

GENERAL INVESTMENT TERMS AND CONDITIONS (ISSUE B)

**AND USEFUL INFORMATION WITH A
SUMMARY OF THE CHANGES TO YOUR
TERMS AND CONDITIONS**

EFFECTIVE FROM 5 APRIL 2012

DECLARATION

I understand and agree that:

The Society may share the information provided in my account application with fraud prevention agencies. If false or inaccurate information is provided and suspected fraud is identified, we will notify fraud prevention agencies accordingly, and law enforcement agencies in the UK and in other countries may access and use this information. The Society and other organisations may also access and use any of this information to prevent fraud and money laundering, for example when: checking details on applications for savings accounts and products or for credit and credit-related or other facilities; managing savings, credit and credit-related accounts or facilities; recovering debt; checking details on proposals and claims for all types of insurance; and checking details of job applicants and employees. The Society and other organisations in the UK or other countries may access and use the information recorded by fraud prevention agencies.

Please telephone us on 0845 7665522 if you want details of those credit reference and relevant fraud prevention agencies from whom we obtain and with whom we record information about you. You have a legal right to these details.

GENERAL INVESTMENT TERMS AND CONDITIONS (ISSUE B)

1. Introduction

- 1.1 These General Investment Terms and Conditions (referred to as the 'Conditions') apply to all savings accounts which were opened with Stroud and Swindon Building Society prior to 1st October 2011. Where these are inconsistent with the product terms and conditions of your particular account, the specific product terms and conditions will apply. These General Investment Terms and Conditions apply from 16th December 2011 to the closure of your account.
- 1.2 In the Conditions:
- 1.2.1 'the Society', 'we', 'us' and 'our' refer to Coventry Building Society and
- 1.2.2 'you' and 'your' refer to holders of savings account(s);
- 1.2.3 'banking days' are Monday - Friday and do not include public holidays;
- 1.2.4 'working days' are calendar days excluding public holidays (such as Christmas Day);
- 1.2.5 'bank transfer' refers to an electronic payment to or from another UK bank or building society including Faster Payments, Telegraphic Transfers and payments by standing order and Direct Debit;
- 1.2.6 'in writing' normally means by written instruction or notification by letter. However, in some cases it may include notification by us to you by email;
- 1.2.7 'Rules' means Coventry Building Society's Rules and Memorandum;
- 1.2.8 'Online Services' means the facility to:
- view the details of your accounts that can be accessed online;
 - view your personal details online;
 - carry out such transactions as we may from time to time permit on your accounts that can be accessed online;
 - send secure messages to us and receive secure messages from us.
- 1.2.9 'Security Details' means all or any of the following (as applicable):
- your personal details - name, address, date of birth;
 - your signature;
 - your password;
 - your memorable words;
 - your Web ID;
 - your PIN;
 - your Grid Card;
 - any other security device we may introduce from time to time.
- 1.2.10 'Branches' means Coventry Building Society branches including any agencies;
- 1.2.11 'Direct Accounts' means any account which is a telephone and/or postal based account. Please see your product terms and conditions to establish whether your account is a Direct Account;
- 1.2.12 Your account is a Non-payment Account.
- 1.2.13 'unique identifier' means a UK based sort code and account number.
- 1.2.14 'Useful Information' means the section following these terms and conditions which provides you with further information on the operation of your account.
- 1.3 If you are a company, other form of corporation, partnership or unincorporated body (such as a club), please refer to the section titled 'Companies, Clubs and Societies'.

2. Membership

- 2.1 If these Conditions apply to your account you will (except where the account is a deposit account) be a member of the Society and therefore our Society Rules will apply. However these Conditions, or any relevant product terms and conditions of your particular account, will override the Society Rules in case of any inconsistency. A copy of the Society Rules is available on request.

- 2.2 Some of our savings accounts are classified as deposit accounts. We will tell you when you open an account if you have a deposit account. Deposit accounts are included in the Financial Services Compensation Scheme. If you have a deposit account, you are not a member of the Society by virtue of that account. You are, however, bound by some of our Rules.
- 2.3 New investing members from 2nd November 1998 are subject to the Society's Charitable Assignment Scheme, full details of which are available on request.
- 2.4 If, in exceptional circumstances, your account has a zero balance or becomes overdrawn then your membership with the Society in respect of this account will cease.

