

GENERAL INVESTMENT TERMS AND CONDITIONS AND DECLARATION

AND USEFUL INFORMATION

EFFECTIVE FROM 16 DECEMBER 2011

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DECLARATION

When you complete and sign the application to open any investment account, each applicant agrees to be bound by the specific declaration contained on the application as well as the following two part declaration:

Part One - Charitable Assignment Scheme

If you were a shareholding member or a borrowing member of the Society on 2nd November 1998 and have continued to be a member (of either type) ever since that date, the following wording does not apply to you; in that case, please go to part two of the Declaration. All other applicants should read on.

I understand and agree that:

By applying to open an account on or after 3rd November 1998, I agree with the Society and Coventry Building Society Charitable Foundation ('The Foundation') that I will assign to the Foundation (or to any charity(ies) nominated by it, but to no other person) the rights to any relevant conversion benefits (defined below). This obligation will not apply to me if I fall within any class of persons which, as at today's date, the Society wishes to be excluded from such obligation.

My agreement is irrevocable and authorises the Society to make over to the Foundation (or to any charity(ies) nominated by it) any such benefits without further notice to me. I understand that neither the Society nor the Foundation will release me from this agreement or vary its terms. I also understand that the Society will require (on behalf of itself and the Foundation) that all applicants for share accounts who are not members of the Society will agree to the above condition (or a condition having substantially the same effect) except that the requirement will not apply to any applicants falling within any class of persons where, at the time of the applicants becoming shareholding members, the Society considers this to be inappropriate. The Society will not impose that requirement on applicants if the Society decides and announces by press release that it is no longer in the best interests of the Society to do so generally on a continuing basis. Any such decision by the Society would not have a retrospective effect and I would continue to be bound by the above condition.

For this purpose 'relevant conversion benefits' means any conversion benefits which I might become entitled to receive as a shareholding member of or depositor with the Society at any time within the five years immediately following the date on which my account is opened (or within such shorter period as the Society today considers appropriate having regard to any particular class of person within which I may fall); 'conversion benefits' means any benefits under the terms of any future transfer of the Society's business to a company (i.e. on conversion or takeover) except the statutory right to have shares in the Society (including any balances on share accounts) converted into deposits with the company; and, if the Society merges with any other society, after the date of such merger 'Society' includes such other society.

I authorise the Society to pass to the Foundation such information relating to me and my accounts with the Society as the Foundation may reasonably require in connection with this agreement to assign.

A list of the classes of persons which the Society currently wishes to be excluded from the obligation to assign (which list may change from time to time) is available on request from the Society's Secretary at its Principal Office.

Part Two - Coventry Investment Accounts

I hereby declare that all investments made into an account are invested by me as sole/joint beneficial owner as indicated on the application and that the funds invested will not be held by me as a bare trustee* for a body corporate or for persons who include a body corporate.

*A bare trustee is someone who holds an account in their name but the funds invested are for the absolute benefit of and are at the absolute disposal of another person i.e. apart from transferring funds to that other person on request, the person(s) named on the account has no other duties in respect of these funds.

I agree that the account is subject to the Society's General Investment Terms and Conditions and the Specific Terms and Conditions for the account that I am opening (both of which I have received and read) and the Rules of the Society.

I understand that:

- (a) to enable the Society to open and administer the account and provide me with services associated with the account, and for other related purposes, including arrangement and administration of products regulated under the Financial Services and Markets Act 2000 (or any alteration to, replacement for or re-enactment of it) provided by third parties, updating or enhancing existing customer records, analysis for management purposes and statutory returns, crime prevention and legal and regulatory compliance, or those notified to the Information Commissioner under the Data Protection Act 1998, the Society may obtain, use, process and disclose personal data about me. The Society may also transfer the personal data to any country, including countries outside the European Economic Area, for any of the purposes described in this Declaration.
- (b) I have a right of access, under data protection legislation, to the personal data the Society holds about me on payment of a fee.
- (c) for the purposes of the Data Protection Act 1998, the Data Controller in relation to any personal data supplied by me is Coventry Building Society.

The first named account holder will be the Representative Joint Shareholder in accordance with the Rules of the Society. The Representative Joint Shareholder alone will (if aged over 18) have voting rights (if any) and alone will be entitled to receive certain communications from the Society.

GENERAL INVESTMENT TERMS AND CONDITIONS

The following Terms and Conditions numbered 1-14 (inclusive) ('the General Terms') apply to all the Society's accounts except the Offset Savings Account and AVCs. In addition, each account to which the General Terms apply has its own individual operating Terms and Conditions ('the Specific Terms'). If there is any inconsistency between the General Terms and the Specific Terms, the Specific Terms will prevail.

1. Definitions and interpretation

In these Terms and Conditions:

- 1.1 the words 'the Society' 'we' and 'us' and 'our' refer to Coventry Building Society.
- 1.2 the words 'you' and 'your' refer to account holder(s).
- 1.3 'Online Services' means the facility to:
 - 1.3.1 view the details of your accounts that can be accessed online;
 - 1.3.2 view your personal details online;
 - 1.3.3 carry out such transactions as we may from time to time permit on your accounts that can be accessed online;
 - 1.3.4 send secure messages to us and receive secure messages from us.
- 1.4 'Security Details' means any or all of the following (as applicable):
 - 1.4.1 your personal details - name, address, date of birth;
 - 1.4.2 your signature;
 - 1.4.3 your password;
 - 1.4.4 your memorable words;

- 1.4.5 your Web ID and/or
- 1.4.6 your PIN;
- 1.4.7 your Grid Card;
- 1.4.8 any other security device we may introduce from time to time.
- 1.5 'your nominated bank account' means the account you have nominated for withdrawals on your application.
- 1.6 'Joint tenants' means that if one of the account holders dies, we will transfer the account into the name(s) of the surviving account holder(s). We do not accept accounts on any other basis such as tenants in common, where account holders may have unequal shares to funds in an account and would not be automatically entitled to the funds upon death of one of the account holders.
- 1.7 'Payment card' means all cards issued by Coventry Building Society.
- 1.8 the clause headings do not form part of these Terms and Conditions and shall not be used in their construction or interpretation.
- 1.9 to establish whether your account is a Payment Account or a Non-payment Account please see your Specific Terms or contact us.
- 1.10 'branch(es)' means any branch or agency of the Society.
- 1.11 'business banking day' means Monday to Friday (excluding public holidays).
- 1.12 'unique identifier' means a UK based sort code and account number.
- 1.13 'working day' means calendar days excluding public holidays (such as Christmas Day).
- 1.14 'Useful Information' means the section following these terms and conditions which provides you with further information on the operation of your account.

2. Identification

- 2.1 We are required by law to confirm the identity of all applicants to a new account. You must provide us with proof of your identity if this has not previously been fully verified by the Society.

3. Making payments into your account

- 3.1 The Specific Terms for your account will tell you how you may make payments into it which may include payments in by cash, cheque and electronic payment (including Direct Debit, standing order and Faster Payment).
- 3.2 Cash and electronic payments deposited into the account will be available for withdrawal immediately. There may be a delay of one working day if deposits are made at a Society ATM.
- 3.3 You cannot send us cash by post; any cash received by post will be returned to you without any responsibility on our part.
- 3.4 Cheque(s) must be made payable to the account holder(s). Please see the Useful Information section for cheque clearance information.
- 3.5 If you have a statement based account no acknowledgement will be issued for any payments credited to your account. These will be shown on your next statement.
- 3.6 If a cheque that you have paid into your account is returned unpaid, we will take out of your account the amount we paid in for the cheque and adjust the interest due to you. We will not re-present cheques that are unpaid.
- 3.7 We can, acting reasonably, refuse to accept a deposit from any person without giving a reason.

4. Making withdrawals from your account

- 4.1 The Specific Terms for your account will tell you how you may make withdrawals from it.
- 4.2 For future dated one-off electronic payments, standing orders and Direct Debits, you must

have cleared funds available in your account to make the payment no later than 2.00pm on the day the payment is due to be made. If you try to make a payment when you do not have funds available for it, we may refuse to make the payment and you may incur a charge.

