

Please keep for future reference

 Call us on **0800 092 3300**

Cash Hub Account

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

The Cater Allen Cash Hub Account is an innovative, transactional cash account that sits at the heart of your portfolio planning, specifically designed to facilitate a more efficient and dynamic means of managing your income from, and disbursements back into, other investments.

This account is subject to availability and may be withdrawn from sale at any time without notice.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 Cash Hub 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	Cash Hub Account		
What is the credit interest rate?	Balance	Gross p.a.	AER
	£2,500+	0.75%	0.75%
	Rates correct as at 30 April 2019. <ul style="list-style-type: none"> No credit interest is paid on accounts with balances below £2,500. There is a minimum opening deposit of £2,500. We will not 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 is not supplied with your application. <p>How credit interest is calculated and paid</p> <ul style="list-style-type: none"> Interest is calculated daily and credited to your account after close of business on the last day of each month. Details of current interest rates and charges are available at www.caterallen.co.uk or by calling us on 0800 092 3300. Certain rates and charges are also set out in the Fee Information Document. <p>The gross rate is the interest rate we pay where no income tax has been deducted.</p> <p>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?	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 2 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 and above only. ◦ You can have up to 2 joint account holders. <p>Opening your account</p> <ul style="list-style-type: none"> ◦ You can apply for this account via your financial intermediary. You will 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. <p>Operating your account</p> <ul style="list-style-type: none"> ◦ Anyone who wishes to have access to the account will need to complete the Personal Details and Authorised Signatory sections of the Account Application Form, as well as completing the Account Mandate, authorising the opening of the account. ◦ The Cash Hub 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. ◦ You can make transactions, update your personal details and view your balance and account statements using our Internet Banking Service. You will automatically be registered for Internet Banking when your account is opened. You can set up your own credentials by logging into Internet Banking with your Customer ID and Account Number and setting up your 6 digit Personal Access Code (PAC) and Internet Banking Password. If you're unable to complete the registration on our Internet Banking website, please call us on 0800 092 3300 and we will help to get your access enabled. ◦ To use or talk about your account over the telephone you will need your PAC and your Customer ID. 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, please log into Internet Banking and re-set your PAC as per the process detailed above. <p>Debit Card</p> <ul style="list-style-type: none"> ◦ A Visa Debit Card is available with this account. A maximum of two Visa Debit Cards per account. ◦ Full details about the cards are to be found in the Visa Cardholder's 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"> ◦ This account can be managed by logging into Internet Banking, by telephone or post. ◦ If you'd like more information about the Cash Hub Account please visit www.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 and Visa Debit Cards are subject to status.
<p>Can I withdraw money?</p>	<ul style="list-style-type: none"> ◦ Yes, via cash machines, however there is a total daily cash withdrawal limit of £2,005. ◦ A maximum of 5 cash withdrawals can be made per day up to a maximum of £2,005 in total (minimum of £10 per withdrawal).

Additional information

Statements	<ul style="list-style-type: none"> ◦ We will send you monthly statements by post, however your statements will also be available for viewing and downloading in Cater Allen Internet Banking. If you would like us to stop sending you statements by post, please select the 'paper-less' option in Internet Banking or call us on 0800 092 3300 to confirm your preference. ◦ The default date for production of your statement is on the 27th of each month. You can request that we change the date for production of your statement, in which case your statement period will change accordingly. ◦ You can change the statement frequency on your account by logging into Internet Banking. However, where any Visa Debit Cards are issued on the account, statements will be set at a minimum frequency of monthly. 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	<ul style="list-style-type: none"> ◦ There is no arranged overdraft available on this account. ◦ If you borrow money when there is no money left in your account, an unarranged overdraft interest rate will be charged, as shown in the Banking Tariff and the Fee Information Document. ◦ Unarranged overdrafts are subject to status and not available to persons under 18 years of age. Charges apply, please see our Banking Tariff and Fee Information Document for details. Unarranged overdrafts are repayable on demand. ◦ We adhere to The Standards of Lending Practice which are monitored and enforced by the Lending Standards Board (LSB): www.lendingstandardsboard.org.uk
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 www.gov.uk/hmrc/savingsallowance .
Cancellation period	You have 14 days in which to cancel the account if you should change your mind. If within 14 days of receipt of the welcome pack confirming that your account has been opened, you contact us at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN to inform us that you wish to cancel, 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. In accordance with your Account Mandate by calling us on 0800 092 3300 .
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 www.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:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund¹
 - public authority, other than a small local authority

¹ 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

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