3. Opening an account

- 3.1 We, like all financial service providers, require evidence of your identity and address before an account is opened. If we receive money without evidence of your identity that is satisfactory to us, then the money will be returned. For more information on the acceptable forms of identification, please refer to our website about personal identification.
- 3.2 Once you have opened an account, you have 14 calendar days after the contract is entered into (or, if later, 14 calendar days from the day you first receive, on paper or electronically, these conditions and other information relating to the account), to notify us in writing that you want to change your mind. If you notify us within this time, we will help you switch to another account or, assuming we have received cleared funds, give you back your money together with any interest it has earned. We will ignore any notice period and any extra charges.
- 3.3 If you do not exercise your right to change your mind within 14 days, you will continue to be bound by these Conditions and any product terms and conditions that apply to your particular account.

4. Account details

- 4.1 The address and email address that you provide in the application form for the account will be the registered address for you, and will remain the registered address for you until it is changed in our records.
- 4.2 It is your responsibility to notify us of any change of address. You should also notify us of any change of name, telephone number and email address (if you have told us you want to be contacted in this way).
- 4.3 You agree to produce evidence of any new name or address, if we ask to see it. If your account has a passbook, we may ask you to send (or produce) it to us so that we can note the change of details.
- 4.4 You agree to provide us with specimen signatures, if we ask for them.
- 4.5 If you have more than one savings account with us, you must make sure that the registered address we have for you is the same in respect of each account.
- 4.6 Your account will have a unique number. Please quote this in correspondence with us. You will also need this when paying money in or withdrawing it.

5. Minimum and maximum account balances

- 5.1 The minimum and maximum amounts that can be held in any particular account are set out in the product terms and conditions for that account.
- 5.2 If the amount of money in the account falls below the minimum investment and/or balance set out in the product terms and conditions for the account, we may either:
- (i) pay interest on the money invested in the account at the standard variable rate of interest which applies to the starting band of our Classic Gold Account; or
 - (ii) close the account by sending a cheque to the registered address.
- 5.3 If we decide to close the account as a result of the amount of money in the account falling below the minimum investment and/or balance, we will pay interest up to and including the day before we close the account. We will give you at least one month's notice before doing this. During this period, you can pay in more money to bring the balance up to the minimum.

6. Paying money into your account

- 6.1 Please note: the Society will only accept funds in sterling. Deposits made by cash or bank transfer will be available for withdrawal from the day of receipt. You can normally withdraw funds from a cheque credited to your account after four banking days. For further information please see condition 11.
- 6.2 If money is paid in by bank transfer, it is your responsibility to make sure that all the account details are provided correctly. Bank transfers made to the Society will only be accepted for payment into an account if they contain all of the following details; our HSBC sort code and account number, a valid reference (your account number), so that it is clear who the money is intended for. Bank transfers that are not made out in this way will not be accepted and will be returned. We will not be liable for transactions where you have supplied incorrect or inaccurate details.
- 6.3 You can pay money into your account by standing order or bank transfer but you will need to set this up with your bank. We cannot accept payments into your account by Direct Debit.
- 6.4 Cheques made payable to the Society will only be accepted for payment into an account if they contain the following details; name(s) of the account holder(s) and/or the account number, so that it is clear who the money is intended for. Cheques that are not made out in this way will not be accepted and will be returned.
- 6.5 A cheque or cash deposit received by us outside normal branch opening hours will not be credited to your account until we are next open for business.
- 6.6 We can, acting reasonably, refuse to accept a deposit from any person without giving a reason.

Branch accounts

- 6.7 Unless the product terms and conditions of your particular account specify otherwise, you can generally pay money into your account by bank transfer or at any of our Branches by cash, cheque, or post. However, for security reasons we do not accept cash by post. Please see condition 7.2 regarding when interest becomes payable.
- 6.8 For security reasons, we reserve the right to refuse to accept large sums of money in notes or coins. We are unable to accept coins totalling more than £25 in value. For amounts under £25, coins can be accepted if sorted or bagged.

Postal or telephone based accounts

- 6.9 Unless the product terms and conditions of your particular account specify otherwise, you can generally pay money into your account by bank transfer, or through the post by cheque. Please see condition 7.2 regarding when interest becomes payable. Cheque receipts will be acknowledged by post.
- 6.10 We are unable to accept coins or notes into our accounts operated by telephone or post.