- 4.3 Where you can withdraw from your account by cheque:
- 4.3.1 the cheque cannot be stopped except if it is lost or unless we have clear evidence of fraud;
- 4.3.2 cheques withdrawn and subsequently returned for investment will earn interest from the day of re-investment.
- 4.4 You cannot request a withdrawal by fax or email.
- 4.5 Once you have instructed us to make a withdrawal and the account has been debited, this instruction cannot be cancelled or amended. Please see the Useful Information section for details of when the payments can be cancelled.
- 4.6 Withdrawals cannot be made against uncleared funds. You can normally withdraw funds from a cheque credited to your account after four business banking days.
- 4.7 Notwithstanding the other provisions in these terms and conditions, we can restrict at any time the amount which can be withdrawn from any account or refuse to carry out a transaction. We will only do this if:
- (a) we reasonably believe that there may be fraudulent activity or other financial crime affecting the account;
 - (b) we are required to do so by any law, regulation or court order;
 - (c) there is a dispute (which we reasonably believe may be genuine) about the ownership of, or entitlement to, the money in the account;
 - (d) circumstances beyond our reasonable control prevent us from offering a normal service (such as in the event of terrorist threat, computer systems failure or strikes); or
 - (e) circumstances exist which lead us reasonably to believe our financial stability is under threat (such as where rumours cause actual or potential abnormal levels of cash withdrawals).
- In the case of (d) and (e) above:
- (i) we will act proportionately to the circumstances in question;
 - (ii) we will take all reasonable steps to ensure that the restrictions are lifted as soon as practical and to minimise the inconvenience to you;
 - (iii) we will take into account the interest of the Society's membership as a whole;
 - (iv) we will, if practical, give advance notice; and
 - (v) we may consider exceptions to the restrictions if we are reasonably satisfied that extreme hardship would otherwise be caused.
- If there is an error which causes a restriction on your account we will investigate this on your behalf. Information about any refusal and, if possible, our reasons for this refusal, along with information on how to correct any factual errors that led to the refusal can be obtained by calling us.
- 4.8 Unless the terms and conditions for the account permit or we otherwise agree, the account must not be overdrawn.
- 4.9 All payments into and out of your account must be in sterling.
- 4.10 Unless the Specific Terms for your account prevent this, an account holder or all joint account holders may authorise in writing an agent (who may be one of the joint account holders) to make withdrawals from the account, or to receive any interest or bonus paid in respect of it and the receipt of, or evidence of payment to such an authorised agent shall be a good discharge to the Society.

- 4.11 The minimum balance for an account is set out in its Specific Terms. It is a condition of the account that the balance does not fall below the minimum balance. The Society reserves the right to close accounts with balances below the minimum balance. If the balance falls below the minimum balance, but the Society has not exercised its right to close the account, details of the interest rates paid are available on request.
- 4.12 Cheque withdrawals actioned by post will be posted to the account holder on the day the withdrawal is made, which will normally be the day of receipt of your instructions. Withdrawal instructions received on a Saturday, or other non-business banking day, will normally be processed the next business banking day.
- 4.13 Maximum daily online withdrawal limits or transaction limits will apply to your account, other than for payments to another account held with the Society on which you are named. The maximum daily withdrawal limit will not be less than £250. Details of the current limit can be found on our website or can be obtained by telephone or in any of our branches.
- 4.14 Where you instruct an electronic payment out of your account the payment will be with the recipient's bank or building society no later than the end of the following business banking day. Depending on the value and nature of the transaction and the channel of instruction, the payment may be made sooner. In some cases, we may be able to process the withdrawal as a Faster Payment, in which case the payment will normally reach the recipient's bank within two hours. Transfers between Society accounts are normally processed immediately. For details of our cut-off times and normal transaction times please see the Useful Information section.
- 4.15 Where you instruct an electronic payment out of your account we will tell you when you can expect the payment to be received by the recipient's bank. Where you instruct an electronic payment out of your account on a future date, the payment will be with the recipient's bank or building society no later than the end of the business banking day following such future date.
- 4.16 Some banks and building societies may not accept electronic payments. If you cannot send your payment electronically because the receiving bank or building society cannot accept it we will tell you. Until we have received a further instruction from you that we can execute by a different method we will not make the payment.
- 4.17 For accounts which mature, at maturity withdrawals can be made by electronic payment to your bank/building society or transfer to another account with us. Where maturing funds are paid to another bank or building society it will reach the bank or building society no later than the end of the next business banking day following maturity.

5. Statements and tax deduction certificates

- 5.1 If you are eligible to reclaim tax deducted from the interest you have been paid, we will, on request, issue you with a Certificate of Deduction of Income Tax.
- 5.2 Should you close your account, a closing statement and Certificate of Deduction of Income Tax will be issued automatically within one week after the closure.
- 5.3 We will provide you with an annual investment statement. In addition, for non-passbook based accounts we will provide an itemised statement at least once a year. Statement(s) will be sent to you by post or other personal notice, or alternatively, we will send you an email to remind you to look at your statement online.

6. Interest and charges

- 6.1 All deposits invested into your account will start to earn interest from the day they are credited to your account.
- 6.2 Unless the Specific Terms for your account say otherwise, interest can either be added to your account, transferred to another Coventry account, or paid to another bank or building society. Where interest is paid to another bank or building society it will reach the bank or building society no later than the end of the next business banking day following the

interest payment date, although in most cases the interest will arrive by the end of the next working day.

6.3 When a withdrawal is made interest is paid up to and including the day before withdrawal.

6.4 Where required by legislation, interest will be paid or credited after the deduction of tax at the appropriate rate, or if HM Revenue & Customs Form R85 has been registered, interest will be paid or credited gross. Each account holder must register separately for gross interest.

6.5 Unless the Specific Terms for your account say otherwise, interest rates are variable and we may change interest rates at any time for any of the following reasons, which may relate to circumstances existing at the time or those that are anticipated:

- (i) to respond to changes in the Bank of England Base Rate;
- (ii) to respond to changes in interest rates generally in the retail banking market;
- (iii) to respond to changes in the law or the decision of a court or ombudsman;
- (iv) to meet relevant regulatory requirements;
- (v) to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection;
- (vi) to respond to changes in the costs incurred by us in providing accounts (including our funding costs if relevant);
- (vii) the need for us to maintain an appropriate balance between our investors and our borrowers;
- (viii) (except in relation to fixed term investment) or for any other valid reason that we reasonably consider appropriate.

6.6.1 When we change your interest rate we will notify you of the rate change as follows:

- (i) if you have a Payment Account we will give you no less than two months' notice by either letter or email or other personal notice before we reduce your interest rate. If you are unhappy with the change to the interest rate you may at any time during the period of up to two months from the date of the notice under this condition 6.6.1(i), without having to give any period of notice, switch your account or close it without having to pay any extra charge or incur any loss of interest for doing this. Non-notification of your objection to the change to your interest rate will be deemed as consent. If you notify us that you do not accept the change, we will take this as notification that you wish to close your account immediately.
- (ii) if you have a Payment Account and we decide to increase your rate we reserve the right to change your rate more quickly. We will always try to notify you at the earliest opportunity and where practicable, on or before the change takes effect.
- (iii) if you have a Non-payment Account we will notify you of a rate change no less than 14 days before the rate change takes effect. If you are unhappy with the change to the interest rate you may at any time up to 30 days from the date of the notice under this condition 6.6.1 (iii), without having to give any period of notice, switch your account or close it without having to pay any extra charge or interest for doing this. Where we decide to increase your rate we may change the rate more quickly. We will always try to notify you at the earliest opportunity where applicable.

6.6.2 For changes to your interest rate made under condition 6.6.1 (ii) or (iii) we will notify you of the change by putting a notice in our branches and Principal Office or we may choose to send you a letter, email or other personal notice. We will also make the information available on our website at www.thecoventry.co.uk and our Ratesline on 0800 716672.

6.6.3 In addition, information of the interest rates applicable to your account over the previous financial year will also be notified to you in your annual investment statement.

- 6.6.4 If the interest rate change is made under condition 6.5 (viii), we will send you a letter, email or other personal notice of the change.
- 6.7 Changes to interest rates may include the introduction, alteration or removal of 'tiering' provisions, i.e. under which we pay different rates of interest depending on the amount in the account from time to time.
- 6.8 If an account has 'tiered' interest provisions, we may pay interest rates that will apply only to the amount in a particular tier or particular tiers rather than to the entire amount in the account. If this applies in the case of any particular account, it will be detailed with the interest rates that apply to that account and described as 'split balance'.
- 6.9 For accounts paying interest annually and in which the capitalisation year includes a 29 February, interest will be calculated on a 1/366th basis for each day. For accounts paying interest annually which do not include a 29 February in their capitalisation year, interest will be calculated on a 1/365th basis for each day.
- 6.10 All monthly interest payments made in a leap year will be calculated on a 1/366th basis for each day. The calculation will be on a 1/365th basis for each day when it is not a leap year.
- 6.11 Where withdrawals are subject to a penalty, the calculation of penalties for withdrawal or early closure will be based on the same calculation as that used for the interest calculation.
- 6.12 Normal operation of your account is free of charge. Activities or additional services outside the normal account operation may incur a charge. We may introduce a reasonable charge in circumstances where there is excessive or abnormal use of a service. No charge will be made in these circumstances without prior notification.
- We will advise you of the current charge at the time you request an additional service.
- For details of our Administration charges please refer to our website or the Useful Information section.
- 6.13 In the case of ISAs, interest will be paid gross subject to the Specific Terms of the account.
- 6.14 Monthly interest (where available) will be paid on the last day of the month.
- 6.15 Interest cannot be paid to you by cheque.

