Saving Accounts Terms and Conditions

Issue B

COVENTRY Building Society

Caring about your savings is a mutual feeling

You're more than a customer to us. You're a member. And you're at the heart of everything we do and every decision we make. As a mutual building society, we don't have stakeholders, we're owned by you. It's been that way since that Wednesday evening in February 1884. When a handful of local Coventry citizens founded the Society.

The value of the pound has changed since then but our values haven't. Our intention has always been to make your life better, to provide a safe place for your money while giving others the opportunity to own their own home. We believe saving should be as simple and straightforward as possible. Which is why we're committed to making these terms and conditions easy to understand. Legal jargon shouldn't complicate your account.

So we've made this booklet easy to read so you can be fully informed about the best home for your savings. Enjoy watching them grow.

Please read and keep this important document.

Making our services accessible

If you feel like you might need extra support, on a short or long term basis – for any reason – there are lots of ways we can help.

Scan the QR code or go to

www.coventrybuildingsociety.co.uk/member/supportingmembers

for more information on how we can help or to download the Making our Services Accessible leaflet.

We can also send you a copy of the Making our Services Accessible leaflet, or this booklet, in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

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1. You and Coventry Building Society

You and the money in your account

We know this isn't exciting to read but it's important to know what's in this booklet. It sets out what we must do for you, and what you must do for us.

There are two sets of what we call 'Terms'. This set is the Savings Terms, which covers all accounts. There's also a set of Specific Terms for each type of account.

When you open an account you agree to both the Savings Terms and Specific Terms for that account.

If some information is different in the Savings Terms and the Specific Terms documents, then the Specific Terms apply.

If you register to use our App then our App Terms of Use will also apply. The App Terms of Use don't change your rights or our obligations in these Savings Terms or the Specific Terms for each account.

Personal use only

The account is for personal use, not for business, unless it's one of our special accounts for organisations (see the Specific Terms).

You're not allowed to hold money in the account for someone else, unless we agreed this with you when you opened the account.

We may not open an account for you

Our website explains what different accounts are for and any basic conditions customers need to meet to apply (e.g. a minimum age). Even if someone meets those conditions, sometimes we may reject an application – for example, if we don't think the account a customer has applied for is right for them, based on what they've told us.

Please note we won't be able to service accounts for some customers who are outside the UK. This means we might reject your application if you live outside the UK. If you have an account with us and leave the UK, we may need to ask you to close the account or do it for you.

The money is yours

We'll treat you, the account holder(s), as the owner(s) of the money in the account.

If anyone else tries to tell us that the money is theirs, or that you owe them money, we won't give them your money. However, there are a few circumstances where we'll have to give them your money. These are:

- We will give them your money if we're told to by law. For example, if we're told by Court Order to make a payment to someone else.
- If we're told a payment has gone into your account by mistake or as a result of fraud, we will take it back again. We'll do this as soon as possible after we find out. There's more information about this on page **11**.

We share tax information

If we believe you're a tax resident overseas or a US citizen, we have to give information to HM Revenue & Customs (HMRC) about you and your account(s).

HMRC may then share your details with the tax authorities in the other country/countries.

Please let us know if you move outside the UK and/or become a US citizen.

Joint accounts

Each of you is responsible

Unless the Specific Terms of your account say otherwise, your account may be held as a joint account by two, three or four people.

These Savings Terms apply to you individually and you together with the other account holders.

Joint account holders are responsible for the account as a group and as individuals. For example, if you owe us money, we may try to recover it from any one of you or all of you.

Only the first named person can vote

Joint account holders choose the order in which they're named on the account.

Please decide carefully because the first named person is the only one allowed to vote at and attend our Annual General Meeting (AGM) and other meetings. We send all information about these meetings to the first named person only.

We don't recognise joint account holders as having separate rights to the money

This means that we don't have to recognise any independent agreement between you about how you divide or own the money in the account.

When a joint account holder dies, the other holder(s) will own all the money

If someone dies it can be a difficult time and we want to make things as easy as possible. Just let us know and we'll update the account details to take off the person who died.

We'll need to see the death certificate or grant of representation before we change the account.

Each of you can make changes and take money out

Usually, each joint account holder can manage the account and take money out. There are two reasons why this wouldn't happen.

Sometimes the joint account holders have told us that two or more account holders must sign for transactions. In that case we won't give you any cash cards for the account and Telephone Services, our App and Online Services (if that service is usually offered with a joint account) won't be available.

If we're told about a dispute between account holders, we may not allow any more money to be taken out. We also may not allow any changes to be made without the written permission of all account holders unless there are exceptional circumstances.

Being a member of Coventry Building Society

Most of our account holders are members

Unless the Specific Terms of your account say otherwise, your account is a 'share account'. This means you're a member of Coventry Building Society.

You agree to The Rules

By opening an account, you agree to 'The Rules and Memorandum' (The Rules). This document sets out your rights and responsibilities as a member of Coventry Building Society.

If you'd like a copy of 'The Rules', contact us or download them by visiting **www.coventrybuildingsociety.co.uk/rules**

The Charitable Assignment Scheme might apply to you

We operate the Charitable Assignment ('Scheme'). This explains what will happen if, for example, we are no longer a building society and we transfer our business to a company or choose to become a bank. If you become or have been a share account holder from 2 November 1998, our Charitable Assignment Agreement applies to you.

You'll agree to the Charitable Assignment Agreement when you open an account with us. If you'd like information about the Scheme, ask us or view it online, by visiting **www.coventrybuildingsociety.co.uk/assign-to-charity**

2. Using your account

Allowing other people to use your account

You may only allow someone else to use and manage your account for you if it has been agreed with us. For example, you could have a Power of Attorney, where you've signed a legal document to say you agree to allow other people to manage the account for you. If you want to set up a Power of Attorney, please contact us or visit our website for information.

We may allow someone else to take money out for you. We only allow this in exceptional circumstances, for example, if you are in hospital. We decide how the other person can use your account.

