



Welcome to your Bath Building Society Account

Your choice of accounts

Whether you are saving for the long or short term, for your retirement, or for your children, we can help.

At Bath Building Society you will find the right savings account for your needs; whether you are saving for a rainy day, your first home or planning the perfect wedding, putting something away for university fees, or simply saving for that “once in a lifetime” experience.

General savings accounts

Our range of accounts includes an Instant Access account which is ideal for saving for day-to-day expenses and unexpected bills. We also have a 60 Day Notice account which pays a higher interest rate if you are able to give us notice of your intention to withdraw.

Tax Free accounts

Instant ISA – This account ensures that you won't have to pay tax on your hard earned interest, but your savings are there when you need them. It benefits from a variable rate of interest and the flexibility to top up your savings whenever you want, subject to the maximum limit in each year.

We also have a Junior ISA account available for children and young adults under the age of 18 which is ideal for long term saving.

And for Members wishing to save for a first property purchase, or their retirement in later years, we also offer a Lifetime ISA which is eligible to receive the Government's annual 25% bonus savings incentive.

Fixed Rate Bonds

If you are happy to lock your money away for a fixed period we do, from time to time, offer a range of savings accounts with a fixed rate of interest until your account matures. Ask in our Branches or contact our Customer Support department on **01225 423271**. The best way to ensure that you will find out about our best rates is to give us your email address.

Regular Savers

There are three accounts in this range. The Regular Saver account is suitable for customers who are looking to regularly save and will rarely need access to the account. Homestart is for 18-34 year olds looking to save for their first home with a competitive interest rate, no arrangement fees on a Bath Building Society mortgage and £500 cash back. You will also be required to have a minimum opening balance of £50 and £50-£250

needs to be deposited each month. And the 16-25 year old Regular Saver allows young people to commit to saving between £10 and £50 each month.

Junior accounts

As well as the Junior ISA we have a Junior Saver account, ideal for encouraging children up to the age of 18 to get in the savings habit and teach them about the value of money. Putting a little away every month might help your child's savings grow. We have a 16-25 Regular Saver account helping young people save for the future.

Business and Professional accounts

We don't offer current accounts but we have a wide range of business and professional savings accounts for sole traders, partnerships, limited companies and registered charities.

We do also offer Pension accounts for Self Invested Personal Pensions (SIPP) and Small Self Administered Schemes (SSAS) and can offer easy access and fixed term savings for UK based Trust Funds.

For more details on these types of accounts please contact our Customer Service Department on **01225 423271**.

Please refer to our website for full terms and conditions. Our product range will change from time to time. For the latest information, please visit our website, www.bathbuildingsociety.co.uk

Bath Building Society

Terms and Conditions

Definitions in these Terms and Conditions

“The Society”, “we”, “us” and “our” refer to Bath Building Society; “you” and “your” refer to holders of savings accounts.

How to contact us

You can email us at savings@bibs.co.uk, Live Chat through our website www.bathbuildingsociety.co.uk, contact us by phone on **01225 423271** or send a letter to: Bath Building Society, 15 Queen Square, Bath, BA1 2HN.

You can also pop into one of our Branches where our friendly colleagues will be able to help you.

How we'll contact you

We'll contact you by email, phone, or in writing to your correspondence address. Please let us know if any of these details change. All communications will be in plain English.

The Financial Services Compensation Scheme (FSCS)

Eligible depositors are covered by the FSCS. For full details, please see the FSCS Information and Exclusions sheet which is provided to you annually or is available on our website: www.bathbuildingsociety.co.uk.

You agree to us using your information

By accepting these terms, you agree to us using your information to manage your account. If you're no longer happy for us to use this information we'll have to close your account. We may keep your personal data and use it where we have lawful grounds to do so. This might happen with any records we need to keep for regulatory reasons. For full details about how we use your personal data, please see the UK General Data Protection Regulation (UK GDPR) privacy notice on our website.

How to make a complaint

If you have a complaint, please contact us and we'll do our best to fix the problem as quickly as possible. If you're still not happy, you may be able to refer the matter to the Financial Ombudsman Service. For more information visit their website: www.financial-ombudsman.org.uk.

Membership

As a savings account holder, you become a Member of the Society when your account has a balance of at least £1.

You are not a Member if the account is deemed a deposit account such as a pension account. We are a mutual organisation and that means that we are owned by, and run for, the benefit of you; its Members. We are not owned or controlled by outside investors.

You are a Voting Member if:

1. You have at least £100 in your account as of 31 December the previous year,
2. you are the first named applicant on the account application, and
3. you are over the age of 18.