7. Joint accounts

- 7.1 Two or more persons may jointly hold an account, unless its Specific Terms do not allow a joint holding, but no account shall be issued to the holders or be held by them at any time as tenants in common. We may decline to issue an account to more than four persons jointly. Joint account holders can choose the order in which they are named in our records.
- 7.2 In the case of joint accounts:
- 7.2.1 We will treat each of you as having the right to all of the money in the account and will not be concerned with the actual division or ownership of the money between you.
- 7.2.2 The address of the first named account holder will be taken as the correspondence address.
- 7.2.3 Should any circumstances arise whereby the account becomes overdrawn you will each be responsible for the whole debt.
- 7.2.4 In the event of a dispute on the account, you must notify us immediately. As soon as you notify us, we will 'freeze' the account and any Payment cards that have been issued will be cancelled. No further withdrawals will be permitted without the written authority of all account holders.

8. Power of attorney

- 8.1 Except as set out in condition 8.2 below, for non-branch based accounts it is not possible to open an account or operate one where a third party is given authority to operate the account.

- 8.2 We will allow a person who is your attorney under a Power of Attorney to operate your account, subject to the following:
- (i) the Power of Attorney must contain no restrictions on what the attorney can do on the account,
 - (ii) where there is more than one attorney, the Power of Attorney must enable any of them to carry out any operation on the account, and
 - (iii) where the Power of Attorney is an Enduring Power of Attorney which has been registered with the Court of Protection or is a Lasting Power of Attorney and you have more than one account with us the Power of Attorney must cover all those accounts.

9. Death of an account holder

- 9.1 On proof of the death of any joint account holder, we will recognise only the survivor(s) as having ownership of or interest in the account. The same terms and conditions shall apply to the survivor(s). The Death Certificate must be provided to us before we will amend the account.
- 9.2 Any person becoming entitled to an account as a result of the death or bankruptcy of the holder may, subject to General Term 3.7, and after providing such evidence of the circumstances and paying such fee (if any) as we may require, be registered as the holder. If registration is refused, we will repay the money in the account.
- 9.3 In the event of the death of a sole account holder, the account may be closed without notice or penalty.

10. Use of the telephone and Online Services

- 10.1 You must set up appropriate Security Details to operate your accounts by telephone and/or online. You will not be able to operate your account by telephone or online until you have set up your Security Details. We may change or add to your Security Details at any time in order to protect you and the Society.
- 10.2 You can only have one set of Security Details at any one time. If you have a joint account you must each set up separate Security Details and each of you must register individually to use our Online Services.
- 10.3 You must do everything you can to keep your Security Details secret. You must not allow anyone else to know or access your Security Details. You must never enter your password in full on a website or provide your full password over the telephone.
- 10.4 You must take reasonable care to ensure that no-one hears or sees your Security Details when you use them. You must not write, store or record your Security Details (whether in an encrypted form or otherwise), in such a way that they can be identified with you, your relationship with the Society or your account(s).
- 10.5 You must ensure as far as is reasonably possible, that your computer equipment is protected from interference or monitoring by a third party. Please refer to the Security section of our website for further guidance.
- 10.6 Use of your Security Details with or without your knowledge authorises us to provide information about your account(s) and carry out any transaction. Please see the Liability and unauthorised transactions section of these terms for your liability where there is unauthorised use of your Security Details.
- 10.7 You must inform us immediately of the following:
- (i) if you have forgotten your Security Details;
 - (ii) if you suspect someone else knows or may know or may have had access to your Security Details or Payment cards;
 - (iii) if you suspect someone else has or may have accessed your account or used your Payment card without your permission.

In any of these circumstances, you must contact us by calling our Customer Service Centre, by using our Online Compromised Security service or by visiting a branch.

- 10.8 You must not deliberately disrupt access to our services or our website or do anything which may impair the functionality of our website or the services we provide.
- 10.9 We may withdraw or restrict your access to our telephone or Online Services for security reasons or where we believe the service is being misused. If this happens, we will let you know as soon as reasonably possible.
- 10.10 You must follow any instructions we give you from time to time regarding the safe keeping and use of your Security Details or other matters relating to the security of your account online or on the telephone including the details in the Useful Information section.
- 10.11 This service may only be used by persons aged 16 years or over. Our Online Services are only available to UK residents. If you access our Online Services from another country we cannot guarantee that you will be compliant with the laws of that country.

11. CashLink Cards

- 11.1 Not all accounts offer the availability of a CashLink Card. If this option is available, or if a CashLink Card is a requirement of holding an account, it will be included in the Specific Terms of the account.
- 11.2 Use of the CashLink Card is subject to:
 - 11.2.1 our CashLink Regulations, which are set out in this booklet, and on our website, and
 - 11.2.2 the Terms and Conditions of your account (including the Terms and Conditions in this CashLink Cards section).

In the case of inconsistency between the Regulations and the Terms and Conditions, the Terms and Conditions will prevail.
- 11.3 You must sign the Card immediately on receipt, and the Card may only be used by you.
- 11.4 The repeated use of an incorrect PIN or technical failure of an ATM may cause your Card to be retained. If this occurs a new Card will be issued to you as soon as possible.
- 11.5 We will not make a charge for withdrawals made at LINK ATMs not owned by us. However, other organisations may make a charge for such withdrawals and this will be debited to your account and (where applicable) shown on your next statement.
- 11.6 The minimum withdrawal that can be made at an ATM is £10 and you may withdraw up to a maximum of £500 in any one day, subject to a maximum of five transactions.

12. Changes to terms and conditions

- 12.1 We can change the terms and conditions on which your account is held (other than the rate of interest and charges) as follows:
 - 12.1.1 We can change these terms and conditions and/or any Specific Terms for your account at any time for any of the following reasons which may relate to circumstances existing at the time or those which are anticipated:
 - (i) to respond to changes in the law or the decisions of a court or ombudsman;
 - (ii) to meet relevant regulatory requirements;
 - (iii) to make the terms clearer or fairer;
 - (iv) to provide you with extra benefits or services;
 - (v) to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection;
 - (vi) to rectify any mistakes;
 - (vii) to provide for the introduction of new systems, services, changes in technology and products;
 - (viii) to respond to changes in the costs incurred by us in providing accounts;

- (ix) (except in relation to fixed term investments) for any other valid reason that we reasonably consider appropriate.

This condition does not apply to changes to interest rates or charges. These are dealt with in condition 6.5 and 14.8.2.

If your account is a Non-payment Account, conditions 12.1.2 and 12.1.3 below apply. If your account is a Payment Account condition 12.1.4 below applies.

- 12.1.2 Any change which is to your disadvantage, will only be made after giving you at least 30 days' notice. You will be notified by letter or email or other personal notice. At any time up to 60 days from the date of the notice under this condition 12.1.2 you may, without having to give any period of notice, switch your account or close it without having to pay any extra charges or interest for doing this.
- 12.1.3 Any other change may be introduced with immediate effect. We will notify you within 30 days of making the change in at least one of the following ways:
- (i) by letter or email or other personal notice;
 - (ii) by general notice in our branches and Principal Office.
- 12.1.4 Any changes to your terms and conditions will be made after giving you no less than two months' notice by letter or email or other personal notice. If you are unhappy with the change to your terms and conditions you may at any time up to two months from the date of notice under this condition, without having to give any period of notice, switch your account or close it without having to pay any extra charge or interest for doing this. Non-notification of your objection to the change to your account will be deemed as consent. If you notify us that you do not accept a change, we will take this as notification that you wish to close your account immediately.

