limit each. The current FSCS limit relates to the amount in all the eligible depositor's accounts with Cater Allen Private Bank, including their share of any joint account, and not to each separate account.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please call us on 0800 092 3300, refer to the FSCS website [FSCS.org.uk](http://FSCS.org.uk) or call the FSCS on 0800 678 1100. Please note that compensation related queries should be directed to the FSCS.

These Conditions are available only in English and all communications from us will be made in English and Cater Allen Bank will only accept communications and instructions from you in English.

If you are not happy with the service you have received from us you should let us know by following the process set out in the 'Guide to our Complaints Procedure' which is available from our website [caterallen.co.uk](http://caterallen.co.uk). Alternatively, you can request a copy of the 'Guide to our Complaints Procedure' by phoning us on 0800 092 3300.

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## INFORMATION SHEET

| Basic information about the protection of your eligible deposits       |  |
|--|--|
| Eligible deposits in Cater Allen Limited are protected by:             | the Financial Services Compensation Scheme ("FSCS") <sup>1</sup>   |
| Limit of protection:   | £85,000 per depositor per bank <sup>2</sup><br>The following trading names are part of your bank:<br>Cater Allen Private Bank  |
| If you have more eligible deposits at the same bank:                   | All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000. <sup>2</sup>  |
| If you have a joint account with other person(s):                      | The limit of £85,000 applies to each depositor separately. <sup>3</sup>  |
| Reimbursement period in case of bank failure:                          | 20 working days <sup>4</sup>   |
| Currency of reimbursement:   | Pound sterling (GBP, £)  |
| To contact Cater Allen Limited for enquiries relating to your account: | Tel: <b>0800 092 3300</b>  |
| To contact the FSCS for further information on compensation:           | Financial Services Compensation Scheme, 10th Floor Beaufort House,<br>15 St Botolph Street, London, EC3A 7QU<br><br>Tel: <b>0800 678 1100</b> or <b>020 7741 4100</b><br><br>Email: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a> |
| More information:  | <a href="http://www.fscs.org.uk">http://www.fscs.org.uk</a>  |

### Additional information

#### 1 Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

#### 2 General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Cater Allen Limited also trades under the name Cater Allen Private Bank. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000. In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

#### 3 Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

#### 4 Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: [ICT@fscs.org.uk](mailto:ICT@fscs.org.uk). It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

## Other Important Information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

## EXCLUSIONS LIST

A deposit is excluded from protection if:

- (1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, building society or credit union.
- (2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- (3) It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund<sup>1</sup>
  - public authority, other than a small local authority

<sup>1</sup> Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded.

For further information about exclusions, refer to the FSCS website at [www.FSCS.org.uk](http://www.FSCS.org.uk)

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