You must not let people pretend to be you

You must not let someone else use your account as if they were you. If you do, we might have to close the account. For example, nobody should use your cash card, pretend to be you at a branch or use your Security Details to log into Online Services or our App. This is to help prevent fraud.

Statements and how to check your account

Your statement month starts on the same day of the month we opened your account. For example, if we opened your account on 3 January, your statement month is from the third day of a month to the second day of the next.

Check your transactions (the money going into and out of your account) regularly. If you notice anything wrong or strange, contact us straight away. There's more information about keeping your money safe on pages **17** to **21**.

If money goes into your account

You can see information about this by logging into Online Services or our App.

If money goes into (and not out of) your account in a month, we won't send you a statement but you can ask us to update your Passbook or send a statement free of charge anytime.

If money goes out of your account

You'll receive a monthly statement either via post or digitally (for example in Online Services), unless you have a Passbook and you keep it up to date. If we send you a statement via Online Services, we'll send you an email when your statement is ready to view and download.

If you need statement(s), you can log into Online Services, if you are a registered user, or ask us and we'll provide them free of charge.

If you have Online Services or our App

Log in anytime to view your transactions for the last 24 months. If you want to see older transactions, you can ask us to provide them. There will be no fee for these additional statements.

If you have Telephone Services

You can ask us for information about your account during the hours we're open. If you have certain Security Details, you can use Telephone Self-Service to find out your balance at any time. Contact us for more information.

If you need a paper statement

We can create a paper statement for you at no cost – ask us at a branch or call **0800 121 8899**.

Using Online Services, our App and Telephone Services

You must be 16+

Unless the Specific Terms of your account say otherwise, you must be aged 16 or over to use our Online Services, our App and Telephone Services.

You'll need Security Details and a registered phone number

To log in to Online Services, you'll need a Username and online Password, and to be near your registered home or mobile phone. To log in to Telephone Services, we will use your voice to confirm who you are (if you are registered for voice biometrics). Alternatively, if you are not registered, you'll need to answer security questions and call from your registered phone number. You may also log into Telephone Services by giving us random letters from your Telephone Password and Telephone Grid Card if you have them.

These are called your 'Security Details'. Your Security Details are unique to you and we use them to help protect you and your money. Don't let anyone else know or have access to your Security Details, and contact us if you think someone else knows them.

If you use Online Services and authorise an AISP or PISP to access and/or take money from your Coventry Building Society account(s), you shouldn't share your Security Details with them. Let us know if you think there's a problem with Online Services.

Our App

Once registered for our App, you can use it to apply for accounts, access your accounts with us, and to make payments and transfer money to other Coventry Building Society accounts or to your Named Bank Account.

How you'll confirm it's you on the phone

- If you have given us permission we will use your voice to confirm who you are.
- If you have not given us permission to use your voice to confirm who you are, we'll ask you security questions, but you must have called from your registered telephone number.
- If you have your Telephone Password or Telephone Grid Card to hand, we'll ask you for random digits.

Then you can speak to us about your account.

How you'll confirm it's you online

Online Services

- Visit the login page on our website.
- Enter your Username and full Online Password.
- You'll get an automated call or text message to confirm it's you.
- If you choose to receive an automated call, key or say the passcode shown on your login screen into the phone.
- If you choose to receive a text message, enter the passcode from the text message into your login screen.
- You should now be logged in.

Our App

- Open the App on your registered device and select login.
- Enter your Username and chosen PIN. You can also use your biometric information (for example your face or fingerprint).
- You should now be logged in.

You'll have to confirm your identity when you log in and perform certain actions, like make a transfer or update your details.

We may introduce other new Security Details to improve access to Telephone Services, Online Services or our App at any time.

How to choose a password

To choose a password, use a mixture of letters and numbers. Avoid obvious things like family names, birthdays or phone numbers. Memorise your password – never share it with anyone or write it down in a way which could identify it with your account.

The longer and more complex your password is, the more secure it is.

All account holders need their own Security Details

If you have a joint account, you must each set up separate Security Details. Each of you must register individually to use Online Services, our App and Telephone Services.

If you have an attorney set up to manage your account they must set up separate Security Details to log in to use Online Services, our App or Telephone Services.

Sometimes services might not be available

We may take away or limit your access to Online Services, our App or Telephone Services for security reasons or if we believe the service isn't being used properly. If this happens, we'll let you know as soon as possible normally by calling you or writing to you in an email, letter or digitally via our App.

Services may be unavailable if we need to update our systems. When we have to do this, we'll let you know, for example, via a notice on our website.

How to pay money in

The table shows the different ways to pay into Coventry Building Society accounts. Some accounts don't allow you to use all these ways to pay in. To find out check your Specific Terms.

How	When we can receive your money	When money is added/available
Cash over the counter in branch.	During our opening hours.	We add the money to your Account Balance straight away.
Cheque over the counter at a branch.	During our opening hours.	We add the amount to your Account Balance straight away.*
Cheque posted to us.	During our opening hours.	We normally add the amount to your Account Balance on the same day we receive it, or on the next Business Banking Day.*
Internal transfer (between Coventry Building Society accounts).	Anytime – the money goes into the account the moment we get your request for a transfer.	We normally add the amount to your Account Balance straight away.
Electronic transfers, including standing orders and payment initiation services (from an account with another bank/building society).	Anytime – we receive the money on the calendar day it's sent from the sending bank.	We add the amount to your Account Balance on the same day we receive it.
* When the cheque has cleared, the amount will show in your Available Balance. There is more information about cheques, clearance time and using our Freepost Service. Just go to our website **www.coventrybuildingsociety.co.uk/cheques**, call us, or ask us at any branch.		

We let other banks check your details

We use the Confirmation of Payee service. You can't opt out of this when making a payment to someone else. But you can ask us to opt your details out of being checked by anyone trying to send you a payment. If you do this, they'll get a message saying your details can't be checked.