13. Liability and unauthorised transactions

- 13.1 Where there are any unauthorised or incorrect transactions on your account you must notify us by contacting us by telephone, by sending us a secure message, by writing to us or calling in at a branch. Any such notification by you must be made as soon as possible and without delay. In the case of transactions (other than paper-based payments such as cheques or bankers drafts) any notification must be made within 13 months of the date of the transaction. If you do not notify us within this timescale you will not be entitled to a refund.
- 13.2 Where you have pre-authorised a payment from your account, you can ask us to refund the payment if:
- 13.2.1 you made the payment in the European Economic Area;
 - 13.2.2 the authorisation you gave did not specify the exact amount to be paid;
 - 13.2.3 the amount that has been requested was more than you could reasonably have expected to pay, based on the circumstances; and
 - 13.2.4 you make the refund request within eight weeks of the date when the payment was made from your account.
- 13.3 Subject to Condition 13.4, if you confirm to us that a payment from your account was not authorised we will immediately refund the amount deducted and return your account to the position it would have been in if the unauthorised payment had not taken place. We will have no further liability to you. We may ask you to confirm in writing that you did not authorise the transaction. If we later discover that the transaction was authorised we shall reapply the transaction, including any interest and charges, to your account.
- 13.4 If there are reasonable grounds for thinking that you may not be entitled to a refund, we may investigate before giving you the refund. We will undertake any investigation as quickly as we can and, unless we can show that the transaction was authorised by you or that you are liable for the transaction, we will immediately refund the amount deducted and return your account to the position it would have been in had the payment not been made.

- 13.5 We will not accept liability for any loss you incur as a result of the following:
- 13.5.1 you provide the incorrect unique identifier and/or the incorrect reference (where applicable) for a payment you wish to make;
 - 13.5.2 we do not act on a request to make a payment for any reason specified in these terms; or
 - 13.5.3 if we are unable to provide our normal service due to abnormal and unforeseeable circumstances outside our reasonable control (such as fire, flood, power failure, postal delay etc.) where we could not avoid breaking this agreement despite all reasonable efforts to the contrary.
- 13.6 Unless you have, intentionally or with gross negligence, failed to take any of the steps set out in these terms and Useful Information section in respect of the use and protection of your Security Details, passbook, card, certificate or similar items in respect of your account your maximum liability for unauthorised transactions that occur before you report the items lost or stolen is £50. You may be liable for all losses incurred if you have acted fraudulently (even after you have notified us) and where you have been grossly negligent you may be liable for all losses before you notify us.
- 13.7 We will not be liable to you in any circumstances for loss of business, loss of goodwill, loss of profit or any loss that we could not reasonably have anticipated when you gave us an instruction under this agreement.

14. Miscellaneous

- 14.1 If:
- (a) you do not have a loan from us outstanding, and
 - (b) for a period of 10 years you have made no payment to us and have not withdrawn any money in your account with us, and
 - (c) the amount in that account is less than £10, and
 - (d) you cannot be traced after reasonable enquiry,
- we may decide that the account is closed and that the money will be retained by us. We may, however, reopen an account at a later date and recredit that account or repay to you the money with interest (at a rate to be decided by us if the type of account concerned no longer exists). A request for such reopening will not be unreasonably refused.
- 14.2 We do not have to recognise the interest or claim of any person other than the account holder(s) in respect of the money held in an account, nor will we be liable in any way for failing to recognise such interest or claim, except as required by law.
- 14.3 If we owe you money on an account with us and you have failed to pay any amount you owe to us, we may use the money we owe you to reduce or repay the amount you owe us. This is our right of 'set-off'. If you have told us that the money you hold in an account in your name is not yours, but is someone else's, we will not use the set-off rights we have in relation to money in that account. We can use our set-off right where you have account(s) which are only in your name as well as joint accounts.
- 14.4 Any notice or other document to be served by you on the Society may be served:
- (a) by leaving it, addressed to the Secretary, at the Principal Office, or
 - (b) by sending it by post, or delivering it, to them at that Office.
- Any notice or other document to be served by the Society on you may be served either on you personally or by sending it by post to your last known address. You will be taken to have received any notice or document sent to you by post 24 hours after we have posted it to you.
- 14.5 Except where a deposit has been accepted for a fixed term which has not expired, we can repay to you all or part of the money in your account at any time, without giving any

reason, by giving you 30 days' notice if you have a Non-payment Account or two months' notice if you have a Payment Account.

In exceptional circumstances such as when you have used threatening or abusive behaviour towards our staff we may close your account immediately. We will not close your account, or threaten to do so, in response to a valid complaint that you have made provided that the exceptional circumstances described above do not apply.

Unless the Specific Terms of your account state otherwise, you may close your account at any time without giving any reason (this may be subject to a penalty depending on the Specific Terms of your account).

- 14.6 We give you a 14 day 'cooling-off' period after receipt of your first deposit into a new account, during which time you can close your account without penalty. For details of how to do this, please contact us.
- 14.7 If we give you a passbook, card, certificate or any similar items in respect of an account, these will remain our property and must be returned to us whenever we ask. If you discover that any of these is missing you must immediately notify us in writing. We may require evidence of the loss, which must be provided at your expense. We will then issue you with a new one, provided you have paid any fee which we may require.
- 14.8 We may:
- 14.8.1 demand payment or reimbursement from any account holder in respect of any cost, expense or liability that we may incur directly resulting from any act, default or neglect of such account holder or the carrying out of tasks we consider to be outside the normal servicing of an account, and
- 14.8.2 from time to time make charges in respect of our services on your account. We can change the charges we make at any time. If we introduce or increase charges relating to the day to day operation of your account, we will only do this for one of the following reasons which may relate to circumstances existing at the time or those that are anticipated:
- (i) to respond to changes in the costs incurred by us in providing accounts;
 - (ii) to respond to changes in the law or the decisions of a court or ombudsman;
 - (iii) to meet relevant regulatory requirements;
 - (iv) to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection;
 - (v) (except in relation to fixed term investments) for any other valid reason which we reasonably believe to be appropriate.

Changes may include the abolition or alteration of existing charges or the introduction of new charges.

If the change is made under paragraph (v) of this condition, we will tell you this and at any time up to two months from the date of this notice you may switch your account or close it without having to give any period of notice or pay any extra charges or interest.

If your account is a Payment Account and we introduce or change a charge relating to the day to day running of your account, we will give you no less than two months' notice by letter, email or other personal notice, before the change comes into effect. If you are unhappy with the change to your terms and conditions you may at any time up to two months from the date of notice under this condition, without having to give any period of notice, switch your account or close it without having to pay any extra charge or interest for doing this. Non-notification of your objection to the change to your account will be deemed as consent. If you notify us that you do not accept a change, we will take this as notification that you wish to close your account immediately.

If your account is a Non-payment Account and we introduce or increase a charge relating to the day to day running of your account, we will give you at least two months' notice by letter, email or other personal notice, before the change comes into effect.

There may be other taxes or costs that are not paid through us or charged by us.

- 14.9 You can transfer your account to another person subject to the Specific Terms applying to your account, our prior approval and the payment of any necessary fee. No transfer will be valid unless made in a form approved by us and until registered in our records. We may refuse to permit such a transfer without giving any reason.
- 14.10 The Society reserves the right to withdraw an account at any time and without prior notice.
- 14.11 Providing you are 18 years or over, by investing £100 or more in a share account with the Society, you automatically become a voting shareholding member of Coventry Building Society. Unless the Specific Terms of an account say otherwise, the account is a share account. Where an account is held in joint names, only the first named account holder on our records will be eligible to vote.
- 14.12 You must advise us immediately of any change of name or address and provide such evidence of the change as may be required.
- 14.13 'Care of' or PO Box numbers are not permitted in a correspondence address.
- 14.14 Our accounts are only available to UK residents.
- 14.15 Where you need to give us details of your nominated bank account, you must be named on that account.
- 14.16 Specific information relating to your account will be made available to you in person, by post, via email or telephone. You may request a copy of the terms and conditions of your account at any time by visiting a branch or by contacting our Customer Service Centre or by visiting our website.
- 14.17 Your contract with the Society will continue whilst your account remains open or until any outstanding balances have been paid.
- 14.18 These Terms and Conditions are governed by English law and any disputes will be dealt with by the English Courts. All communications will be in English.

CASHLINK REGULATIONS

These are the standard Coventry Building Society CashLink regulations.

