

## Factsheet

Please keep this document safe – you might need it again in the future



## Fixed Term Deposit Accounts

### Fact Sheet (including Specific Conditions, Financial Services Compensation Scheme (FSCS) Information Sheet & Exclusions List)

On sale from 2 June 2026

A Fixed Term Deposit is for deposits of £5,000 and over, where funds are deposited for a fixed period and with a fixed interest rate.

This account is subject to status and availability and may be withdrawn from sale at any time without notice.

This is a non-payment account. The table below sets out specific conditions for your account. These conditions apply as well as the personal terms (if you're an individual) and the non-personal terms (if you're a business, trust or other organisation).

Summary box			
Account name	Fixed Term Deposit		
What is the interest rate?	How much interest we pay depends on the length of the term:		
	Term	Interest rate	
	3 months	4.02% AER / 3.96% gross (fixed)	
	6 months	4.18% AER / 4.14% gross (fixed)	
	9 months	4.28% AER / 4.26% gross (fixed)	
	<ul style="list-style-type: none"> <li>The interest rate you'll get is the rate available the date your account is funded, not opened.</li> <li>We work out the interest we'll pay on your account each day.</li> <li>You'll start earning interest from the date you fund your account.</li> <li>We'll pay interest at the end of the term.</li> <li>We pay interest without taking off income tax. This is known as 'gross' and the interest rate we give you reflects this.</li> </ul>		
Can Cater Allen change the interest rate?	No, the interest rate is fixed for the term.		
What would the balance be after each term length, based on an £5,000 deposit?	Term	Interest earned	Balance at the end of term
	3 months	£49.50	£5,049.50
	6 months	£103.50	£5,103.50
	9 months	£159.75	£5,159.75
	<p><b>This illustration is only an example and doesn't take into account your individual circumstances.</b></p> <p>To work out the estimated balance, we've assumed that:</p> <ul style="list-style-type: none"> <li>Money is deposited for exactly the length of the term.</li> <li>You don't pay in any more money or take any out.</li> <li>Interest is paid into the account at the end of the term.</li> </ul>		

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. The gross rate is the interest rate we pay where no income tax has been taken off.

<p><b>Eligibility and how do I manage my account?</b></p>	<p><b>Eligibility</b></p> <p>You can have this account if you're 18 or over and live in the UK. It's available to private individuals, businesses, trusts and other organisations.</p> <p>You can have an account in your sole name or jointly with up to 3 other people.</p> <p><b>Managing the account</b></p> <p>You can manage the account by phone or by post.</p> <p>If you're an individual you can view the account using Internet Banking. For everyone else, you'll need to call us for information about your account or ask for it by post.</p> <p><b>Paying money in</b></p> <p>After you've applied, we'll contact you to confirm the details for paying money into the account. You can only do this electronically.</p> <p>The account is only available in pounds sterling.</p> <ul style="list-style-type: none"> <li>◦ Minimum balance: £5,000</li> <li>◦ Maximum balance: None.</li> </ul> <p>Once you've funded the account, we'll send you your term deposit certificate.</p>
<p><b>Can I withdraw money?</b></p>	<p>No. You can't take money out during the term.</p> <p><b>At the end of the term</b></p> <p>You can choose what you want to do with the money in your Fixed Term Deposit up to one month before the term ends. We'll contact you with more details on your options.</p> <p>If you've told us to pay the money back to you, we'll send it to a bank account in your name (but not anyone else's name). We may charge a fee for this, you can check our Banking Tariff for our latest charges.</p> <p>If we don't hear from you, we'll transfer your account to an instant access Term Maturity Account on the working day after the term ends. We'll confirm the details, including your new interest rate.</p> <p>If the term ends on a weekend or bank holiday, we'll transfer your money (or the account) on the next working day.</p>
<p><b>If you change your mind</b></p>	<p>If you change your mind about this account and you want to close it, let us know.</p> <p>You can close your account at any time during your 'cancellation period' – we won't charge you for it. This is 14 days, starting the day we confirm your account is open.</p> <p>If you do this, we'll return your money but you won't earn any interest. We'll do this as soon as we can (and within 30 days from when you tell us).</p> <p><b>Closing the account</b></p> <p>You can't close the account during the term outside the cancellation period.</p>
<p><b>Additional information</b></p>	<p><b>Statements and other information</b></p> <p>We won't send you any statements.</p> <p>We'll send you a term deposit certificate confirming your account details after you open the account.</p>

## The following information doesn't form part of our agreement with you

### Our rights under our agreement with you

The personal or non-personal terms set out our relationship with you and explain how your account will operate. Under those terms, we have a number of rights that you should be aware of. These include:

- Refusing or delaying payments
  - We can refuse to make a payment from your account or to accept a payment into your account for various reasons. These are set out in the personal or non-personal terms and include a number of reasons related to concerns about possible scams, fraud or the security of your account.
  - We can also delay payments while we investigate. This could mean you're late in paying someone you need to pay.
  - If we remain concerned, we may refuse to make the payment even if you have checked it and confirmed you want it to go ahead.
- Blocking access to your account
  - We may block access to your account for various reasons, including if we have concerns about security or fraud. We can also block access if you don't give us information, we need from you.
  - We may retain money in your account and not pay it to you in some situations. We'll only do this if another person claims that the money belongs to them, or you don't address any concerns we have about the origin of the money.
  - We can block a third-party provider from accessing your account if we think they don't have consent or are acting fraudulently.
- Situations when we may take money out of your account
  - We can take money out of your account in a number of situations that are set out in the personal or non-personal terms.
  - We can do this if we paid you the money by mistake or if we think you received the money from someone else by mistake and we're asked to return it.
  - We can also do it if we paid you a refund and then find out you weren't entitled to it.
  - We can take money from your account to repay amounts you owe us or another Santander company.
- Changing or ending the agreement
  - We can change the interest rate (unless it's fixed) fees or other terms at any time by giving you notice. The reasons when we can do this are set out in the personal or non-personal terms.
  - We can end this agreement immediately for various reasons set out in the personal or non-personal terms, including if you break the agreement, are abusive to our staff or misuse your account.

### Financial difficulties

We've got lots of help and support on our website [caterallen.co.uk](https://caterallen.co.uk). Visit the 'Help with managing your money' section.

For personal customers, if you'd prefer to speak to someone independent there's help available. We've partnered with PayPlan. They offer free and independent advice over the phone or online. PayPlan can help cut your costs and reduce the amount you're paying out. They can complete a benefits check to make sure you get what you're entitled to. Call PayPlan on **0800 280 2816** or go to [payplan.com](https://payplan.com).

For non-personal customers, if you'd prefer to speak to someone independent there's help available, you can contact Business Debtline. They offer free and independent advice over the phone or online. Call Business Debtline on **0800 197 6026** or go to [businessdebtline.org](https://businessdebtline.org)

### Alternative formats

Cater Allen Private Bank can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format contact us on **0800 092 3300**. If you are deaf, have hearing loss or speech loss, please use Relay UK at [relayuk.bt.com](https://relayuk.bt.com). This is a free service that can help you communicate over the phone.



# Financial Services Compensation Scheme (FSCS) Information Sheet



If Cater Allen Limited should go into insolvency, eligible deposits are protected by the Financial Services Compensation Scheme ('FSCS') and would be repaid up to £120,000 by the Deposit Guarantee Scheme.

## Limit of protection

£120,000 per depositor, per bank

Cater Allen Private Bank is a trading name of Cater Allen Limited.

All eligible deposits at the same bank, building society or credit union are added up to determine the coverage level. For example, if you hold a savings account with £80,000 and a current account with £50,000, FSCS will pay you £120,000 and you may lose £10,000.

So the FSCS can pay you promptly, please make sure we have your up-to-date contact details, including your email address.

## If you have a joint account with other people

For joint accounts, the limit of £120,000 applies to each depositor separately. For example, if there are 2 account holders, you'll each be entitled to £120,000 protection, giving a total of £240,000.

Your small business, limited company or charity will need to meet certain eligibility criteria to claim compensation with the FSCS. We assess eligibility on a case-by-case basis and it varies for different types of claim. Legal status will affect eligibility, e.g. if you're an individual or incorporated entity (such as a corporation or limited partnership). Charitable status is never relevant to eligibility. To check if you're protected visit

[fscs.org.uk/making-a-claim/claims-process/small-business](https://fscs.org.uk/making-a-claim/claims-process/small-business)

## Temporary high balances

If you have a 'temporary high balance' you might be entitled to more than £120,000 protection for 6 months from when the amount was first deposited or legally transferred. Temporary high balances are deposits connected with certain events, including:

- (a) transactions relating to the purchase and sale of your main home
- (b) major life events such as death, your marriage or civil partnership, divorce, retirement, redundancy, disability, or incapacity
- (c) compensation for personal injuries or wrongful conviction.

## How the FSCS will pay you

The FSCS will typically return deposits within 7 business days, by cheque or electronic payment into an alternative account. Payments may take longer in exceptional circumstances. For example, if there's a temporary high balance, or the deposit is held on behalf of underlying beneficiaries.

## Contact Cater Allen Limited with questions about your account

0800 092 3300

## Find more information on FSCS protection

[fscs.org.uk](https://fscs.org.uk)

0800 678 1100

[enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

## FSCS exclusions list

As set out in the Depositor Protection Information Sheet, deposits held by individuals and businesses will be generally eligible for FSCS protection up to the compensation limit. However, some exclusions do apply. Details of the most common exclusions are set out below. For full details of the exclusions, please see the Depositor Protection Part of the PRA Rulebook or [fscs.org.uk](https://www.fscs.org.uk)

A deposit is excluded from protection if it meets any of the following criteria.

- (1) The depositor is one of the following:
- a credit institution
  - a financial institution
  - an investment firm
  - an insurance undertaking
  - a reinsurance undertaking
  - a collective investment undertaking
  - a pension or retirement fund
  - a public authority, other than a small local authority.

Note that:

- a) deposits held on behalf of underlying beneficiaries who are eligible for FSCS protection aren't excluded.
  - b) personal pension schemes, stakeholder pension schemes or occupational pension schemes for micro, small and medium sized companies aren't excluded.
- (2) It's not held at a UK establishment of a bank, building society or credit union. Or, in the case of a bank, building society or credit union incorporated in the UK, it isn't held at an establishment in Gibraltar.
- (3) It's linked to money laundering. For example, it's transferred from an account held by someone who's been convicted of money laundering.

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