If you transfer in foreign money, it's converted to pounds

If you receive an electronic payment in a foreign currency, the amount is converted into pounds on the date we add it to your account. It's converted at the HSBC wholesale rate of exchange. For details of the rate applied to your payment, please call us or visit a branch.

We don't allow any cash or cheque payments in a foreign currency into your account.

We will remove mistaken payments

If we're told that a payment has been made to you by mistake, we will take it back if it's fair and reasonable to do so. We'll do this as soon as possible after we find out about the error.

What we do depends on when the mistaken payment was made. On the day we're informed about the mistaken payment, if you received it:

In the past two months...

We'll contact you to let you know what's happening. If the payment wasn't a mistake, you'll have 15 days to show us proof of this. During the 15 days, you won't be able to take the amount out of your account.

Unless you prove that the payment wasn't a mistake, we'll return the money to the paying bank.

More than two months before...

We'll let you know about the mistaken payment and ask for your permission to return the money to the person who made the mistake.

If the bank of the person who made the payment into your account asks us, we may have to share information about you. We'll only do this if it's necessary to help that bank's customer recover the mistaken payment.

How to take out, move and transfer money

You must not spend more money than you have

You can only take money out if you have enough in your Available Balance.

Foreign payments aren't allowed

We don't allow payments to non-UK accounts. We don't allow payments in currencies other than pounds. This doesn't apply to foreign cash withdrawals.

Money taken out by third parties

If you have a Payment Account, you may allow AISPs and PISPs to access it. You can also allow PISPs to take money out.

We may not allow an AISP or PISP to access your account if we suspect that you haven't allowed it.

Unless we are not allowed by law, we'll tell you if we don't let them access your account and the reason why.

To make or cancel a transfer or payment, you need to give us these details:

- Your **account number.**
- The **amount.**
- The **date** for the money to come out.
- **Bank details of the person or organisation you're paying** (name, sort code, account number and any reference). Or tell us that the transfer is to your Named Bank Account.

You might also need to give or show us your identification, Passbook or cash card or check your other Security Details.

You can only take money out if there's enough in your Available Balance

We look at all the payments we've authorised or agreed to make, to work out your Available Balance. If you've used a cash card to take out cash or allowed a PISP to make an electronic payment, we'll include those payments.

For Direct Debits, standing orders and one-off electronic payments, you must have enough money available to make the payment by 2pm on the day the payment is due.

For standing orders, we re-attempt to make the payment on each of the following three Business Banking Days after the day that the payment was due. So if you pay in enough money after 2pm on the day the payment is due, we make the payment on the following Business Banking Day.

We can refuse to make a payment if there's not enough in your Available Balance.

Some accounts don't allow some types of electronic payments

If we can't make a payment for this reason, we'll send you a cheque instead.

We can delay or refuse to make a payment

We may do this if you ask us to make transactions but you haven't allowed it as described in these Savings Terms.

For example, we may delay or refuse it if you don't have enough money in your account, or if we reasonably suspect fraud. We may also delay or refuse it if you use any offensive or abusive words (for example, in the payment reference). Of course we won't make a payment or transfer if we know or believe that doing this would involve any suspected fraud or any other type of unlawful behaviour.

If we delay or refuse a payment or transfer, we'll tell you by the end of the next Business Banking Day (unless we're not allowed to by law).

We'll explain what happened and why, and let you know how to correct any errors that stopped us making the payment (if we are allowed).

If we receive a payment instruction from you and we reasonably suspect you might be being scammed into making the payment, we can delay processing the payment.

If we do this, we'll tell you that we are delaying the payment and why we are doing this. We will ask you for any information we need or anything we need you to do, to help us confirm the payment isn't a scam.

We may not be able to contact you if we can't for legal reasons. We'll only delay the payment for as long as necessary to make these checks, but it will be no longer than four Business Banking Days. This will only apply if the payment is:

- In sterling
- To another account in the UK
- By faster payment, standing order or CHAPS.

You're responsible if you give us the wrong details

We use the Confirmation of Payee (CoP) service to help make sure payments reach the right person and the details you have entered are correct. For example: account holders name, sort code, account number or reference. If we can't confirm the details are a 'match' but you continue to

proceed with the payment, you may be responsible for anything you lose.

If you make a mistake, let us know as soon as possible and we will try to recover the payment for you.

We can often sort it out quickly, but can't always guarantee that we'll be able to make a refund to you. If we're unable to make the refund, you can ask us for any relevant payment information you might need.

Take care

To help protect yourself from fraud, you should always check that the person you're sending money to is who they say they are. You should also be sure that their reason for receiving the money is genuine.

Taking money out

The table shows the different ways to take money out of Coventry Building Society accounts. To find out which ways you can take money out of your account see your Specific Terms.

How	When we must receive your requests	When the money leaves your account	When you can cancel a payment
Cash taken out over the counter in branch.	During our opening hours.	We take the amount off your Account Balance straight away.	Not possible because it happens straight away.
Cash taken out at a cash machine.	Anytime.	We take the amount off your Account Balance straight away.	
Cheque taken out over the counter at a branch.	During our opening hours.	We take the amount off your Account Balance straight away.	We can stop a cheque if it's lost or stolen, or we have evidence of fraud. We can also stop it if it's destroyed by someone else (and we have proof of this, such as a letter). Contact us to cancel a cheque.
Cheque requested by post or telephone.	During our opening hours.	We take the amount off your Account Balance on the same day we receive your instruction or on the next Business Banking Day.	