Definitions

1. In these regulations

- (a) unless the context otherwise requires, words and expressions have the same meaning as those given to them by The Rules of the Society ('The Rules') from time to time in force;
- (b) 'Card' means the Coventry CashLink Card supplied by the Society from time to time issued to or selected subsequently for use by a member in a Terminal;
- (c) 'PIN' means the related personal identification number from time to time issued to or selected subsequently by a member for use with the Card;
- (d) 'Terminal' means an Automatic Teller Machine or Automatic Counter Terminal provided by the Society or by another organisation which has agreed with the Society to accept the Card, and at which the Card may be used;
- (e) 'Account' means the account of a member with the Society in respect of which the Society has agreed that the Card may be used.

The card

2. The member requests and authorises the Society to issue the Card for use by the member at a Terminal to:
 - 2.1 withdraw cash where the LINK sign is displayed. Also if the Card has a PLUS logo on the back, where the Visa and PLUS sign are displayed;
 - 2.2 obtain other services which may be available from time to time.
3. The Card shall remain the property of the Society and shall be returned to the Society on demand. It must be destroyed immediately after the expiry date (if applicable) or on closure of the Account.

Withdrawals from or debits to the account

4. Any withdrawals from or debit to the Account shall be treated as a valid transaction by the member, unless the Society has received notice of the loss or the theft of the member's Card or that the PIN is or might be known to any other person. Prior to such notification the member's liability is restricted to a maximum of £50 for transactions not authorised by him. The member will be held liable for all losses if he has acted fraudulently. The member may be held liable for all losses if he has acted with gross negligence.
5. The amount of cash or the value of goods and services which may be obtained in any one day by means of the use in any circumstances of the Card shall not exceed either the limit fixed by the Society from time to time or the amount of cleared funds standing to the credit of the Account, whichever is lower. The right to use the Card and PIN does not entitle the Account to be overdrawn in any circumstances whatsoever.
6. The Society may at its absolute discretion from time to time, and at any time, limit the number of occasions upon which the Card may be used to obtain cash or goods or services in any one day.
7. The Society will not make a charge for withdrawals made via LINK ATMs not owned by Coventry Building Society. However, other organisations may make a charge for such withdrawals. The charge will be automatically debited to the member's account.
8. For all other uses of the Card we will charge at such rates, if any, as may be published in our tariff from time to time.

Care of card and PIN

9. A member shall keep secret his PIN and shall take every possible care to prevent unauthorised use of the Card and the PIN and in particular shall not:
 - (a) disclose the PIN to any person;
 - (b) part with the Card;
 - (c) record the PIN in any way which might enable it to be identified with the Account or the Card. Failure to follow these provisions may result in the member being held liable for all losses.

Lost or stolen card

10. If:
 - (a) the Card is lost or stolen, or
 - (b) the PIN becomes known or might become known to any other person, or
 - (c) you know or think that someone else (who is not authorised to access it) is accessing or has tried to access your Accountyou must immediately notify us by telephoning 0845 7665522. If you are calling us from abroad call +44 2476 555255. We will also accept notice from a recognised card notification organisation. We will not provide a replacement Card until you request one by telephone or in person at any of our branches.
11. The Society may without reference to the member give the Police information about the Card if it has been reported lost or stolen and about any transaction involving its use.

Deposits

12. Deposits may only be made at Terminals provided by the Society at selected branch offices of the Society and the amount deposited is subject to verification. Deposit

envelopes will therefore be opened in the presence of two Society employees and the contents checked. The verified amount will then be credited to the Account. Until verification of the amount the responsibility of the Society will be for safe custody only. In the case of any difference between the verified amount in the envelope and the amount recorded by the Terminal the holder(s) of the Account will be informed within two working days by letter sent to the registered address.

Joint accounts

13. No cards are allowed on an Account held in joint names where all joint holders of the Account are required to sign for withdrawals or transactions.
14. Except when Regulation 12 applies, where the Account is held in joint names:
 - (a) the Society may on request by any joint holder of the Account who requires a Card, issue additional Cards and in that event 'Card' includes any such Card, provided that the number of Cards issued shall not exceed whichever is the smaller amount of one per account holder or three in total;
 - (b) any one of the joint holders of the Account shall be recognised by the Society as authorised to withdraw from or to make a transaction resulting in a debit to the Account until notice in writing to the contrary is received by the Society from one or more of the joint holders. Upon receipt of such notice use of the Card will not be permitted for the purpose of making such withdrawals or transactions, and withdrawals will then only be allowed on the signatures of all joint holders and on production of a passbook.

General

15. Every member having a Card and all persons claiming through or on account of such a member or under the Rules shall be bound by the Rules and Regulations ('the Regulations') relating to Coventry CashLink in each case from time to time in force but, in case of inconsistency, the Regulations shall prevail over the Rules.
16. The right to use the Card and the PIN may be revoked or suspended without notice by the Society. If the Society exercises this right, the member will be informed immediately by letter sent to the registered address. Also the Board may repay the whole or part of the amount owing to any member at any time.
17. The Society will incur no liability in the event that the member, for whatsoever reason, is unable to use the Card at any time.
18. Any enquiry by the member concerning a transaction involving the use of the Card at a Terminal provided by another organisation which has agreed with the Society to accept the Card should be addressed to the Society. The Society may disclose to the organisation which provides that terminal any information which the Society considers necessary to resolve any question regarding the member's use or alleged use of such a Terminal.
19. The Society may amend these Regulations, at any time by giving reasonable notice (usually one month). Publication of the amendment by such means as the Society may select shall constitute notice to the member.
20. If the Card has a PLUS logo on the back, then it can be used abroad. If the member intends to use the Card abroad they will need to contact us before they travel with details of their destination(s) and dates they will be abroad. We will then activate the Card so it can be used for the duration of the visit. Failure to contact us will result in the member being unable to use the Card abroad.
21. If a transaction is made in a foreign currency, the amount of the transaction will be converted to pounds sterling on the date we take it out of the member's Account at the wholesale rate of exchange applied by Visa. In addition we may also charge for this service. We will normally deduct from the member's Account the amount of such payments and charges within 14 working days.

USEFUL INFORMATION

As a member, it's your building society

When you open your first investment share account with us you automatically become a member of the Society. Membership gives you certain rights, like voting on business matters and raising questions at our Annual General Meeting.

To be entitled to vote, you must be age 18 years or over and have total savings balances of at least £100 (at the previous 31 December). For joint account holders only the first named account holder can vote, again provided they are 18 years or over and have a balance of at least £100. As you can choose the order in which names appear on your account, it makes sense to consider this before you open your account. Every named account holder of a joint account can attend the AGM.

Cooling-off period

We always believe in being fair to our customers which is why we give you a 14 day 'cooling-off' or cancellation period during which you can reconsider your decision to open an account with the Coventry.

If you wish you can change your mind and close your account within 14 days of your first deposit, without incurring any penalty charge that might usually be applied. Customers who open a CallSave or internet account should telephone our Customer Service Centre on 0845 7665522.

Customers who open any other account should visit their branch, telephone our Customer Service Centre on 0845 7665522 or write to us at Head Office, Economic House, PO Box 9, High Street, Coventry CV1 5QN.

If you close your account during this 14 day cooling-off period, the funds in your account need to be available for withdrawal. If your cheque isn't available for withdrawal you can either return to the branch within a few days to collect your funds (if the terms and conditions of your account allow), or we'll be happy to post a cheque to you.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a building society is unable to meet its financial obligations. Most depositors, including most individuals and small businesses, are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. 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 £85,000 each (making a total of £170,000). The £85,000 limit relates to the **combined** amount in all the eligible depositor's accounts with the building society, including their share of any joint account, and not to each separate account.

Coventry Building Society also operates under the trading name of Stroud & Swindon Building Society. Coventry Building Society is the participant of the FSCS. Therefore, depositors with Coventry Building Society and Stroud & Swindon Building Society have an overall limit of £85,000 under the FSCS.

For further information about the scheme (including the amounts covered and eligibility to claim) please ask at your local branch or call us on 0845 7665522, refer to the FSCS website www.fscs.org.uk or call 0800 678 1100.

Depositors not covered by the scheme include:

- Large companies, partnerships or mutual associations.
- Local, provincial or municipal authorities.
- Credit institutions or overseas financial services institutions.
- Operators or trustees of a collective investment scheme.
- Pension and retirement funds or trustees of such a fund.
- Supranational institutions.
- Government or central administrative authorities.

- Persons whose claim arises from transactions relating to a conviction they have received for money laundering.

How we communicate with you

How we communicate with you will depend on the type of account you open. For example, if you open an account that is operated by the internet we will normally communicate with you by email. We may also choose to contact you about your account by other methods such as letter, online via the secure area of our website, branch notice or press advertisement. Whichever method we choose will be appropriate to your type of account or will be agreed with you.