7. Interest

- 7.1 Details of the interest rate that applies to your account are available:
- on our website at www.thecoventry.co.uk;
 - by contacting us via the means listed under the section 'How to contact us'.
- 7.2 On our accounts we generally:
- calculate interest on a sum deposited in cash, or bank transfer from the day it is credited to your account;
 - calculate interest on a sum deposited by cheque on the day of receipt (subject to condition 6.5);
 - calculate interest on a sum withdrawn up to and including the day before you make the withdrawal;
 - give you the choice of having the interest added to the account, paid into another account with us, or paid into your bank account.

Where interest is paid away to another bank or building society it will reach the bank or building society no later than the end of the next banking day following the interest payment date, although, in most cases the interest will arrive by the end of the next working day.

- 7.3 We will tell you, at least once a year, about the different rates that have applied to your account during the year and any changes in the Bank of England base rate (unless we have already told you personally about these or if your account has less than £500 in it).
- 7.4 Subject to any product terms and conditions that apply to particular accounts, we can change interest rates as set out in conditions 7.5 to 7.9 below.
- 7.5 We may change interest rates at any time if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those that are expected to apply in the near future):
- (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 decisions 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 to 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) for any other valid reason that we reasonably consider appropriate.
- 7.6 Changes may include the introduction or alteration of 'bands' under which:
- interest is not paid where the balance in the account is below a certain level; and/or
 - different rates apply depending on the balance in the account.
- 7.7 Where we reduce your rate we will notify you of a rate change under condition 7.5 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 7.7, 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.
- 7.8 For changes to your interest rate made under condition 7.7 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.
For interest rate changes made under condition 7.5 (viii) we will send you a letter, email or other personal notice.
- 7.9 Where we introduce or alter the interest rate banding on accounts under condition 7.6, then notice will be given in accordance with condition 20.
- 7.10 For accounts paying interest annually and in which case the capitalisation year includes a 29th February, interest will be calculated on a 1/366th basis for each day. For accounts paying interest annually which do not include a 29th February in their capitalisation year, interest will be calculated on a 1/365th basis for each day.
- 7.11 All monthly payments 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.
- 7.12 Interest cannot be paid to you by cheque.

8. Account charges

- 8.1 We do not currently make any charges relating to the day to day running of your account. However, from time to time services are provided to our customers which do incur a charge. We may introduce a reasonable charge in circumstances where there is an 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. Details of the savings charges are available in the Useful Information section and on request. You can find them on our website at www.thecoventry.co.uk, or by contacting us.

- 8.2 Where the charge does not relate to the day to day running of your account we will tell you before we provide the product or service (except for charges in respect of unpaid cheques, standing orders or bank transfers where there are insufficient funds available), or at any other time you ask.
- 8.3 We can introduce or make changes to the charges at any time if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those that are expected to apply in the near future):
- (i) to respond to changes to the costs incurred by us in providing accounts;
 - (ii) to respond to changes in the law or 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 that we reasonably believe to be appropriate;
- 8.4 Changes may include the abolition or alteration of existing charges or the introduction of new charges.
- 8.5 If we introduce or increase a charge, we will give you at least two months' notice by letter, email or personal notice, before the change comes into effect. If the charge is made under condition 8.3 (v) 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.
- 8.6 There may be other taxes or costs that are not paid through us or charged by us.

9. Withdrawals from your account

- 9.1 If money is withdrawn by bank transfer, it is your responsibility to make sure the account details are provided correctly. Bank transfers from the Society will only be actioned if they contain additional details including; sort code, account number, name(s) of the account holder(s) and/or a valid reference so that it is clear who the money is intended for. Bank transfer requests that are not made out in this way will not be actioned.
- 9.2 We will make deductions from the balance in your account where:
- ▶ you instruct us to withdraw money from the account in accordance with the account conditions;
 - ▶ you make a withdrawal without giving us the specified period of notice required, we will deduct an amount equivalent to the interest that you would have earned during the notice period on the amount you withdraw;
 - ▶ we apply any fees and charges; or
 - ▶ a cheque paid into your account is later dishonoured, we will deduct the amount of the cheque with effect from the date the cheque was paid in and any interest we have paid on it in the meantime.
- 9.3 We may refuse to allow a withdrawal if we are not satisfied that we have the proper authority for the withdrawal, in accordance with the mandate you have given to us.
- 9.4 Notwithstanding the other provisions of 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, court order or bankruptcy;
 - 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 to reasonably believe our financial stability is under threat (such as when 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 interests 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 substantial 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.