(!) For more information on cheques, go to our website **www.coventrybuildingsociety.co.uk/cheques**

Taking money out (continued)

How	When we must receive your requests	When the money leaves your account	When you can cancel a payment
Internal transfer (between Coventry Building Society accounts).	Online Services and our App anytime. Our App currently only allows internal transfers between accounts held with the Society in your name. At a branch or by calling us – during our opening hours.	We normally take the amount off your Account Balance immediately. The money usually goes into the receiving account straight away.	Not possible because it happens straight away.
One-off payment (to an account with another UK bank/ building society).	Online Services – and our App anytime. Our App currently only allows payments to your Named Bank Account. At a branch or by calling us – during our opening hours.	At the latest, on the next Business Banking Day following your request. The amount will be taken off your Account Balance and reach the receiving bank on that day.	You cannot cancel a payment on the date it is set to leave your account. If the payment is due on the next Business Banking Day, you can cancel it up to 7pm on the Business Banking Day before we're due to make the payment.
Direct Debit	n/a – you arrange it with the organisation you want to pay.	On the day you specify, we take the amount off your Account Balance and the money goes into the receiving account that same day. Or, if it's a Saturday, Sunday or Bank Holiday, on the next Business Banking Day.	Up to 7pm on the Business Banking Day before we're due to make the payment. We recommend you also contact the organisation you're due to pay.
Future-dated one-off payment and standing order (either to a different	Online Services – anytime. Payment Initiation Service Provider – anytime.	On the day you specify, we take the amount off your Account Balance and the money goes into the receiving account that same day. Or, if it's a Saturday, Sunday or bank	Up to 7pm on the Business Banking Day before we're due to make the payment.

Coventry Building Society account or to an account with another UK bank/ building society).	At a branch or by calling us – during our opening hours.	holiday, on the next Business Banking Day. If the payment is going to another Coventry Building Society account, it'll get there the same day on a Saturday and Sunday as well. A payment on a bank holiday will reach the account the next day.	
One-off payment via a Payment Initiation Service Provider ('PISP')	n/a – you arrange it with the organisation or person you want to pay.	We take the amount off your Available Balance as soon as you make the request. At the latest, the money goes into the receiving account on the next Business Banking Day.	It's not possible to cancel after you've confirmed it. You confirm your payment request when you enter your Security Details on the Society's log-in screen when you set up the payment via a PISP webpage.

We're open Monday to Friday 8am-7pm and Saturday 9am-2pm.

'Account Balance' is the total amount in your account. **'Available Balance'** is the amount you can take out of your account. It can be less than the Account Balance if you have payments due to go out or you've paid in a cheque which hasn't yet cleared.

How much you can pay in and take out

We may apply financial and other limits to your instructions. Unless your Specific Terms say otherwise, our website **coventrybuildingsociety.co.uk/member/savingshelp** lists our current limits on paying in and taking money out. You can also contact us to ask about the current limits. We can't increase or lower these for you. We may change these limits from time to time.

Foreign currency payments are converted

If you use a cash machine abroad, the cash you take out will be in the local currency. We convert this to pounds on the day we take it out of your account, at the Visa wholesale rate of exchange.

We also charge you 2% of the amount in pounds.

To find out Visa's exchange rates, go to: **www.visaeurope.com** and type 'exchange rates' in the search box.

You can find out what the exchange rate was when you took out money from a cash machine outside the UK. To do this you'll need to wait for us to have the information from Visa.

We usually get this one or two days after the withdrawal. Once we have that, you can get the information. This can be through Online Services on our website, by calling us or by looking at your statement.

Using a cash card

You must sign your cash card

If we send you a cash card, you must sign it as soon as you receive it. Only you are allowed to use your cash card.

Protect your PIN

We send you a letter with the Personal Identification Number (PIN) for your cash card. Destroy the letter after you've read it. You can change the PIN we give you at any LINK or Visa cash machine.

Memorise your PIN or change it to one that only you know. Don't use obvious combinations like '1234'. Never let anyone know your PIN(s) or watch you type them in. Never quote them in letters, emails, messages or phone calls. If you're unable to remember a PIN then we might not allow your card to be used.

Remember, our staff will never ask you for your PIN(s). You are responsible for your PIN. If you don't keep it secure, and there is fraud on your account as a result, we might not give you your money back.

Contact us if you have any problems

If you have a question about a transaction you made using a cash card, get in touch with us. If your question involves another organisation, we may give them any information necessary to help resolve the problem.

Contact us if a cash machine keeps your cash card

At a cash machine, if you repeatedly type in an incorrect PIN or if the machine has a technical fault, the machine might keep your cash card.

If this happens, let us know straight away. We'll cancel your cash card and send you a new one. You can cancel your cash card via Telephone Self-Service if you're registered – this service is available 24 hours a day, every day.

You can use your cash card in the UK and abroad

We charge 2% of the value in pounds for using your cash card to take money out abroad. For more information go to our website **www.coventrybuildingsociety.co.uk/using-your-card**

If you're heading abroad and want to use your cash card, please let us know so we can make sure your cash card will work while you are away.

We may choose not to replace your cash card

If you haven't used your cash card for a long time, we may choose not to automatically replace it when it expires.

If you'd like a cash card, and your account allows it, call us and we'll send you a new cash card and PIN.

If we've removed the use of your card because we want to prevent fraud, we may not give you a new one.

3. Keeping your money safe

Taking care of your cash cards, Passbooks and Security Details

You must do all you reasonably can to keep your cash cards, Passbook and other Security Details safe. If you don't, and someone takes money from your account without your permission, you could lose the money – **see page 20**.

When you call us, make sure you can't be overheard. Likewise, when logging in to Online Services or our App make sure no one sees what you type.

You shouldn't leave your computer, mobile device/tablet unlocked or unattended when you're logged in.

Find out more about how to protect your devices, your identity and the money in your account on our website **www.coventrybuildingsociety.co.uk/security**

Tell us if your Passbooks or Security Details are no longer secure

You must let us know straight away:

- If you think someone else might know your Security Details.
- If you think someone else has or may have had access to your Security Details or Passbook.
- If you lose your Security Details or Passbook.
- If your Security Details or Passbook are stolen or no longer secure.

To let us know, tell us at any branch or call us.

Tell us if your cash card is lost or stolen or you think someone else may have access to it.

If you need to report a lost or stolen cash card you can also do this 24 hours a day, seven days a week – just call us and choose Telephone Self-Service to report it.