If you open an internet based account or you operate your account online, the Online Services area of our website provides technical information to support you when operating your account.

You will receive a copy of the terms and conditions for your account when it is opened. You may request a further copy at any time.

If you have a statement based account we will send you an itemised statement of the transactions on your account. You may also request a statement at any time. Alternatively, you can access an itemised statement on our website if you have registered for our Online Services.

Paying into your account

To make a deposit you will need to provide your account number and where appropriate your name, reference and Security Details.

Depending on your account terms and conditions, you can pay into your account using the following methods: cash over the counter at a branch or via most Coventry CashLink ATMs; cheque over the counter at a branch or via a Coventry CashLink ATM, or by post; standing order; electronic payment i.e. Faster Payment, Telegraphic Transfer (CHAPS); transfer from another Coventry account.

To set up a standing order from another bank or building society account, you will need to complete a standing order form available from any branch or our Customer Service Centre. You must include the following bank information to make payments into your Coventry Building Society account, including salary payments:

Coventry Building Society, HSBC, Corporation Street, Coventry. Sort code: 40-63-01

Your account number: the last 8 digits of your Coventry Building Society account number.

Your account number contains 9 digits, so you must omit the FIRST digit from your account number when setting up a standing order using sort code 40-63-01. For example 012345678 becomes 12345678.

We can accept Telegraphic Transfers on some accounts, please contact us to check. To send a Telegraphic Transfer to us your bank must quote the following bank details:

Sort code: 40-18-17 Collection account number: 51172859

Your account number: the full 9 digits of your Coventry account number.

Withdrawing from your account

Depending on the terms of your account you can withdraw from your account using the following methods: cash over the counter at a branch or via an ATM; Visa debit card at point of purchase; cheque over the counter at a branch or by post; one-off payment or a regular standing order; Direct Debit; electronic transfer (Faster Payment, Telegraphic Transfer); or transfer to another Coventry account. To complete your transaction you will need to provide your account and Security Details, together with full bank details of the person or company you are paying i.e. name, sort code, account number and reference (if applicable).

You may find that your entire balance is not available for withdrawal. This could be because there are insufficient available funds in your account, or because a debit card transaction you have made has not yet been debited from your account.

A standing order is for a regular payment of the same amount. If you wish to change the amount or cancel a standing order or a future dated one-off payment you must contact us to change the

amount being paid or to cancel an instruction. Forms are available from any branch or our Customer Service Centre.

A Direct Debit is useful for making payments that change each time, such as utility bills. The organisation you are paying will give you a Direct Debit instruction. You will need to complete it with the following details and then send the form to the organisation you are paying:

Sort code: 40-63-01

Account number: the last 8 digits of your Coventry Building Society account number.

Your account number contains 9 digits, so you must omit the FIRST digit from your account number when setting up a Direct Debit order using sort code 40-63-01. For example 012345678 becomes 12345678.

With a Direct Debit you will be given advance notice of any changes to your payment, which gives you the opportunity to cancel the instruction. In the unlikely event that a Direct Debit is paid in error, just let us know and your account will be re-credited straightaway. This is covered under the Direct Debit Guarantee.

To cancel a Direct Debit, you can either tell the originator or us. We recommend that you do both. It may not be possible to cancel payments if you do not give us enough notice.

Future dated one-off payments, standing orders and Direct Debits will only be paid if you have sufficient available funds in your account by 2pm on the day the payment is due. A charge will be made if there are insufficient funds in your account.

If we are unable to pay a standing order or Direct Debit, we will write and tell you. It's then your responsibility to make arrangements to clear any payments or Direct Debits which have been missed, as we cannot automatically pay these amounts the next time your account has enough available money. If we are unable to pay a standing order on three consecutive occasions, your standing order will be automatically cancelled.

We recommend that you check your statement or passbook regularly. Regular checks on Direct Debits and standing orders will help you to ensure payments are correct.

Debit card withdrawals

Debit cards are only available on certain accounts and the terms and conditions of your account will confirm if they are available to you. Debit cards allow you to withdraw at an ATM displaying the LINK or Visa logo, to purchase goods and services with retailers and other suppliers who accept Visa cards in the UK and abroad. The retailer or other supplier may also allow you to obtain cash from them using your card. From time to time we may make other services available to you.

Debit cards also allow you to make recurring transactions. These are regular payments (not a Direct Debit or standing order) collected from your card account by a retailer or other supplier in line with your instructions. They are not covered by the Direct Debit guarantee. If you wish to cancel a recurring transaction you must tell the originator. We recommend that you keep proof of cancellation in case a query arises. It may not be possible to cancel payments if you do not give enough notice.

Exchange rates

If a transaction is made in a foreign currency, the amount of the transaction will be converted to pounds sterling on the date we take it out of your account at the wholesale rate of exchange applied by Visa. If you require further details of the exchange rate applied to any transaction, please contact our Customer Service Centre or your local branch.

Summary of electronic payment types

CHANNEL OF TRANSACTION

	Branch*		Telephone – speaking to an advisor		Telephone self-service and Online services			Post	
	Instruct us	Money** arrives	Canceling an instruction	Instruct us	Money** arrives	Instruct us	Canceling an instruction	Instruct us	Money** arrives
Faster Payment (subject to value)	Normal branch/ agency opening hours	Within 2 hours	You can't cancel a Faster Payment once you've instructed us	Normal Customer Service Centre opening hours	Within 2 hours	24 hours a day	You can't cancel a Faster Payment once you've instructed us	Service not available by post. Please call us or visit a branch.	Canceling an instruction
Payment (by the end of the next day)	Normal branch/ agency opening hours	Next working day	Let us know the day before your payment is due to leave	Normal Customer Service Centre opening hours	Next working day	24 hours a day	Let us know the day before your payment is due to leave		Next working day
Internal Transfer to another Coventry Account	Normal branch/ agency opening hours	Immediate	You can't cancel an internal transfer once you've instructed us	Normal Customer Service Centre opening hours	Immediate	24 hours a day	You can't cancel an internal transfer once you've instructed us	Before 5pm Monday-Friday	Immediate
Future dated payments and Standing Order	Normal branch/ agency opening hours	The date you specify on your instruction	Let us know the day before your payment is due to leave	Normal Customer Service Centre opening hours	The date you specify on your instruction	Online only	Let us know the day before your payment is due to leave	Before 5pm Monday-Friday	The date you specify on your instruction
Telegraphic Transfer (subject to prior agreement)	Before 2pm Monday-Friday (excluding public holidays)	Before 5pm on the day you instruct us	You can't cancel a Telegraphic Transfer once you've instructed us	Before 2pm Monday-Friday (excluding public holidays)	Before 5pm on the day you instruct us	Telegraphic Transfers cannot be arranged using our telephone self-service or Online Services.	Let us know the day before your payment is due to leave	Before 2pm Monday-Friday (excluding public holidays)	Before 5pm on the day you instruct us
Direct Debit	Please contact the Originator (that is the organisation you want to pay) to set up a Direct Debit. To cancel a Direct Debit please contact the Originator and us no later than the banking day before the payment is due to be collected. Direct Debits are collected on banking days only so if your payment is due on a non-business banking day, the Originator will usually collect it on the next business banking day.								

Notes:

The availability of our services may change where there is a public holiday, for example Christmas Day and as a result there may be a delay in processing your instruction. Our services may also be unavailable if we need to carry out maintenance on our systems, for example on our website or telephone self-services. Where we have to do this we will let you know - for example a notice on our website. If you instruct us after the cut-off time we will carry out your instruction on the next working day.

The maximum withdrawal over the counter in cash is £500 per day, this maximum also applies to withdrawals at an ATM (up to 5 transactions per day). Merchant limits may apply to VISA debit card. You can withdraw cash from an ATM 24/7, subject to sufficient funds available, for cash over the counter up to 4.45pm (normal branch/agency closing hours) or 8pm (latest transaction branch closing hours) - no counter at Arena branch.

You can find details of branch and agency opening times on our website www.thecoventry.co.uk or by calling us and requesting a copy of our branch directory.

You must have sufficient funds in your account at the time we debit it. We will apply limits to the amount of money you can send by type of payment and by channel. These limits can change at any time and without notice.

*Different arrangements may apply to agencies. ** The exact time your money arrives in the receiving bank or building society account will be subject to the processing times of the receiving institution.

