



Loyalty Bond (3)

31.08.2023

At a glance



Loyalty Bond (3) 31.08.2023

This leaflet contains information about Loyalty Bond (3) 31.08.2023 to help you compare it with other accounts and decide whether it's right for you. Please read this carefully and then keep it safe for future reference.

Our Loyalty Bond (3) is a reward account, designed to be our special way to say thank you to loyal customers who have been with us since 1 January 2022 or before. You can save up to £20,000 and, in exchange for putting away your savings until the end of August 2023, we'll pay you a fixed rate of interest, so you'll know exactly what you're earning.

There's more information in the table below to help you to understand if you're eligible for this loyalty account.

Summary box

Account name Loyalty Bond (3) 31.08.2023

What is the interest rate?

	Annual interest	Monthly interest	
Balance	AER*/gross p.a.	AER	Gross p.a.
£0.01 plus	2.70%	2.70%	2.67%

The interest rate is fixed until 31 August 2023.

We calculate the interest daily and pay it annually (either into this account or to another suitable account) at the end of 31 August or monthly (to another suitable account only),

at the end of the last day of each month.

Can Coventry Building Society change the interest rate?

The interest rate is **fixed**.

No matter what happens to interest rates generally, we won't change the rate until the account matures at the end of 31 August 2023.

What would the estimated balance be after 14 months based on a £1,000 deposit?

£1,031.71

This would be the balance after 14 months if £1,000 was paid in on 1 July 2022, all interest was paid back into the account, and no money was taken out or paid in.

This illustration is just an example to help you compare accounts. It does not take into account any individual circumstances.

How do I open and manage my account?

To be able to open this account, you'll need to have held or been linked to a savings or mortgage account with Coventry Building Society, ITL or Godiva continuously since 1 January 2022 or earlier.

If you want to check if you're eligible, get in touch.

How to open and manage

- Visit thecoventry.co.uk
- Call 0800 121 8899
- By post
- At a branch (please check opening hours on our website first)

You'll need to visit a branch if you want to open a passbook version of this account.

- You must be aged 16 or over to have a statement-based version of this account

How to put money into your account

You have a limited time to pay in.

You need to make sure we've received the money you're using to open the account, and any other money you want to put in the account, either within 14 calendar days of your account being opened or while the account is open to new investors, whichever period is longer.

- Pay in cash or cheques in a branch
(please check branch opening hours on our website first)
- Post us a cheque
- Set up transfers from an account with another bank or building society or another account with us. To do this you will need the last 8 digits of your account number and sort code 40-63-01
- The minimum balance is £1
- The maximum balance is £20,000.

After you've opened the account, we won't contact you to let you know when it closes to new investors. To find out if it's still available, please contact us.

Can I withdraw money?

This is a **no access** account. After the 14 day 'cooling off period' (see overleaf), you can't take out any money (including any interest paid into the account) or close the account before 31 August 2023.

What happens when the bond's fixed period ends (matures)

This Loyalty Bond (3) will mature at the end of 31 August 2023.

We'll write to you at least 14 days before the account matures with details of how you can re-invest your savings with us, or take out some or all of your money. There'll be a default option - another bond with us. The length of the fixed bond will either be shorter, the same or no more than six months longer than the duration of your current bond, and options

to take money out will be no more restrictive than the options offered by your original account.

At maturity, the money in this account will be automatically re-invested into the default option unless you have asked us to do something else with it. However, you'll have the option to close your new bond, without being charged, within 21 days after the end of your fixed period.

Additional information

We pay your interest gross. The gross rate is the interest payable before the deduction of tax.

This is a limited issue account and you can only be named on one version of a Loyalty Bond (3) at a time - we will close any subsequent account(s) that you open and return the money to you.

*AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and added each year.

For full details, please see the Specific Terms for Loyalty Bond (3) 31.08.2023 and our Saving Accounts Terms and Conditions.

We can also send you this leaflet in large print, Braille or on audio CD.
Call us on **0800 121 8899** and we'll be happy to help.

How to keep track of your account

If you choose not to have a passbook, we'll issue you with a statement within a month of any money leaving your account. But don't worry, we'll never send you more than one statement a month.

If you choose to have a passbook and keep it updated, this will be your record of all transactions instead of a statement. If your passbook isn't updated, we'll issue you with a statement within a month of any money leaving your account.

You can receive your statements by post. Or, if you use Online Services, you can go paperless and we'll send you reminders to view your statements.

If you change your mind

You have a 14 day 'cooling off period' after you open this Loyalty Bond (3). If you wish, you may change your mind and take some money out, or close the bond within 14 days without notice, charge or loss of interest. To close the account, call us on 0800 121 8899 or write to us at: Oakfield House, PO Box 600, Binley, Coventry CV3 9YR.

Not sure what to do?

We're keen to help you make the right choice – have a chat with our specialists by calling 0800 121 8899. You can also find more information on our website: thecoventry.co.uk

If you're not happy with our service

Please let us know. We take care to deal with problems quickly, thoroughly and fairly. You can ask us for a copy of our leaflet 'What to do if you have a complaint' which explains the steps we follow when someone reports a problem. If you're still not satisfied when we've finished our complaints procedure, you can take your complaint to the Financial Ombudsman Service. For more information about the Ombudsman Service, visit their website: financial-ombudsman.org.uk

Your savings are protected

Your eligible deposits held by a UK establishment of Coventry Building Society are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.

Any deposits you hold above the limit are unlikely to be covered.

Please ask us for further information or visit www.fscs.org.uk



Protected

Your savings are in expert hands

Competitive rates and expert customer service

From the little things to the life-changing, we make it all add up.

We're quick

Phone and you'll speak to us in just under a minute.*

And open

We show competitor's rates next to our own.

And trusted

More than two million people choose us.

* In 2021 from June to December, our average call waiting time was 49 seconds.

2021 award
Fairer Finance
Gold Ribbon for
Savings

2015 - 2021



2021 achievement
Which?
Recommended
Provider for Savings



2021 achievement
Fairer Finance
Clear and simple
terms and conditions



It all adds up to something
All together, better



Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

The information in this leaflet is provided for your information only and should not be taken as advice. Legally binding terms and conditions can be found in the Specific Terms for Loyalty Bond (3) 31.08.2023 and our Saving Accounts Terms and Conditions. For more information, speak to our specialists at any branch or by telephone.

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm.

Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

Information correct at time of going to print (June 2022).

Coventry Building Society.
Principal Office: Coventry House,
Harry Weston Road, Binley, Coventry,
West Midlands CV3 2TQ.

Contact us

 **At a branch**
For details of our opening hours visit thecoventry.co.uk

 **Online**
thecoventry.co.uk

 **By phone**
0800 121 8899

 **By post**
Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR.