As a Voting Member of the Society, you will annually be invited to vote:

- for the election and re-election of our Directors,
- to receive the Directors' Report, Annual Accounts, and Annual Business Statement for the previous year end,
- to consider an Ordinary Resolution to appoint an Auditor for us, and
- to consider an Ordinary Resolution to approve the Directors' Remuneration Report.

Agreement to Assign Windfalls to Charity

New savings Members must agree to our Charitable Assignment Scheme. When you open an account, you agree to give any windfall benefits you get from a conversion or takeover to charity.

- A windfall benefit is a benefit which a person has the right to receive as a Member of the Society, under the terms of any future transfer of the Society's business to a successor (i.e. on conversion or takeover).
- The charity means the Charities Aid Foundation or, if it is any time no longer a registered charity, any other charity or charities selected by it to receive assignments of windfall benefits.
- The successor is any company or other corporate body to which the Society transfers its business under section 97 of the Building Societies Act 1986 or under any provision that amends or replaces it.
- You are an exempt customer if you have been a Member of the Society continuously for five years on conversion announcement and have therefore already entered into an agreement with the Society binding you to the terms.

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- Where there are joint applicants, the Agreement to Assign Windfalls to Charity section applies to each of you separately.

Opening an account

To open one of our accounts you must be a UK resident. You can only open and hold one of each account type. From time to time, we might have some restrictions on who can open an account with us. Details of any restrictions are detailed on our website. Some of our accounts require a paper application form. For these, we will need proof of identity and address before an account is opened. Full details of what proof we will need is available on our website. If we are not able to open an account for you, we will return your money to you.

You can also open selected accounts through our Mobile App or Bath Online service. All you need to do is click on your chosen account and click 'apply'.

For these, you will need an email address and a mobile phone number, but we shouldn't need additional proof of address or identity as this is all completed through the online application process. However, we may need you to give us more proof if we can't identify you through this process. Once you have opened an account, you have 14 days from when you get your welcome letter to change your mind. If we have been told within 14 days, we will give you back your money (if it has cleared) with any interest it may have earned. If you do not change your mind, you will still be bound by these Terms and Conditions and any special conditions that apply to your account.

Identification for individuals

If you are over 18, we will identify you through an electronic identity verification service. If we cannot identify you this way, we will let you know what documents we need to see instead. If you are under 18, we will need to see a copy of your original birth certificate or your passport (if you have one). If you cannot show us these either, please contact us. However, if you are opening a Junior ISA we will not need to verify your identity until you are 18.

When phoning us, we will need to be able to identify you before we can provide you with your balance or discuss your account in any detail.

Account details

The address that you give us on your application will be the address we will use for all correspondence for

you. This will be the registered address until you tell us otherwise.

Please tell us if you change your address, telephone number, email address or any other personal details.

You can tell us by:

- secure Live Chat (Mobile App or Bath Online),
- calling us,
- writing, or
- visiting one of our Branches.

If you change your nominated account, once this has been updated there will be a 72 hour hold on making payments to the new account.

We may also need to contact you directly to confirm with you any changes that you make.

Your account will have a reference number. Please quote this when you contact us.

Minimum and maximum account balances

The minimum and maximum account balances are stated within the Key Product Information sheet of each account. We can choose to close the account if the amount is below the minimum amount. We will give you 30 days' notice before we do this. If you bring the balance to the minimum in that time, we will not close the account.

Paying money into your account

You can pay cash or cheques into your account at a Branch during our working hours:

- Our opening hours are 9.00am to 5.00pm every weekday.
- On Wednesdays we open at 9.30am.
- We are also open on Saturdays from 9.00am to 1.00pm.

You can also pay money into your account by bank transfer or by posting a cheque. For security reasons, we will not accept cash sent by post.

As a smaller organisation, Bath Building Society does not have its own sort code, instead, we use NatWest.

This means that if you send funds by bank transfer to your Bath Building Society account, you need to use:

- Account name: The name of the account holder.
- Sort code: 62-30-45 and,
- Account number: 00000000.

For paying sole accounts, you need to use the full name of the sole account holder.

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For paying joint accounts, you only need to use the full name of one of the account holders.

For paying business accounts, you need to enter the full name of the business or organisation.

You must use your Bath Building Society account number as a reference so that the money can be sent to the correct account.

Example: Your account number with us is 43219876 and you want to send funds by bank transfer to this account.

You would need to use these details:

Sort code: 62-30-45

Account number: 00000000

Reference number: 43219876

If you have provided us with details of a nominated bank account and want to pay money from your Bath Building Society savings account into your nominated bank account by bank transfer, you must make sure the details are correct.

You can pay money into some accounts by standing order, but you will need to arrange this with your bank. We cannot set up standing orders or direct debits out of your savings account. Any cheques deposited must be made out to the name of the account holder, not Bath Building Society, so that it is clear who the money is for.