Authorising payments

A transaction will be regarded as authorised by you when you instruct us to carry out the transaction and you provide us with the necessary payment and Security Details. If you wish to stop a payment from your account, you must provide us with full details of the payment together with your Security Details in sufficient time for the payment to be cancelled.

The table on page 21 provides details of timescales for receiving payment instructions, processing times to reach the receiving account and cut-off times to cancel a payment instruction.

Administration charges

For services outside the normal operation of your account, we make certain charges to cover the administration costs involved. Our current standard charges are listed below. We will let you know the charge for any other service before we provide that service to you. You can check current charges with your local branch, visit our website www.thecoventry.co.uk or call 0845 7665522.

Insufficient available funds to pay a standing order or Direct Debit. This applies to regular standing orders and one-off electronic BACS payments.	£20
Low balance transaction charge. Charged when the balance falls below £100 on the following accounts: BranchSave MoneyManager (passbook), BranchSave Instant (passbook), Investment account.	£1 per day for counter withdrawals, 50p per day for standing orders and Direct Debits (this charge is not applied to account closures or transfers to other Coventry accounts).
Withdrawals from LINK cash machines. Although we will not make a charge, you may be charged by other organisations when using their cash machines.	Free
Monthly authorised overdraft usage fee. This applies where overdrafts are permitted and will be charged if your account exceeds any interest free overdraft (where applicable) but remains within your overdraft limit.	£5
Monthly unauthorised overdraft usage fee. This applies where overdrafts are permitted and will be charged if your account goes overdrawn and you do not have an agreed overdraft limit, or if your account exceeds your overdraft limit.	£25
Withdrawals from Visa and PLUS cash machines abroad. We will convert the amount of the withdrawal to pounds sterling on the date we take it out of your account at the wholesale rate of exchange applied by Visa. We will then charge 2% of the sterling transaction value.	2%
Debit card purchases abroad. We will convert the amount of the transaction to pounds sterling on the date we take it out of your account at the wholesale rate of exchange applied by Visa. We will then charge 2% of the sterling transaction value.	2%

Note: if a charge is to pay for an additional service, the charge will be payable at the time the service is requested.

Where charges are made for low balance transactions, unpaid standing orders and Direct Debits, they will appear automatically in your passbook or statement. We will deduct the full amount of the charge from your account even if there are insufficient funds in your account to cover this charge. This may result in your account becoming overdrawn. All account holders will be responsible for any debt incurred in this way, the full amount of which must be repaid to the Society.

If we increase any of our charges we will notify you at least 2 months before the change comes into effect. Where we make a charge as a result of our error, we will of course cancel, waive or refund

the charge. For more information about charges you can contact your local branch or our Customer Service Centre.

We may introduce a reasonable charge in circumstances of an excessive or abnormal use of services. No charge will be made in these circumstances without prior notification to you.

Looking after your passbook, cards and PINs

Your account may provide you with a passbook, a CashLink or debit card and PIN, a Grid Card and a Telephone PIN. These items provide access to your accounts for withdrawals, so it is very important that you keep them secure.

- Keep your passbook(s) safe. We may ask you for a signature as additional identification if you make a withdrawal from a passbook account.
- Never let anyone know your PIN(s), do not let anyone watch you key them in, never write them down and don't quote them in any correspondence.
- Never let anyone use your debit, CashLink or Grid Card on your behalf and make sure you keep them safe at all times.
- Memorise your PIN(s) and destroy the letter(s) advising you of them.
- Change your PIN(s) regularly and make sure you avoid obvious combinations such as 1234.

If any of your cards are lost or stolen, or you suspect that someone else knows your PIN(s) you must let us know immediately. You can do this by contacting your local branch or calling our 24 hour helpline on 0845 7665522.

If you do not tell us immediately, you may continue to be liable for any transactions on your accounts.

Staying safe and secure online

If you use our Online Services to manage your money, we will have provided you with extra Security Details which may include a password, Grid Card and Web ID.

Please follow this basic advice:

- Your Security Details are important – keep them safe.
- Don't write down or share your Security Details with anyone.
- Never provide your whole password to anyone (we only ever ask you to confirm part of your password).
- Change your password regularly. When choosing your password avoid obvious things such as your date of birth, name or phone numbers and try to use a mixture of letters and numbers.
- Don't respond to any emails that ask for your Security Details or ask you to update or change them.
- Only type your Security Details on the Coventry website – you know you're in the right place if you see your chosen image and last login details.
- Protect your computer with anti-virus and firewall software and keep it up to date and working.
- Log out of Online Services if you are leaving your computer unattended.
- When you call us, take care that you cannot be overheard. Likewise, when logging in online, ensure no one sees your keystrokes.
- Stay in touch, log in regularly and let us know if your personal details change, for example if you move house, change email address or change your name.

If you think that someone else has access to any of your Security Details, contact us immediately on 0845 7665522 or visit the Security section of our website where you can inform us online. If you do not tell us immediately, you may continue to be liable for any transactions.

Verified by Visa

When making a purchase online with a registered retailer, you may be asked to enter additional security details with 'Verified by Visa'. This provides extra protection against identify fraud.

Protecting your identity

Identity fraud is where someone uses your personal details without your knowledge or permission, for example to open a credit card or loan account in your name. Once the account is opened, the fraudster will disappear with the money, potentially leaving you with the debt.

To protect yourself from identity fraud:

- Keep your cards and any personal documents such as passport, driving licence, account passbook or statements safe.
- If you no longer need them, destroy all documents with your personal details on them. If you can, invest in a paper shredder.
- Be suspicious of anyone asking you for your personal details when you aren't expecting it. If you're unsure about a telephone call you receive, always call back on a number you have looked up yourself.
- Never include your full personal details, your account details or password in an email to us, or anyone else.
- Always check your statement(s) when they arrive or if you have an online statement, make sure you check this regularly. If there is an entry that seems incorrect you must tell us as soon as possible.

Joint accounts

If you have a joint account you should be aware that if only one signature is required for withdrawals, it is possible for one account holder to withdraw the whole balance of the account.

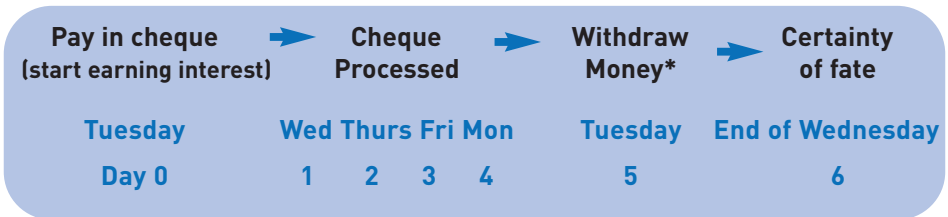
If there is a dispute between account holders, you should tell us straightaway. We will then 'freeze' the account to ensure that no further withdrawals or transfers are made without the signature of all account holders. All debit cards (where held) should be returned to the Society until an agreement is reached regarding the future conduct of the account. If the debit cards are not returned and the Society is unable to prevent a payment from the account, all parties to the account will remain fully responsible, both together and individually. Please remember that where your account balance is overdrawn you will each be responsible for the whole debt.

The Central Clearing Cycle

When you make a deposit into your account, including by cheque, unlike many organisations the Society pays you interest straightaway. But it takes more time before you can withdraw against a cheque.

The Central Clearing Cycle normally takes three banking days, however as Coventry Building Society is not a clearing bank, we require four banking days before a cheque or automated payment is available for withdrawal.

For example, a cheque deposited on a Tuesday will be available for withdrawal on the following Tuesday (see diagram below).



*Cheques paid into Coventry First, our current account, will be available for withdrawal one day earlier.

Certainty of fate

Industry minimum standards provide you with certainty that a cheque paid into your account is yours

after 6 days ('certainty of fate'). Using the above example, the end of Wednesday, day 6, is the last day that a cheque paid into your account could be debited from your account, without your permission. There may be certain legal or other limited circumstances where these standards cannot be applied and where payment or non-payment of a credited cheque may be delayed or even prevented.

Writing cheques

To safeguard against fraud on accounts whenever you write a cheque you must include the name of the account holder, otherwise it is likely to be refused.

If you're writing a personal cheque to credit your account, you should make it payable to yourself, the account holder(s), and include the account number to be credited. You should never make it payable just to the building society or bank into which it is being paid.

Additionally, if you are paying a cheque to a large organisation, such as HM Revenue & Customs, ensure you add further details, such as the name and reference of the account to be credited.