- 9.5 You cannot request a withdrawal by fax or email.
- 9.6 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 payments can be cancelled.
- 9.7 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-banking day, will normally be processed the next banking day.
- 9.8 Maximum daily online withdrawal limits or transaction limits will apply to your account, other than for payments to your nominated bank account or 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, by telephone or in any of our Branches.
- 9.9 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.
- 9.10 Where you instruct an electronic payment out from your account the payment will be with the recipient's bank or building society no later than the end of the following 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 time and normal transaction times please see the Useful Information section.
- 9.11 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 banking day following such future date.
- 9.12 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 an instruction from you that we can execute by a different method we will not make the payment.
- 9.13 If a withdrawal is made by a cheque, we will not stop payment of the cheque unless the cheque has been lost or there is clear evidence of fraud.
- 9.14 Cheques withdrawn and subsequently returned for investment will earn interest from the day of re-investment.
- 9.15 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 banking day following maturity.

Branch accounts

- 9.16 Withdrawals are subject to the product terms and conditions of your particular account and to any withdrawal limits for Branches that we reasonably impose. The current product limits are set out in the product terms and conditions. See condition 9.18 for daily cash withdrawal limits.
- 9.17 No withdrawal will be allowed:
- ▶ if it would cause the account to be overdrawn; or
 - ▶ from a passbook account, unless you produce the passbook at the time of the withdrawal.
- 9.18 Cash withdrawals are limited to £500 per account per day (subject to your available account balance). However this may be less in specific Branches. Larger amounts may be withdrawn by cheque or bank transfer.

Telephone and postal accounts (Direct Accounts)

- 9.19 Withdrawals of cleared funds will be by bank transfer to your bank or building society account or by Society cheque to you and are subject to the product terms and conditions of your particular account. The current limits are set out in the product terms and conditions.
- 9.20 No withdrawal will be allowed if it would cause the account to be overdrawn.

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 condition 19 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;
 - (iii) if you suspect someone else has or may have accessed your account 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. Failure to notify us of (ii) or (iii) above will result in you being liable for any fraudulent transactions on your account(s).

- 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. Cheque clearance

- 11.1 Subject to the product terms and conditions of your particular account, and to condition 9, we will allow withdrawals against a cheque four banking days after it has been credited to your account.
Please refer to The Central Clearing Cycle in the Useful Information section.
- 11.2 The Society's own cheques are regarded as being 'cleared' immediately for deposit in another Society account. This means that when you pay one of our cheques into your savings account, you can withdraw funds at once.

12. Closing your account

- 12.1 You can close your account at any time, subject to any product terms and conditions that apply to your particular account and to our normal administration requirements.
- 12.2 We can close your account at any time without giving any reason, but (except in exceptional circumstances):
- we will give you at least one month's written notice;
 - we will not use this right to repay a fixed term savings account before the end of the fixed term;
 - we will not close your account, or threaten to do so, as a response to a valid complaint that you have made.
- The exceptional circumstances include when:
- you have deliberately given us any false information in relation to your account;
 - you were not entitled to open the account;
 - you do not comply with any of your obligations under these Conditions, and do not put this right within a reasonable time of our asking you to do so; or
 - the contract between us is void or unenforceable at law.
- 12.3 If we close the account, we will pay interest at the agreed rate up to the day before repayment. We may make repayment by sending you a cheque to the registered address on the account.
- 12.4 If we close the account in full and make repayment to you, then you will have no further right or interest and your membership of the Society will cease in respect of this account.

13. Statements

- 13.1 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; alternatively, if your account is primarily operated online you will be able to look at your statement(s) online.
- 13.2 You should check all statements (electronic or paper) carefully. If there is an entry which seems to be wrong, you should tell us as soon as possible and no later than 13 months from the transaction date. You can contact us by the means listed in the 'How to contact us' section.

14. Taxes

- 14.1 Where required by legislation, interest will be paid or credited after deduction of income tax at the appropriate rate. There may be other taxes or costs that are not paid through us or charged by us.
- 14.1.1 For basic rate taxpayers, we are required by HM Revenue & Customs regulations to deduct income tax at the appropriate rate from any interest paid and to account for this amount to HM Revenue & Customs.
- 14.1.2 If you pay income tax at a higher rate, you will have to pay additional tax on the interest to cover the difference between the tax deducted by us and the higher rate due. If you are

a non-taxpayer, we can pay interest gross (i.e. without the deduction of tax), subject to completion of the HM Revenue & Customs registration form R85. On joint accounts where one saver is a non-taxpayer and the other pays tax we can pay 50% of the interest gross. Please contact your local Tax Office if you are unsure about your eligibility for tax-free interest.