If your cash card, Security Details or Passbook are reported as lost, stolen or are no longer secure, don't use them. If you report your cash card as lost or stolen and then later find it, destroy it. We may send you a replacement as soon as possible to help keep your account secure.

Lost or stolen cash card? Call us straight away:
0800 121 8899

Cash cards and Passbooks belong to us

If we ask you to, you must return cash cards and Passbooks to us.

After the expiry date or after an account is closed, you must destroy any cash cards for that account. (To do this, cut the cash card into pieces through the magnetic strip and the chip).

We may block or restrict a cash card or Security Details, permanently or temporarily

We can do this:

- If they have been lost, stolen or compromised.
- If we reasonably believe that someone is using them to commit fraud or other crimes.
- If we believe we need to block or restrict them to keep your account secure.
- If we reasonably believe that they're being used in a way that is not allowed.

If we block the use of a cash card or Security Details for one of these reasons, we'll tell you what we're going to do and why. We'll be in touch in the fastest, most secure way if we think something's wrong and want to contact you. This could be a text or a phone call to your registered telephone number.

If it's not possible to let you know before, we'll let you know as soon as possible afterwards.

We'll cancel the restriction, block or give you a new cash card or Security Details as soon as we can, unless we have reason to make the block permanent.

If money is taken out of your account incorrectly or without you allowing it

You must 'authorise' payments and transfers

We'll only carry out a transfer or payment for you if you 'authorise' it. To do this, you must tell us the account details, payment amount, payee, date and give us any Security Details we need.

Payments that you haven't authorised

A payment is 'unauthorised' if you haven't authorised it, or if you've withdrawn consent within the available time for cancelling the payment. You'll need to have told us if you've withdrawn consent.

An 'incorrect' payment is our mistake

We're responsible for carrying out your instructions correctly.

A payment is 'incorrect' if you've told us how to carry out a payment and given us correct details, and we then use the wrong details for that payment. If we make an incorrect payment, we'll always refund you as soon as possible unless we can prove the bank for whoever you were paying received the money correctly.

If we make a payment late by mistake, we can ask to have it corrected

If you make a payment and it arrives late because of a mistake we made, let us know. We can ask the receiving bank to credit the interest to the account of whoever you're paying as if the payment were received on the correct date.

If you find an incorrect or unauthorised payment

You must let us know as soon as possible, or we might not give you a refund.

If money is taken out of your account without you authorising it, the amount of the refund depends on the situation:

If it's your mistake, we'll still try to help you

If you make a mistake, you must tell us straight away. We'll try to help you get your money back. We can't guarantee that we'll be able to make a refund to you. If we're unable to make the refund, you can ask us for any relevant information you might need to recover the funds yourself.

We may refund you if money goes out of your account without your permission

We'll refund you if you tell us you didn't authorise a payment and if we don't suspect your claim to be fraudulent. We'll return your money as soon as possible and before the end of the next Business Banking Day. We change the interest to put your account back to how it should be.

If we later discover that you did allow the payment, the money will be taken from your account again.

We may investigate before we refund you

If we reasonably suspect you of fraud, we may investigate before giving you a refund.

We carry out investigations as quickly as we can.

Unless we can show that you authorised the payment or committed fraud, we'll refund you as described in the table below.

Situation	Will the payment be refunded?
• If you've acted fraudulently.	• No, you're responsible for everything you lose.
• If you've intentionally or carelessly failed to take care of your cash card, Security Details or Passbook. • If you intentionally or carelessly haven't told us your cash card, Security Details or Passbook are lost or stolen, even though you knew about it. • If you intentionally or carelessly don't tell us that someone else used or tried to use your cash card, Security Details or Passbook, even though you knew about it.	• You're responsible for everything you lose up to the time you let us know about the loss, theft, use or attempted use. We'll refund payments made after that.
• If you use Online Services or our App and we haven't applied the security steps on pages 7 and 8.	• We'll refund the full amount.

• In all other situations.	You're responsible for £35 maximum. But we'll refund you the full amount if: • You couldn't have known that your cash card or any Security Details used to access an account are lost or stolen, or someone else tried to use them. • The loss was caused by us, our employees or agents.

If you are a victim of an Authorised Push Payment (APP) Scam

If you authorise a payment from your account with us but it turns out that it was part of a scam where you were tricked into sending money to someone who isn't who they claim to be, or to make a payment for a purpose you didn't intend, you can ask us for a refund.

If you think you've been scammed, you must contact us as soon as possible to let us know if you think you are the victim of a scam or fraud. You must make a claim no more than 13 months after the last APP scam payment was made.

The refund will only cover payments made by Faster Payments, Internal Transfers or CHAPS on or after 7 October 2024 and paid to an account that you don't control. Payments must have been made to or from an account located in the UK.

What will happen when you make a claim

We'll follow industry guidelines to decide whether to make the refund. We may ask you to provide information in order to fully consider your claim for a refund. We may also require you to report the scam to the police or allow us to do this on your behalf.

If we accept your claim, we'll reimburse you no later than 35 Business Banking Days after you make your claim.

The maximum amount we will reimburse is set by our regulator and we may deduct an excess from your refund amount. You can find the current limit and excess amounts on our website or by asking us.

Situations where we may not make a refund include:

- The payment doesn't meet the criteria described in this section.
- You don't report the scam promptly.
- You don't take action we've asked you to take.
- There is a civil dispute between you and the person or business that received the payment.
- You've acted fraudulently. We can also take back any refund we've already made if we have a good reason to believe that you've acted fraudulently.
- You've been very careless when making the payment. This includes ignoring warnings from us or the police that it was likely to be a scam.

For more details about the rules on reimbursing the APP scam payments, please visit our Security section on our website. We'll still investigate all payments you report to us and we may still give you

a refund, so it's important to report them.

We must correctly carry out your payment instructions

If you tell us we've done something wrong when we carried out a payment for you, we'll investigate it by trying to trace it. And we'll always let you know the outcome.

If we made a mistake, we'll refund you as soon as we can after we've confirmed the mistake. We'll also change the interest to put your account back to how it should be.