For example HM Revenue & Customs, re J. Jones, reference 12345678. Always draw a line through unused space on the cheque so that unauthorised people cannot tamper with it.

Handling cheques

You can pay in and withdraw cheques from most of our accounts. Your account terms and conditions will give you exact details. All the cheques that we issue are marked 'Account Payee' for security. That means that they can only be paid into an account in the name of the payee, so if they are lost or stolen, it is extremely difficult for anyone to cash or bank them.

If a Coventry cheque issued from your account is lost or stolen, just let us know by contacting your local branch, or telephone our Customer Service Centre direct, and we will place a stop on it. Once we have confirmation from you in writing, we will re-issue the cheque to the original payee. Cheques cannot be stopped for unwanted or unsuitable items or services.

Most cheques issued more than six months ago are out of date. However, if it is a Coventry Building Society cheque you can still deposit it by taking it to branch or sending it to our Customer Service Centre. We can't accept out of date cheques from other organisations, so you'll need to get a replacement from the person or organisation who issued you the cheque.

If you are not happy with our service

If you have a problem, please let us know by contacting your local branch or our Customer Service Centre.

Most problems can be sorted out very quickly and we will aim to resolve your concerns promptly and fairly. However, if the matter has not been resolved to your satisfaction, we do have an internal complaints procedure which enables us to investigate complaints. This procedure is explained in our leaflet 'What to do if you have a complaint'. A copy of the leaflet can be obtained from any of our branches, or by calling our Customer Service Centre.

We are a member of the Financial Ombudsman Service. When our internal complaints procedure has been fully exhausted and if you are still dissatisfied, you can refer your complaint to the Financial Ombudsman Service for investigation.

Interest

For details of the current Bank of England Base Rate visit their website www.bankofengland.co.uk, contact our Customer Service Centre or your local branch.

Cash ISAs allow you to save tax-free, so your interest is paid gross with no tax deducted.

Interest can be paid monthly, quarterly, half-yearly or annually depending on the type of account that you've opened. Please refer to your account terms and conditions. If you open your account towards the end of a month in which interest is due we may not have time to set up all the details to make this payment to you. This interest will be paid at the next interest payment date.

If interest is added to your account, it will become part of the balance. That means it becomes subject

to any withdrawal restrictions on your account. If interest is paid into your account or transferred to another account with the Coventry, then it will be available to withdraw on the first working day of the following month.

Where interest is paid away to another bank or building society account, you must provide sufficient information for this transmission. In the event that insufficient information is provided, interest will be credited to your account. Normal withdrawal conditions will then apply to the withdrawal of interest credited.

Interest and the taxman

Interest is calculated gross, which means before tax has been deducted. Interest is usually paid net of tax (after tax has been deducted at the current rate of 20%). If you are taxed at the basic rate you should have nothing more to pay.

If you are a UK resident and you know you don't pay tax, for example children, people on a low income or you have no paid job, you can register to receive interest paid gross. You (and each account holder eligible to receive gross interest if the account is joint) must complete a form R85 for each account. Although you do not have to renew the form R85 every year, you should notify us immediately if your circumstances change and you think that you may become liable for tax. Form R85 is available from our branches, our Customer Service Centre, or from your local tax office.

Children are entitled to the same basic tax allowance as other single people before they need to start paying tax; the majority are eligible to receive tax-free interest on their savings, provided a form R85 has been completed. Children under the age of 16 should have a form R85 signed by a parent or guardian. For more information on how to register a child for gross interest, as well as tax rules for children's savings, please ask for a copy of our 'Children's Account Opening Guide'. It's available at any branch or from our Customer Service Centre.

Some companies and organisations such as charities, friendly societies and pension funds may also qualify for interest to be paid gross. Your accountant or local tax office will have more information about the tax position of these types of organisations.

If you are a higher rate taxpayer, you are likely to have to pay more tax but as we've already paid tax at 20%, you'll only have to pay the additional sum.

If you are 65 or over, the interest that you receive may affect the special tax relief available to you. If in doubt you should check with your local tax office.

You are required to show the amount of interest you have received on your self-assessment tax return. Every year we will send you a statement giving you a summary of all your accounts with the Coventry, with all the details that you will need to include.

Tax treatment will depend on your individual circumstances and may be subject to change in the future.

We are obliged to supply HM Revenue & Customs with details of the interest that we pay to all of our investors.

Reclaiming tax

In certain circumstances you may be able to reclaim all or part of the tax paid. For example, you've forgotten to complete a form R85, or you didn't realise you needed to complete one, and your interest has been taxed. It is possible to reclaim the tax paid by completing a Repayment Claim form R40, available from your local tax office.

Normally, once you've returned a Repayment Claim form, your local tax office will then send you one automatically each year and all you have to do is fill it in and return it. Full details on how to reclaim tax are contained in the HM Revenue & Customs leaflet IR111 - Bank and building society interest. Gross interest is not paid to 'Overseas Investors'. It may be possible to reclaim any tax deducted direct from HM Revenue & Customs at the end of each tax year. If you are in any doubt about your tax position, you should contact your local tax office for more advice.

Using your cards abroad

If you intend to use your debit or CashLink card abroad you must notify us before you travel, so we can activate it. If you do not tell us about your trip abroad, you will not be able to use your card and your transaction will be declined. If you forget to contact us before you leave the UK, you can phone us using the contact number on the back of your card during our normal working hours.

Overdraft facilities

Selected Coventry accounts offer overdraft facilities. If an overdraft is agreed on your account, we will tell you what it is along with details of any fees and charges, and we will give you at least 14 days' notice of how much we charge for standard account services. Overdrafts are subject to status. If we consider you for an overdraft or an increased overdraft limit we may carry out searches with licensed credit reference agencies before deciding to grant you one. You must always stay within your agreed overdraft limit. We may end your overdraft limit at any time and demand that you pay any money you owe us (including charges) immediately.

The Lending Code

We subscribe to the Lending Code which is monitored and enforced by the Lending Standards Board. Further details can be found at www.lendingstandardsboard.org.uk.

Personal information about you

We take your right to privacy very seriously. We will not disclose information about you or your accounts to anyone, other than where we have your consent, or where we are compelled or allowed by law to do so.

For this reason, we believe you are entitled to know about the information we collect and what we plan to use it for. You can then decide if you are happy to provide us with this. If you do decide to provide us with details, then you expressly authorise us to use that information in accordance with this policy.

From time to time we'll tell you about new accounts or services. You can choose not to receive this information when you open your account. You can also change your instructions at any time, by writing to us with details of your savings and/or mortgage account number(s), to Customer Service Centre - Mortgage and Investment Services, Coventry Building Society, PO Box 9, Coventry CV1 5QN. We will continue to send you statements, notice of General Meetings if you are eligible to vote, information about your branch and interest rate change information where appropriate.

Full details of our privacy policy are available from your local branch, by calling our Customer Service Centre, or by visiting our website.

Our right to set-off account money against money you owe us

We explain in condition 14.3 of the General Investment Terms and Conditions that we have the right to retain and set off all money in any account you hold with us against any money you may owe us (whether under a mortgage, loan, guarantee or otherwise) which is due for payment, but which has not been paid. In other words, we can use money in your savings account to pay debts due to us e.g. mortgage or personal loan arrears, overdrafts.

Where we propose to use our right of set-off:

- we will tell you at least 14 days before we do so;
- we will consider your need to meet essential living expenses or certain existing payment obligations, before using the right (please contact us as soon as possible if you need help to manage your account(s) or are struggling with your finances);
- we will also refrain from using the right where we know that someone else has rights in the account money or that you received the money from a government body or agency; and
- we will let you know promptly the date and amount debited after we have used our right of set-off.

Changes to your personal details

Please let us know, as soon as possible, when you change your name, address, phone number or email address.

Coventry Building Society is authorised and regulated by the Financial Services Authority (FSA reference number 150892).

Our advisors are available Monday to Friday 8am-8pm, Saturday 9am-5pm, Sunday 10am-4pm, telephone self-service is available 24 hours a day, 365 days a year. Contact your service provider for details of call charges, as costs may vary. To maintain a quality service, calls made to and from Coventry Building Society may be monitored and recorded. Information correct at time of going to print (November 2011).

This booklet can be made available in large print, Braille or Audio.

For further details, call into your local branch, visit us at
www.thecoventry.co.uk

or call our Customer Service Centre on

0845 7665522



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Coventry Building Society.

Registered Office: Economic House, PO Box 9, High Street, Coventry CV1 5QN.