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

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

15. Joint accounts and Trusts

15.1 If an account is held in more than one person's name, then only the holder whose name appears first in our records will be entitled to membership rights (such as the right to receive notices of, and to attend and vote at, meetings). This is subject to any rights given to other holders by any legislation.

15.2 You can choose the order in which the names appear in our records. Any change in the order will happen when our records are actually changed. We will make the change within a reasonable time after you tell us about it.

15.3 For tax purposes only, we will treat joint account holders as being entitled to the money in the account in equal shares. This does not affect the operation of condition 15.4, which takes precedence.

15.4 Where one account holder dies, we will, on receipt of satisfactory evidence of the death, treat the surviving holder(s) as being entitled to the account. We do not accept accounts on any other basis. The other terms of the account will remain unchanged.

15.5 Withdrawals and other transactions on a Branch based joint account need the signatures of all account holders, unless all of them have authorised us to accept the signature of any one of them or (if there are more than two holders) any combination of them.

15.6 For joint accounts operated by telephone, post or online, both account holders must sign the declaration form but only one signature/authority is necessary for withdrawals and other transactions.

15.7 Any authorisation given under condition 15.5 can be stopped by any account holder.

15.8 If we have reason to think that there is a dispute between account holders we may (but will not be obliged to) require the signatures of all account holders, despite any authorisation that has been given to us previously under condition 15.5.

15.9 If there is a relationship between the account holders which ceases, you will need to inform us if the account is to be closed or you want any name to be removed from the account. If you do not inform us then, even if we know about the relationship breakdown, we may continue to operate the account in accordance with the instructions that you have given us. This may mean that withdrawals and/or closure of the account will be permitted on one signature/authority.

15.10 We may (in accordance with condition 9.4) freeze the account if we have reason to think that there is a dispute in relation to the money in the account. However, we will not be obliged to do this, unless we are ordered to do so by a court.

15.11 Any correspondence relating to the account will be sent to the address of the first-named account holder, unless you instruct us otherwise.

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

15.13 Further information about joint account holders is contained in the Useful Information section.

15.14 We do not recognise any trusts or other terms applicable to monies invested with us. We do not have to recognise the interest or claim of any person other than the account holder(s) in respect of any money held in the account (and we will not have any liability for failing to do so), except as may be required by law.

16. Transfers

16.1 Unless the product terms and conditions of your particular account state otherwise, you

may ask us to transfer your savings account to another person. We do not have to agree to this and if we do agree, it may be subject to conditions and/or payment of a charge.

17. Power of Attorney

- 17.1 Except as set out in condition 17.2 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.
- 17.2 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 one 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.

18. Account documents

- 18.1 We may issue you with a passbook, certificate or other similar document relating to your account. If we do:
- › the document will belong to us;
 - › you agree to return it to us for updating, or for any other purpose we reasonably require;
 - › you agree to keep it safe, and to tell us as soon as you discover it has been lost or stolen; and
 - › for Branch based accounts the document must be produced to us before any withdrawal from the account is made.
- 18.2 We may issue a replacement for lost or stolen documents but this may be subject to payment of a charge and/or other conditions. These conditions may include:
- › providing us with reasonable evidence of the loss or theft;
 - › notifying, and co-operating with the police;
 - › restricting withdrawals from the account for a certain period from the date you notify us of the loss or theft, for security reasons; and
 - › signing any form of indemnity that we may require.
- 18.3 You should check your account documents regularly. If there is an entry which seems to be wrong, you should tell us as soon as possible, so that we can resolve the matter.

19. Liability and Unauthorised Transactions

- 19.1 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.
- 19.2 Where you have pre-authorised a payment from your account, you can ask us to refund the payment if:
- 19.2.1 you made the payment in the European Economic Area;
 - 19.2.2 the authorisation you gave did not specify the exact amount to be paid;
 - 19.2.3 the amount that has been requested was more than you could reasonably have expected to pay, based on the circumstances; and
 - 19.2.4 you make the refund request within eight weeks of the date when the payment was made from your account.
- 19.3 Subject to condition 19.4, if you confirm to us that a payment from your account was not authorised by you, 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.