Direct Debit Guarantee

If a Direct Debit is taken incorrectly, contact us and we'll arrange a refund under the Direct Debit Guarantee Scheme.

You should help us if we ask you

If we have to take action against a person or organisation as a result of a payment on your account, we may ask you for help.

Our requests will always be reasonable and you should help us by giving us all the information we need.

4. Interest, charges and changes

Your interest

Interest rates are fixed or variable

The Specific Terms for your account state whether your interest rate is fixed or variable. If interest rates are variable, we may change them.

You earn interest on the money in your account

The interest we pay you has not had any tax taken off it. The Specific Terms of your account tell you when we pay interest.

All money paid into your account starts to earn interest from the day we add it to your Account Balance.

The interest may be subject to income tax or other taxes and costs not charged by us. These are laws which the government may change over time. Contact your local tax office or visit **hmrc.co.uk** to find out more.

We work out your interest daily

We add interest to your balance or pay it to another account – this depends on the type of account you have and/or what you've asked us to do.

For details of how we can pay your interest, see your account's Specific Terms.

You get the same interest in a leap year as you would in a normal year – you don't get an extra day's interest.

If your Account Balance is less than the minimum, you might not earn the advertised rate

To find out if your account has a minimum balance, check the Specific Terms. If your balance is below this, you might not earn the advertised rate of interest until the balance is above or the same as the minimum again.

We're open about our rates

The rate we pay on your account is explained in the information we give you before you open your account.

To find out our current interest rates, visit our website **www.coventrybuildingsociety.co.uk/savings,** ask us in any branch or call us.

Our charges

Our current standard charges are listed below and on our website, just visit **www.coventrybuildingsociety.co.uk/charges**

You can ask us for a copy of our current charges at any time. We make these charges automatically, even if you don't have enough money in your account. These charges include taxes, if any apply.

Reason for charge	Amount of charge	When we make the charge
Taking money out at a cash machine.	Free. However, other organisations might charge you to use their cash machines.	We don't charge to use cash machines.
Using your cash card abroad: taking money out at Visa and PLUS cash machines.	2% of the value in pounds. When you take money out abroad, the amount is converted to pounds. This is done at the Visa wholesale exchange rate at the time it's processed by Visa. We then charge you 2% of the amount in pounds.	We normally take this charge from your account within 14 Business Banking Days of you taking the money out.

ⓘ You may be responsible for other charges and taxes (for example, income tax on your interest).

Changes to interest rates, charges and terms

We can change these Savings Terms and/or the Specific Terms for your account at any time. This includes changes to interest rates and charges. Changes are always fair and related to the effect something has on us.

We can make a change to variable interest rates, our charges and the term of your account for these reasons:

- To respond to changes (including ones that we can reasonably anticipate) in the law, regulations, statements or codes of practice. It could also be related to industry guidance or decisions made

by a court or Ombudsman.

- To respond to changes in how much it costs us to provide accounts, including our funding costs.

We can also change variable interest rates for these reasons:

- To respond to changes in the Bank of England Base Rate.
- To respond to changes in interest rates in the retail banking market.
- To maintain, increase or reduce the difference between the rates we pay investors and the rates we charge our mortgage customers. We pay our investors (savers or funds providers) interest and we charge our mortgage-holders interest on their loans. (We do this to raise money and to attract and keep investors. This is to maintain our financial strength).

We can change our Savings Terms or Specific Terms for the following reasons:

- For any/all of the reasons listed above.
- To make the terms fairer or clearer.
- To correct any mistakes where it's reasonable to do so.
- To allow us to make changes to our accounts, for example to add or take away features and benefits. This can be to respond to changes we make to our technology and other systems. It can also be to respond to changes we make to our business strategy or plan.

Unless your account has a fixed term, we may also change the variable interest rates and charges for any other fair and appropriate reason. This applies to reasons that we haven't been able to anticipate but would affect the way we run our business and the accounts we offer.

How we let you know about changes to the interest rate

This depends on what the change is and the type of account you have:

Interest rate	Type of account	When we inform you	How we inform you
Increase.	Any.	As soon as reasonably possible.	Notice in our branches and Principal Office and/or on our website.
Decrease.	Savings Account, balance less than £100.	At least 14 days' notice.	Notice in our branches and Principal Office and/or on our website.
	Savings Account, balance of £100 or more.	At least 14 days' notice.	Letter, email or digitally via our App, and notice in our branches and Principal Office and/or on our website.
	Payment Account (for example, MoneyManager).	At least two months' notice.	

How we let you know about changes to the Savings Terms or Specific Terms, or our charges

If you have a Payment Account...

We'll notify you at least two months before by letter, email or digitally via our App.

If you have a Savings Account...

It depends on the change – see table below:

The change	When we inform you	How we inform you
We change the Savings or Specific Terms or charges to do with electronic payments.	At least two months before the change.	Letter, email or digitally via our App.
We change the Savings or Specific Terms or charges (other than those to do with electronic payments) and it doesn't disadvantage you.	As soon as we can and no more than 30 days after we make the change.	Notice in our branches and Principal Office and/or on our website: **www.thecoventry.co.uk** and/or letter, email or digitally via our App.
If we make a major change or a series of smaller changes over a year, we will send you a letter or email or contact you digitally via our App with a summary of the changes. We'll also let you know where to find a full copy of the Savings or Specific Terms.		
We change the Savings or Specific Terms or charges (other than those to do with electronic payments) and it disadvantages you.	At least 30 days before the change.	Letter, email or digitally via our App.

If you're not happy about a change

With many of our accounts, you can close or switch your account whenever you like. However, if there are normally restrictions on your account you can close your account without notice, charge or loss of interest in these situations:

If you have a Payment Account...

If we're making a change to your Payment Account, you may close it any time before the change comes into effect.

If you have a Savings Account...