Money paid into your account by cash or bank transfer will be available straight away after we get it. Any money we get outside of normal business hours or on a non-working day will be available the next working day.

Interest

You can find out details of the interest rate on your account:

- on our website,
- our Mobile App or Bath Online,
- on the Key Product Information sheet, or
- by calling our Head Office or by visiting a Branch.

We calculate interest on your account balance daily unless we receive payments outside our normal working hours. We calculate interest on withdrawals up to and including the day before you make the withdrawal.

Any interest earned on your savings will be added to your account. We may change our interest rates because of changes in the Bank of England base rate or changes in law. We may also make changes to meet regulatory requirements, or because of adjustments to codes of

practice or for business purposes.

If our interest rates go up, we will tell you about it by putting notices in our Branches and on our website. If our rates go down, and your balance is over £100, we will send a personal notification to tell you at least 14 days before we make the change.

Account charges

We're not fans of hidden charges and do not apply fees for the running of your account. However, there may be times where we will need to charge you.

For a full list of our Tariff of Charges, please visit our website.

If we change our charges, it will only be because we need to. This may be because we need to:

- respond to changes in our costs,
- respond to changes in the law or decisions of the court or our Ombudsman,
- to meet regulatory requirements, or
- respond to changes or new codes of practice within the industry for better customer protection.

If we start charging to run your account, we will write to you to tell you at least 30 days before we make the change.

Withdrawals

Our accounts are savings accounts, which means they are to be used to help you save money for when you need it. They are not intended for making day-to-day transactions. We may close accounts if they are not used as intended.

Withdrawals can be made during normal business hours on working days. You can only withdraw up to the limits as shown in the Key Product Information of your account. You can also make withdrawals at any time on Bath Online or through the Mobile App. However, withdrawals outside of normal business hours will not be processed until the next working day.

We will not let you withdraw if it would make the account go overdrawn.

If you have a passbook, you should bring it to make a withdrawal in one of our Branches. Passbooks for accounts opened through the Mobile App or Bath Online are only available by request. You can let us know if you would like a passbook by contacting our Customer Service Department.

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Confirmation of Payee

We use Confirmation of Payee (CoP) to help make sure payments go to the right place and the details provided match the intended recipient.

Using Confirmation of Payee when sending money from your bank helps make sure you're sending money to the right account by checking whether the name and account details you enter match those of the account holder. If the details don't match you can still make the payment, always double check the information is correct. However, if you, or someone else, chooses to go ahead and send the payment anyway, we may not be able to get your money back.

We will use Confirmation of Payee automatically to help reduce mistakes and protect you from fraud, however if you'd like to opt out, please let us know.

You can help keep your account safe by:

- Taking care of your passbook and other account information and letting us know as soon as possible if your passbook is lost.
- Letting us know as soon as possible of any change in your name, address, telephone number, nominated account or email address.
- You should also let us know if you do not get any information that you were expecting to get from us by:
 - Checking your account regularly on the Mobile App or via Bath Online,
 - taking care when getting rid of information about your account. People who commit fraud use many methods to get this type of information. You should take simple steps such as shredding printed material,
 - helping us (or the police) in investigating transactions, and,
 - never giving your account details or security information to anyone.

To keep your money safe, on a personal account we will not send any money to a third party. We will only send funds by bank transfer to a nominated account in the same name as the account holder.

To protect you, we will need be able to identify you or confirm your instructions are genuine to make withdrawals. We may refuse or delay a withdrawal if

we believe we do not have the correct authority for the withdrawal.

We can limit the amount that can be withdrawn from an account. We will only do this if:

- We think there might be fraudulent activity,
- we need to do so by law, regulation or court order,
- there is a dispute about the ownership or entitlement to the money in the account,
- events beyond our reasonable control (such as terrorist threat, computer systems failure or strike), or
- events which lead us to reasonably believe our financial stability is under threat.

The best way to let us know is by telephoning us on 01225 423271 or by contacting us through Live Chat on our website.

Authorised Push Payment Fraud

Authorised Push Payment (APP) fraud, also known as a bank transfer scam, occurs when you are deceived into transferring money to a fraudster's account.

There are many different types of APP fraud, and you could be contacted in a number of ways, such as by telephone, SMS text, by email or through social media. The person contacting you will often pretend to be someone else, and these interactions can be extremely convincing.

When you have sent money to the wrong person accidentally or you have been a victim of fraud

If you think this has happened, you must tell us as soon as possible and we will investigate it immediately. From 7 October 2024, you can ask for the money back if you tell us within 13 months of the money being withdrawn. Normally, we will refund the money within 5 working days although this may be extended to 35 days in some cases, we may also charge an excess of up to £100.

If we ask you to, you must help us with our investigation and with any action we take against whoever took out the money.