- 19.4 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.
- 19.5 We will not accept liability for any loss you incur as a result of the following:
- 19.5.1 you provide the incorrect unique identifier and/or the incorrect reference (where applicable) for a payment you wish to make;
- 19.5.2 we do not act on a request to make a payment for any reason specified in these terms; or
- 19.5.3 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.
- 19.6 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.
- 19.7 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.

20. Changing these Conditions

- 20.1 We can change these Conditions and/or terms on which your account is held if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those which are expected to apply in the near future):
- (i) to respond to changes in the law or decisions of a court or Ombudsman;
 - (ii) to meet 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 we reasonably consider is appropriate.
- 20.2 Any change we make under condition 20.1 will be proportionate to the circumstances giving rise to the change.
- 20.3 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 20.3 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.
- 20.4 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.

20.5 Except as stated in condition 7.9 this condition 20 does not apply to changes to interest rates or charges, which are dealt with in conditions 7.5, 7.7 and 7.8 (interest rates) and 8.3, 8.4 and 8.5 (charges).

21. Companies, Clubs and Societies

21.1 If you are a limited company or other type of corporation, or an unincorporated association, then you must provide us with such information regarding your business and/or your constitution as we may reasonably request from time to time.

21.2 Unless the specific conditions of your account say that it may be used for business purposes, it must not be used for such purposes or other non-personal purposes. We reserve the right to close your account if it is of a type which may not be used for business purposes and if we reasonably believe it is being used for business purposes or other non-personal purposes. If we decide to close your account under this condition we will follow the procedure set out in condition 12.3.

22. Notices

22.1 You will be deemed to have received any letter or email or other personal notice 24 hours after we have sent it to you.

22.2 If we, accidentally, fail to:

- send to you a communication intended for our investors generally or a category of investors of which you are one; or
- display a notice at any of our Branches
this will not make the notice invalid.

22.3 If an error is made in a notice, but this is corrected shortly afterwards by a subsequent notice, the notice period will run from the date of the original notice.

23. Miscellaneous

23.1 If:

- (i) you do not have a loan from us outstanding, and
- (ii) 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;

(iii) the amount in the account is less than £10, and;

(iv) you cannot be traced after reasonable enquiry

we may decide that the account is closed and 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.

23.2 If we owe you money on an account with us and you have failed to pay any amount you owe 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 on 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.

23.3 These Terms and Conditions are governed by English law and disputes will be dealt with by the English Courts.

23.4 All communication will be in English.

USEFUL INFORMATION

Opening an account

To open an account with the Society, you will need to read our product terms and conditions and contact us if you have any queries. You will need to let us have:

- › your completed application form;
- › your minimum investment amount for the type of account;
- › proof of your identity and your address; and
- › HM Revenue & Customs registration form R85, if applicable (see below under 'Tax').

If you decide to move outside of the UK, we are unable to open any new accounts whilst at that address, however, subject to the specific product terms and conditions, we will still allow you to operate and invest into your existing accounts (excluding ISAs which do not allow further funds to be invested), but we will not change the tax status of your account.

Please note that we can refuse to open an account without giving any reason. There will not be any contract between us until we have opened an account.

Identification requirements

We are required by law to check the identity and address details of all account holders. For further information please refer to our website about personal identification. If you already have an account with the Society, and the details we have about you have not changed, then we may not need to check your name and/or address.

We reserve the right to carry out any further checks on your identity if we think we need to do so in order to comply with our legal obligations. You may need to let us have additional evidence if you change your address.

As part of these checks, we may make searches with credit reference agencies. These searches will not adversely affect your credit file.

These additional checks are in order for us to meet our obligations under the Money Laundering Regulations as well as providing you with the peace of mind that we are protecting customers against possible fraud or the misuse of the banking system.

Amendment to personal details

Please keep us informed if any of your personal details change (such as your name, address, telephone number or email address) in writing. We are required to advise you of various issues affecting your membership of the Society and we will do this by writing or emailing to the last address you have given us. We are entitled to assume that it has reached you within 24 hours of posting to that address.

Terms and Conditions

The General Investment Terms and Conditions (Issue B), that apply to all savings accounts opened with Stroud & Swindon Building Society prior to 1st October 2011, are set out in the first section of this booklet. The product terms and conditions contain supplementary information specific to your account, and will override any Conditions in this document. You have the right to obtain a copy of the general and product terms and conditions that apply to your account at any time while it is open.

