

Please keep for future reference

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Sterling Bank Account

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

The Sterling Bank Account gives you instant access to your money. It's a current account that provides full banking facilities including a Visa Debit Card and unlimited free day-to-day transactions every month, as well as internet banking.

This account is subject to availability and may be withdrawn from sale at any time without notice.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 to help you decide whether our Sterling Bank Account is right for you. You should read this document carefully so that you understand the features of the account you are opening and then keep it safe for future reference.

Summary product details			
Account name	Sterling Bank Account		
What is the credit interest rate?	Balance	Gross p.a. (variable)	AER (variable)
	£5,000+	0.00%	0.00%
	Rates correct as at 30 November 2019. <ul style="list-style-type: none"> There is a minimum opening deposit of £5,000. No interest is payable on this account. Details of current interest rates and charges are available at caterallen.co.uk or by calling us on 0800 092 3300. Certain rates and charges are also set out in the Fee Information Document. The gross rate is the interest rate we pay where no income tax has been deducted. 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.		
Can Cater Allen change the credit interest rate?	Yes, the credit interest rate on this account is variable. This type of rate can go up or down (for example, in response to a Bank of England base rate change). If the credit interest rate goes down we'll let you know in writing at least two months before the rate changes. If the rate goes up, we may make the change immediately and give you notice within 30 days of making the change.		

<p>How do I open and manage my account?</p>	<p>Eligibility</p> <ul style="list-style-type: none"> ◦ Available to private individuals aged 18 or older who are resident in the UK permanently. ◦ You can have up to four joint account holders. <p>Opening your account</p> <ul style="list-style-type: none"> ◦ You can apply for this account via your Accountant or Financial Adviser. You'll need to complete a Personal Account Application Form and Mandate which can either be downloaded from our website or requested through your adviser. ◦ If you want to apply for this account and don't have a professional adviser, please call us on 0800 092 3300. ◦ There's a minimum opening deposit of £5,000. We won't open the account without the correct value of deposit being received and will write to you to request the correct value of deposit if it's not supplied with your application. <p>Operating your account</p> <ul style="list-style-type: none"> ◦ You can operate your account via Internet Banking. Where an account requires more than one signature to authorise transactions, accounts in Internet Banking may have 'view only' access. If you're not currently registered for Internet Banking please call us on 0800 092 3300. ◦ We'll ask you for your PAC and your Customer ID whenever you call us. If you don't know your existing PAC number, please call us. ◦ The Sterling Bank Account allows unlimited free day-to-day transactions every month. For details of other transactions which incur charges please refer to both the Banking Tariff and the Fee Information Document. ◦ The Sterling Bank Account can be linked with a Euro Bank Account and/or US Dollar Bank Account held under your Customer Number. ◦ No currency conversion commission/charges are applied when you send money between your Sterling Bank Account and your Euro Bank Account or US Dollar Bank Account. <p>Debit Card</p> <ul style="list-style-type: none"> ◦ A Visa Debit Card is available for this account. A maximum of two Visa Debit Cards per account can be held. ◦ Full details about the cards are to be found in the Visa Debit Card Guide. <p>Deposits</p> <ul style="list-style-type: none"> ◦ Funds may be held in pounds only. ◦ If requested, a postal paying-in book for cheques will be supplied. Pre-paid envelopes are provided for paying cheques into your account. ◦ You can only pay additional money into your account electronically (e.g. by standing order from another account) or by sending us cheques using our pre-paid envelopes. <p>Managing your account</p> <ul style="list-style-type: none"> ◦ The account can be managed via Internet Banking, telephone or by post. ◦ Set up and manage standing orders, Direct Debits, transfers and payments online. ◦ If you'd like more information about our services, please visit caterallen.co.uk or call us on 0800 092 3300. Alternatively, your Financial Adviser can also provide you with more information. ◦ All Cater Allen Accounts are subject to status.
<p>Can I withdraw money?</p>	<ul style="list-style-type: none"> ◦ Yes, via cash machines, Internet Banking, telephone and by post, however there is a total daily cash withdrawal limit of £2,005. ◦ A maximum of 5 cash withdrawals can be made per day when withdrawing via cash machines up to a maximum of £2,005 in total, with a maximum of £600 per withdrawal. ◦ Unlimited free day-to-day transactions are allowed every month. For details of which transactions incur charges, please refer to both the Banking Tariff and the Fee Information Document.

Additional information	
Statements	<ul style="list-style-type: none"> ◦ Statements are provided by post and downloadable transaction listings are available through Internet Banking. ◦ The default date for production of your statement is the 20th of each month. ◦ You can request a change in the statement frequency on your account. The statement frequency options available for your account are weekly, fortnightly, monthly, quarterly, six monthly and yearly. ◦ Interim or duplicate statements are available on request.
Overdrafts	Overdraft facilities are not available.
Tax status	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 gov.uk/hmrc/savingsallowance .
Cancellation period	You have 14 days in which to cancel the account if you should change your mind. The 14 day period starts from the day you receive your welcome pack confirming that your account has been opened. You can contact us at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN. We will close the account and within 30 days of such cancellation give you back all the money in your account and any interest it has earned, as at the date of cancellation.
Closing the account	You may close your account at any time by giving us notice, so long as it is in accordance with your account mandate.
Terms and Conditions	The Personal Terms and Conditions apply to this Payment Account. Additional Terms and Conditions apply to the Internet Banking Services and are available on caterallen.co.uk or by calling us on 0800 092 3300 .

Cater Allen Private Bank is able to provide literature in alternative formats. The formats available are: Large Print, Braille and Audio CD. If you would like to register to receive correspondence in an alternative format please contact us on **0800 092 3300**. For the hard of hearing and/or speech impaired please use the Text Relay service. Further details can be found at ngts.org.uk

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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") ¹
Limit of protection:	£85,000 per depositor per bank ² The following trading names are part of your bank: 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. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank failure:	20 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £)
To contact Cater Allen Limited for enquiries relating to your account:	Tel: 0800 092 3300
To contact the FSCS for further information on compensation:	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
More information:	http://www.fscs.org.uk

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. 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:
 - o credit institution
 - o financial institution
 - o investment firm
 - o insurance undertaking
 - o reinsurance undertaking
 - o collective investment undertaking
 - o pension or retirement fund¹
 - o public authority, other than a small local authority
- (4) It is a deposit of a credit union to which the credit union itself is entitled.
- (5) It is a deposit which can only be proven by a financial instrument² (unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).
- (6) It is a deposit of a collective investment scheme which qualifies as a small company.³
- (7) It is a deposit of an overseas financial services institution which qualifies as a small company.⁴
- (8) It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company⁵ – refer to the FSCS for further information on this category.
- (9) It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

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

² As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

³ Under the Companies Act 1985 or Companies Act 2006

⁴ See footnote 3

⁵ See footnote 3

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

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