See table below:

Situation	When you can close
We're making a change to do with **electronic payments**.	Anytime before the change comes into effect.
We're making a change to the **Savings Terms** or **Specific Terms** which disadvantages you.	Anytime within the 60 days after we notify you about the change.
We're making a change to **charges** which disadvantages you.	Anytime before the change comes into effect.
We're making a change to the **interest rate** which is a disadvantage to you.	Anytime within the 30 days after we notify you about the change.

If you don't contact us...

We'll take this to mean that you've accepted the change.

We can change or transfer your account to a different account at any time, for example if the account is no longer suitable for you or we're closing the type of account you have. Changes will be fair and for one of the reasons for changing terms listed in these Savings Terms. We will treat you, and you will have the same rights, as if we are making a change to your terms.

5. Staying in touch and solving problems

Staying in touch and getting help

How we communicate with you

We may contact you about your account(s) by:

- Phone
- Post
- Email
- SMS text message
- App
- Secure message in Online Services

Our branches and website may also display notices.

How we communicate with you depends on the type of account you have. For example, if you open an 'online' account, we'll normally contact you via email or digitally via our App or Online Services. The way we communicate with you also depends on why we are contacting you, the urgency of contacting you and the type of information we need to share with you. For example, if you've raised a complaint with us we wouldn't typically respond to you via SMS text message.

If we think that something is wrong, such as of suspected or actual fraud, unauthorised access or security threats, we'll contact you in the fastest and most secure way. This could be a text or a phone call to your registered telephone number.

We may ask you what your preferred method of communication is. If we do, we will try to use that method unless it is not appropriate to do so, we've already agreed to contact you in another way or we're not allowed to by law.

If you have any accessibility requirements (such as Braille or large print) please let us know. This may change the way we communicate with you.

We may introduce new ways of communicating with you in the future. We may also remove ways of communicating with you. All communications from us will be in English.

Tell us straight away if you change your name, address, telephone number or email address

We need to make sure your details are always up to date so that you can use your account and we can communicate with you. It will also help keep your account safe and secure. If we don't have these details, or we think they may be out of date, we'll ask you to update them.

If you change your details, we may need to see identity documents to prove some of the changes.

There's an official way to send notices

If you need to send us any formal documents, there is a correct way to 'serve' us with the paperwork. You can leave it addressed to the Secretary, at our Principal Office (see address on back cover) or send it by post to the Secretary at that office.

And here's what we do in the reverse situation

If we serve any notice or other document on you, we will send a letter or email to your last known address or contact you digitally via our App. You'll be taken to have received any notice or document sent to you by post 48 hours after we post it (not including weekends and Bank Holidays).

We give you all the information you need – and you can ask us for another copy or for help anytime

Before you apply for an account, we'll give you these Savings Terms, the At a Glance and Specific Terms for the account. Contact us anytime to request another copy of any of these documents.

If you have questions about your account, you can check the above documents, ask us at any branch, call us or look on our website: **www.thecoventry.co.uk**

There's technical help on our website, just visit
www.coventrybuildingsociety.co.uk/technical-help

Let us know if you're struggling

Please get in touch with us as soon as possible if you need help managing your account(s) or are struggling with your finances.

We're governed by English law

Your agreement with us is governed by English law.

Any disputes will be dealt with by the courts having legal authority over the part of the United Kingdom where you live. For example, England & Wales, Scotland or Northern Ireland.

We can't be responsible for unexpected events

Sometimes unexpected things happen which lead to us breaking some of these terms without meaning to.

We're not responsible for anything you lose because of things that happen that were out of our control and that we couldn't reasonably avoid.

Suspending an account

We may suspend your account if:

- We are told about a dispute relating to the money in the account (for example, between joint account holders or personal representatives).
- We are provided with a legal document, such as a Court Order, suggesting that the money in your account belongs to someone else.
- We reasonably suspect there may be fraudulent activity or other financial crime affecting the account.
- We have asked you to provide up to date information and you have refused to do so or have not responded by the date we asked, which means that we can't comply with our legal and regulatory duties.
- You seriously or repeatedly break the terms and conditions of your account.

Closing an account

Our agreement with you lasts until your account is closed

You can close your account at any time unless the Specific Terms state otherwise.

The Specific Terms for your account describe any notice periods, charges or loss of interest which apply if you close it.

However, you can close any account within 14 days of opening it without any problems. For ISAs, this period is called a cancellation period. For all other types of account, this is called a cooling-off period. If you decide to do this, call us on **0800 121 8899**, ask at any branch or write to us.

We have the right to close your account

Unless your account has a fixed term, we can close it and return your money.

If we do this, we'll normally give you at least 90 days notice. We'll always tell you why we are closing your account (unless we are not allowed to by law). If you have to give us more than 90 days notice to take money out, we'll give you the same amount of notice as you have to give us.

We may close your account (even if it's a fixed term account) straight away, without notice, and pay back all the money for any of these reasons:

- You've been abusive or threatening towards us or anyone acting for or on our behalf. This includes abuse or threats that are verbal, physical or written.
- You gave us incorrect information when applying to open the account or to use any service and, if we'd received accurate information we wouldn't have accepted your application to open the account.
- We become aware or have reasonable grounds to suspect that your account has been used, is being used, or will be used in connection with a serious crime.
- You seriously break the terms and conditions of your account.
- We need to end this agreement to comply with certain immigration or anti-money laundering legislation that means we are no longer able to provide you with an account.
- We reasonably believe that you have engaged in conduct in the course of providing goods or services to a third party that involves, or is likely to involve, the commission of an offence and services provided under this agreement have been used in connection with that conduct.
- Keeping your account open, or telling you before we close the account, may cause us to break or not follow any law, regulation, court order, code or other duty that applies to us. Or it would mean we could face action or censure by a regulator, government or law enforcement body in any jurisdiction.
- We are asked to by the Financial Conduct Authority, the Treasury, or the Secretary of State.

If we close your account, we'll write to you, email you or contact you through our App straight away (unless we're prevented by law) to let you know. The amount we pay you back depends on any money you may owe us as a charge. We won't return any money that has been received as a result of fraud.