Charitable Assignment

We require that, when you open an account, you agree to assign to the Charitable Assignment Scheme any windfall benefits to which you might become entitled to on any conversion or takeover. Further details are available on request. This requirement does not apply to you if you have been a member of Coventry Building Society continuously since 2nd November 1998.

Changing your mind

If you open a new account and then change your mind, then as long as you tell us by visiting your local branch or by writing to us within 14 calendar days after the contract is entered into (or, if later, 14 calendar days from the day you first receive, on paper or electronically, the terms and conditions and other information relating to it) you can:

- have your money back; or
- switch to another available account.

In this case, you will not have to:

- give any period of notice;
- lose any interest on the account you are closing; or
- pay any other charges.

Cheque receipts must be available for withdrawal before the money can be refunded.

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. When you provide your account details to a third party, please make sure they are correct.

Depending on your account terms and conditions, you can pay into your account using the following methods: cash over the counter at a branch; cheque over the counter at a branch, 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; 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.

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.

When you provide your account details to a third party, please make sure they are correct.

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.

Tax

Interest on your account will be paid 'net' (after taking off tax at the basic rate), unless you are entitled to receive it 'gross' and you complete and let us have HM Revenue & Customs registration form R85. Even if interest is paid net, you may be liable to pay additional tax depending on your income.

If you are under 16, the registration form R85 (if appropriate) must be completed and signed by a parent or guardian. On reaching the age of 16, a new registration form R85 (if appropriate) must be signed by you. If we do not receive this, interest will be paid net of tax.

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

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 strikes, power failures or other causes beyond our reasonable control.

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

We explain in condition 23.2 of the General Investment Terms and Conditions (Issue B) 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 arrears.

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.

Companies, Clubs and Societies

If you are a limited company or other type of corporation, you will need to authorise officers to operate the account. We will also require evidence of identity and address for these persons.

Accounts in respect of unincorporated organisations, such as English partnerships and clubs, cannot be held in the name of the organisation. Accounts must be held in the name(s) of individuals on behalf of the organisation.

Joint accounts

Unless the product terms and conditions of your particular account specify otherwise, accounts can be opened in the names of two or more people (up to a maximum of four). Although joint accounts can be convenient, it is very important that you understand the consequences of having an account in more than one name.

These are set out in condition 15 of the General Investment Terms and Conditions (Issue B).

Death

If an account holder dies, please notify us as soon as possible. In the case of a single account holder, his or her personal representatives may close the account (after providing evidence of their authority to do so) by withdrawing all the money, together with any interest earned. If the account is held jointly, we may close it and automatically transfer the balance into the name of the surviving account holder(s).

Data Protection and confidentiality

Under Data Protection laws you have the right to see the personal records we hold about you. You will have to pay a fee (currently £10) if you want to exercise this right. Please contact us at our Registered Office for more details.

Data held by us about you will be kept while you are a customer and will be held for up to six years after your relationship with us as a customer has ceased. You can always let us know if information we hold about you has changed, so that we can make sure it is updated.

More details of the information we hold about you, and what we use it for, are available on request.

We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not give your details to anyone (even other companies in our group) unless:

- › we have to give the information by law;
- › there is a duty to the public to disclose it;
- › you request us to disclose it, or we have your permission to do so; or
- › our interests require us to give the information (for example, to prevent fraud).

We will not use this as a reason for giving information for marketing purposes.

Please note that your telephone conversations with us may be recorded and monitored to ensure security for our customers and staff and to help maintain service quality.

Marketing of services

To help you keep up to date with our products and services, and those of our associated companies, we may tell you about these. Should you not wish to receive this information you can let us know at any time. We will write to you at least once every three years to remind you that you can ask not to receive this information. This reminder may be contained in the Annual General Meeting mailing or other literature that we regularly send 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 depositors, 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.

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 the FSCS on 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.

Membership rights

Individuals holding share accounts with the Society are members of Coventry Building Society and are bound by our Rules. You can obtain a copy of the Rules by asking at any of our branches or by contacting us. The Rules set out the rights and obligations attaching to membership. While joint account holders are all members, only the first-named can exercise membership rights (for example, the right to vote at meetings) arising from the account.

Branch closure

If we plan to close or move your Branch, we will inform you at least 12 weeks beforehand. We will tell you how we will continue to provide services to you.