However, we won't refund the money if we think you've been fraudulent, or we reasonably suspect you've been fraudulent. We also won't refund the money if you've not met the terms under these conditions or acted carelessly and your behaviour or actions are considered to be gross negligence. For example, you may not have kept your personal account details secret.

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Uncleared funds

We will allow withdrawals against a cheque six working days after it has been deposited with us. We will not allow it if we have received notice that it has not been cleared.

Closing your account

We hope you wouldn't want to, but you can close your account at any time unless the conditions of your account state otherwise. You can find out more information on your account conditions through the Key Product Information sheet.

We can close your account at any time without giving any reason, but (except in exceptional circumstances):

- We will give you at least 30 days' written notice,
- we will not use this right to repay a fixed term investment before the end of the fixed term,
- we will not close your account, or threaten to do so, as a response to a complaint.

Exceptional circumstances include:

- You have given us false information on purpose,
- you were not allowed to open or maintain the account,
- the contract between us is void or unenforceable by law, or
- we have a legal obligation to close the account.

Early withdrawal penalties will be waived on the closure of an account following the death of an account holder.

Joint accounts

We will treat joint account holders as being entitled to the money in the account in equal shares. Where one account holder dies, we will treat the surviving holder(s) as being entitled to the account when we receive the death certificate.

Withdrawals and account changes on a joint account only need the authorisation of one of the account holders.

If we believe that there is a dispute between account holders, we may require additional authorisations of all account holders before we release funds.

We may freeze the account if we have reason to think that there is a dispute or if we suspect that someone may be fraudulently trying to access your account. If this happens, we will contact you.

The liability of joint account holders is joint and several. This means that each of you is separately responsible for all the obligations of the account holders, and not just a share of them.

Unclaimed balances/dormant accounts

An account becomes dormant if you have not withdrawn or deposited any funds in the last five years. When you try to use a dormant account, we will ask you for personal identification and address verification. We may also undertake a third-party agency check to confirm your address. An account will not be regarded as dormant whilst there are standing orders or electronic payment transactions taking place.

We may close your account in the following circumstances:

- You cannot be traced after reasonable enquiry, and for a period of seven years (where the amount in the account is less than £10) no money is paid into or withdrawn from your account.
- After 15 years, we reserve the right to use any unclaimed balances for charitable causes. However, if you contact us later and provide proof of identification, we will re-open the account and credit the amount we owe you in respect of the account.

Account documents

Although you will be able to view your accounts through our Mobile App and Bath Online, if you are 13 or over and register for it, we will issue you with a passbook (on request only), certificate or other similar document relating to your account.

We can issue a replacement for lost or stolen documents, but this may be subject to payment of an administration fee in some circumstances. If you send us something in the post without using the correct postage, we reserve the right to charge you the difference.

Changing these conditions

We can make changes to our charges, interest rates, or the terms of this agreement from time to time. This includes introducing new charges or rates and charging in a different way. We may make these changes, including fees we charge, because of changes to:

- Law, regulation, industry codes or Financial Ombudsman, court or regulator decisions,
- the way we run our business,
- the cost of providing your account and running our business, for example a change in our cost of funding, technology (including our systems) and service costs,
- the banking or financial services system, and
- we can make favourable changes to these terms and charges for any reason. We can also make

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proportionate changes for any other balanced and valid reason that impacts Bath Building Society or your account.

A change in the terms and conditions in your favour may be made immediately and without prior notice. A change which is to your disadvantage will be effective only after at least 30 days' written notice is given to you. If we give you notice about a change which isn't in your favour, then for a period of 60 days from the date of the notice you have the right to switch the account or close it without having to lose any interest or pay any additional charges.

A change that benefits you	Within 30 days of us making the change
All other changes	At least 30 days

Matters beyond our control

We will not be liable to you if we are unable to provide any service in connection with your account because of exceptional and unforeseeable circumstances such as pandemics, strikes, power failures or other causes beyond our control.

Using money in your account to pay money you owe us ('set-off')

We may use the money in your account towards payment of any money that you owe us which is due for payment but has not been paid. We will notify you if we do this. No interest will be earned on money used in this way.

Law

These conditions are governed by the laws of England and Wales.

Branches

Bath – Telephone: 01225 330837

3 Wood Street, Bath, BA1 2JQ

Oldfield Park – Telephone: 01225 445271

12/13 Moorland Road, Oldfield Park, Bath, BA2 3PL

We're different
because you are

Head Office

15 Queen Square,
Bath BA1 2HN

Telephone

01225 423271

Email

savings@bibs.co.uk

Web

www.bathbuildingsociety.co.uk

Telephone calls may be recorded to help the Society to maintain high standards of service delivery.

Bath Investment & Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, Registration Number 206026.

Thank you for choosing
Bath Building Society