We may close your account if there's no money in it

If there's no money in your account and you haven't made any transactions for two years or more, we may write to tell you that we'll close the account.

If your Specific Terms allow additional deposits and you pay money in within 90 days of the date on our letter, email or digital correspondence via our App, we won't close the account.

We may close your account if it's dormant

If you haven't used your Savings Account or Payment Account for 15 years and we haven't heard from you in that time, your account will be classed as 'dormant'. If your account is classed as 'dormant' it may be closed following reasonable attempts to trace you.

If we close your account as a result of it being 'dormant', you can ask us to re-open it. We will open a new account for you, unless we have a good reason not to. This includes if the type of account isn't available anymore or we can't satisfy our Anti-Money Laundering (AML) requirements. If the type of account isn't available anymore, we'll talk to you about suitable alternatives. We'll return your money. It'll be the amount in your account when it was closed, plus any interest you would have earned if the account had been open.

If we close your account, we return your money and this agreement ends

If we close your account and it had money in it, we'll return the money to you in an appropriate way.

For example, to your Named Bank Account or by cheque.

When we've sent the money, unless you have another account with us, you'll have no rights in and won't be a member of Coventry Building Society.

If we close an account with a balance of zero or less, any right, interest or membership ends when our notice about closing the account expires.

When a sole account holder dies...

If you're looking after an account for someone who's died, get in touch and we'll explain what to do.

When a sole account holder dies, most payments in and out are restricted until the account is closed. Any normal restrictions on taking money out don't apply to closing the account.

How we use your information

Our Privacy Notice describes how we collect your information, how we use it and why

We change the policy occasionally to keep it up to date.

To view our current Privacy Notice, go to our website **www.coventrybuildingsociety.co.uk/privacy** or ask us.

What to do if things go wrong

If you're not happy with our service, please let us know

We sort out most problems very quickly. We aim to resolve any concerns quickly and fairly.

This procedure is explained in our leaflet 'What to do if you have a complaint'. You can pick up the leaflet from any branch, call us or find this information on our website.

You can take your complaint to the Ombudsman

If you're still not satisfied when we let you know we've finished trying to resolve your complaint, you can refer it to the Financial Ombudsman Service for investigation.

For more information about the service, visit their website: **www.financial-ombudsman.org.uk**

Your savings are protected

Your eligible deposits held by Coventry Building Society are protected up to a limit set by the Financial Services Compensation Scheme (FSCS), the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered.

For information on the current FSCS limit visit our website or **www.fscs.org.uk**

For more information on the scheme visit **www.fscs.org.uk**

6. Words and phrases

'Agency'
An agency is not owned by Coventry Building Society. It is an independent business where a third party, the agency owner, opens accounts and carries out simple transactions on our behalf.

'AISP'
An Account Information Service Provider is a separate business that offers ways to view and/or manage your Payment Account. You can check if an AISP is genuine online on the FCA register.

'App'
The Coventry Building Society's application designed to run on a mobile device providing access to App-based services.

'Business Banking Day'
Means Monday to Friday, not including public holidays.

'Direct Debit'
A way of transferring money between accounts after a request from the bank or building society of the person or organisation receiving the payment. These are managed in line with the UK Direct Debit Scheme: **www.directdebit.co.uk**

'Internal transfer'
Moving money between Coventry Building Society accounts.

'Named Bank Account'
An account you choose to send money to and/or interest payments. It must be in your name and with us or another UK bank or building society. Sometimes we call this a nominated bank account.

'Online Password'
An individual security password to obtain access to Online Services and the App.

'Online Services'
The section of our website where you can log in and access web-based services. You can manage your account using a computer, mobile, tablet or other device.

'Passbook'
The small booklet we provide for some accounts at our discretion. We use it to identify you and we update it as a record of payments in and out of your account.

'Payment Account'
An account designed to be used mainly for day-to-day banking, such as paying bills. If your account is a Payment Account, it will say so in the Specific Terms. All our other accounts are **'Savings Accounts'.** This difference is important because some of these Savings Terms only apply to Payment Accounts and some only apply to Savings Accounts.

‘PISP’
A Payment Initiation Service Provider is a separate business you can allow to make withdrawals directly from your Payment Account. You can check if a PISP is genuine online on the FCA register.

‘Principal Office’
Our office at Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.

‘Savings Account’
An account to be used to receive savings deposits, in return for interest. Savings Accounts differ to Payment Accounts and shouldn’t be used for day-to-day payment transactions to third parties. We used to call our Savings Accounts ‘Non-Payment Accounts’ and you might still see them called this in Specific Terms and other documents.

‘Savings Terms’
These Saving Accounts Terms and Conditions. We used to call them General Investment Terms and Conditions and you may still see them called this in some of our documents.

‘Security Details’
Security devices or details including Passwords, PIN(s), Telephone Grid Card, Usernames, Passbook, or your voice, fingerprint or face (sometimes called ‘biometrics’). Not all accounts have each of these. We can stop using any Security Details and/or introduce new ones at any time.

‘Specific Terms’
Terms and conditions which apply to the specific account you open with us, in addition to these Saving Accounts Terms and Conditions.

‘Standing order’
A way of regularly transferring the same amount of money between accounts under an instruction you give your bank or building society.

‘Telephone Grid Card’
A small card we may give you showing a grid of numbers. We may ask you for some of these numbers when you use Telephone Services. We will not be providing new Telephone Grid Cards – alternative Security Details will be required to access Telephone Services.

‘Telephone Password’
An individual security password to obtain access to Telephone Services. We will not be providing new Telephone Passwords – alternative Security Details will be required to access Telephone Services.

‘Telephone Services’
Services available to manage your account by telephone.

‘Username’
Your individual identification used to access our Online Services and the App.

‘You’ and ‘your’
Means the account holder(s).

‘we’, ‘us’ and ‘our’
Means Coventry Building Society.

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).

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 (April 2026).

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.





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

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