What you can do to protect your accounts

You can help prevent misuse of your account by:

- › taking care of your passbook and other account information and letting us know as soon as possible if your passbook is lost. The best way to let us know is by telephoning us – please refer to the 'How to contact us' section for details.
- › letting us know as soon as possible of any change in your name, address, telephone number or email address;
- › checking your statements or passbook regularly;
- › co-operating with us (or the police) in investigating transactions;
- › never giving your account details or security information to anyone unless you know who they are and why they need them; and
- › taking care when storing or disposing of information about your accounts. People who commit fraud use many methods such as 'bin raiding', to get this type of information. You should take simple steps such as shredding printed material. Please also see condition 18 of this booklet for more details regarding protecting your account documents.

Staying safe and secure

If you use our telephone or Online Services to manage your money, you will have been provided with additional 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 please contact us immediately. Alternatively you can notify us online – just visit the Security section of our website.

If you do not notify us immediately you may continue to be liable for any transactions.

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 opened, the fraudster will disappear with the money, potentially leaving you with the debt.

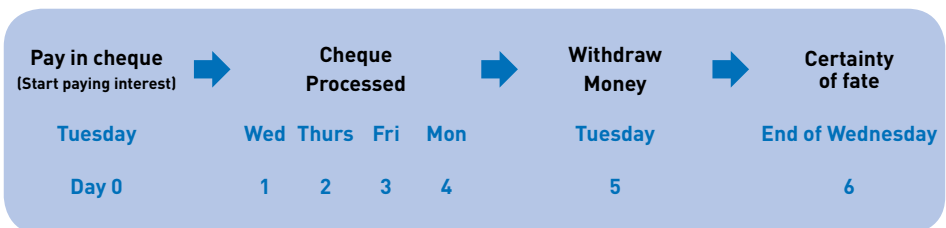
- Keep your cards and any personal documents such as passport, driving licence, account passbook or statements safe.
- If you no longer need them, destroy all documents with your personal details on them. If you can, invest in a paper shredder.
- Be suspicious of anyone asking you for your personal details when you weren'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 and especially 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 so that we can investigate it.

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 is available for withdrawal.

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



Certainty of fate

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

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 contact our Customer Service Centre.

Insufficient available funds to pay a standing order.	£20
	This applies to regular standing orders and one-off electronic payments.

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 unpaid standing orders or 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.

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.

If we increase any of our charges we will give you notice, as described in condition 8.5, 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.

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.

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	Cancelling an instruction	Instruct us	Money** arrives	Cancelling an instruction	Instruct us	Money** arrives	Cancelling an instruction	Instruct us	Money** arrives	Cancelling an instruction
Faster Payment (by the end of the next day)	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	You can't cancel a Faster Payment once you've instructed us	24 hours a day*	24 hours a day*	Let us know the day before your payment is due to leave	Service not available by post. Please call us or visit a branch.	Next business banking day	Let us know the day before your payment is due to leave
Payment to another Coventry Account	Normal branch/ agency opening hours	Next business banking day	Let us know the day before your payment is due to leave	Normal Customer Service Centre opening hours	Next business banking day	Let us know the day before your payment is due to leave	24 hours a day*	24 hours a day*	You can't cancel an internal transfer once you've instructed us	Next business banking day	Immediate	You can't cancel an internal transfer once you've instructed us
Future dated payments and Standing Order	Normal branch/ agency opening hours	The date requested on your instruction or first business banking day thereafter	Let us know the day before your payment is due to leave	Normal Customer Service Centre opening hours	The date requested on your instruction or first business banking day thereafter	Let us know the day before your payment is due to leave	Online only**	Online only**	Let us know the day before your payment is due to leave	The date requested on your instruction or first business banking day thereafter	The date requested on your instruction or first business banking day thereafter	Let us know the day before your payment is due to leave
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	You can't cancel a Telegraphic Transfer once you've instructed us	Telegraphic Transfers cannot be arranged using our telephone self-service or Online Services.		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	
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 business banking day before the payment is due to be collected. Direct Debits are collected on business 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-service. 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 business banking day.

In this table, 'business banking day' means Monday to Friday excluding public holidays. 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 transactions. 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 5pm (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. *Limits apply, available on request.

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

If you would prefer to have this information provided to you in braille, large print or on audio tape, please contact us via the means listed below and we will be pleased to arrange this for you.

Telephone calls may be monitored and recorded for quality and training purposes. Contact your service provider for details of call charges as costs may vary. Information correct at time of going to print (March 2012).

How to contact us

You can contact us by:

- Visiting any of our Branches
- Telephoning us on 0845 7665522
- Visiting our website



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Coventry Building Society.

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