

Welcome to your First Home Saver

COVENTRY Building Society

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Buying your first home is one of those milestone moments in life. And saving up the deposit means you're already half way there.

Whether you're hoping to step onto the property ladder in the next few years, or you're helping a family member towards their dream of owning a home, a First Home Saver is there to let you build up that all-important deposit.

At Coventry Building Society, we've been helping savers and borrowers since 1884, so not only do we know a thing or two about buying a home, but you know your money's in good hands.

You can put aside up to £1,000 a month and earn interest on it. You might want to use the account alongside another type of savings account – like a Lifetime ISA – or on its own. We'll even give you a £500 celebratory bonus if you or a member of your family, are a first time buyer and take out a residential mortgage with us, after using the account for at least six months and it has been 5 years or less since the account was opened.

You can access your savings if you really need to by giving us 60 days' notice or by paying a charge equal to 60 days' interest on the amount you've withdrawn.

We'll pay your interest once a year, on the anniversary of the date you opened the account. The interest rate's variable – so it can go up or down – but you can find the current rate by looking at the savings page on our website, in Online Services, in our app, or ask us.

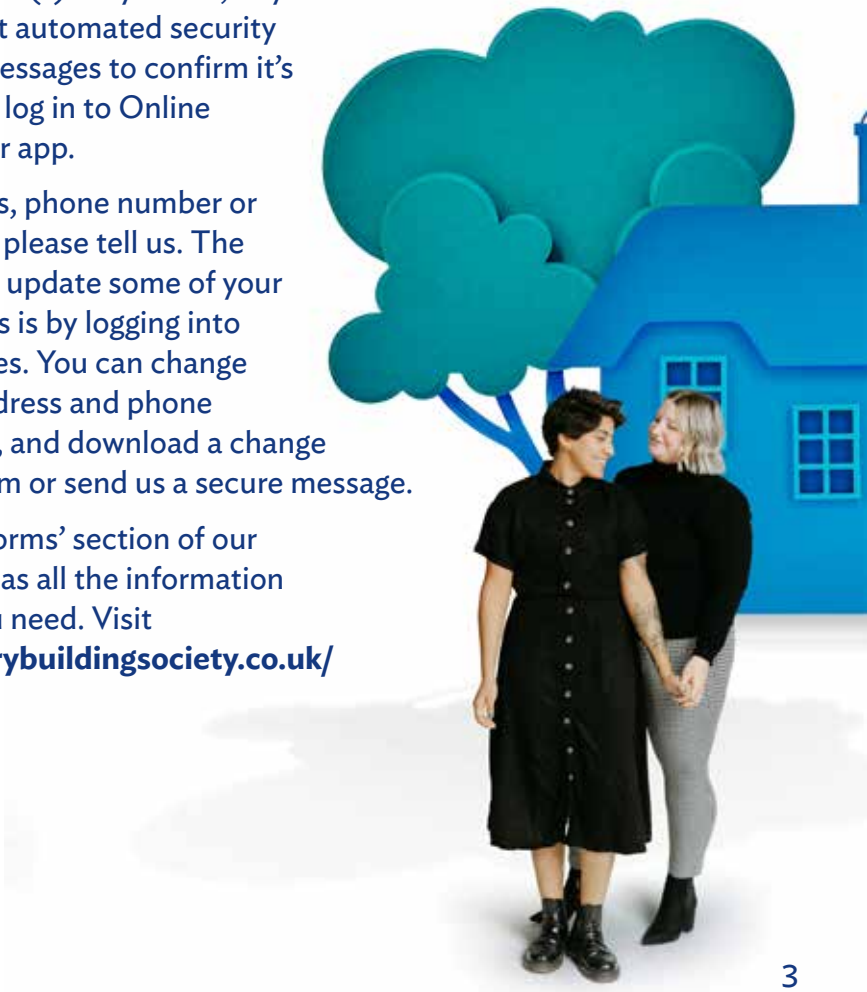
Let's keep in touch

You're always welcome to contact us if you've any questions about your account. We'd also like to make sure we can touch base with you sometimes. It might be to do with your First Home Saver, or we might just be keen to share our news, or something else we think you might be interested in. If you've already opted in to being sent marketing information from us, you'll have had our updates by email. But if you haven't done so, please let us have an email address that we can use to stay in touch.

You'll need to make sure we've got up-to-date contact number(s) for you too, as you'll sometimes get automated security calls or text messages to confirm it's you when you log in to Online Services or our app.

If your address, phone number or email change, please tell us. The easiest way to update some of your contact details is by logging into Online Services. You can change your email address and phone number there, and download a change of address form or send us a secure message.

The 'Useful Forms' section of our website also has all the information and forms you need. Visit **www.coventrybuildingsociety.co.uk/useful-forms**



Ways to contact us

Online at **thecoventry.co.uk**

Write to us at Oakfield House, PO Box 600,
Binley Business Park, Coventry CV3 9YR

Call us on **0800 121 8899**

Email us at **support@thecoventry.co.uk**

Remember

If you haven't already registered for Online Services, go to our website and register now. It's easy to use and a quick way to keep an eye on your account.

Our app is also available to download from the Google Play Store or App Store; just search for 'Coventry Building Society' and follow the steps in the app to register.





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

Paying money in

There are plenty of ways to pay money in, up to a limit of £1,000 per calendar month.

Setting up a transfer from another organisation might be the quickest and easiest way to do it.

The details you'll need:

Sort code: **40-63-01**

Account number: **Sometimes you might find we use 9 digits to display your account number. If so, just leave off the first digit.**

When making an online payment you will get a notification confirming that the payment details you have provided match an existing account. Be sure to check the payment details carefully, so that your money goes to the right account.

If you want to set up a transfer from another Coventry Building Society account, using Online Services or our app is the fastest way to go. But if you'd rather arrange it over the phone, just call us on **0800 121 8899**. Otherwise, come into a branch and we can do it there.

You can also pay in cash or cheques at a branch. Otherwise, post cheques to us at: **FREEPOST CBS CUSTOMER SERVICES**.
You don't need a stamp.

Cheques should be payable to you. You'll need to write the account number of your First Home Saver on the back of the cheque.

It's all about the timing

When you – or other people – pay money in, it'll need to arrive by the end of the calendar month to be included in that month's £1,000 allowance. If you open your account part-way through a month, you may still deposit up to £1,000 until the end of that month. Likewise, if your account term ends part-way through a month, you may still deposit up to £1,000 in that final calendar month, up until your account term ends.

Any money that arrives too late will be counted as part of the next month's saving allowance. And any payment that takes you over the monthly £1,000 limit will be sent back to you.

That's why, if you've set up a regular transfer, it's worth making sure the money always arrives at least four days before the calendar month ends. That way, we can allow for delays due to weekends or bank holidays.

Taking money out

Because your First Home Saver is there to help you build up a deposit to buy your first home, it's not really meant for dipping into. That said, if you do need to access your savings, you can.

You can do this by giving us 60 days' notice or by paying a charge equal to 60 days' interest on the amount you've withdrawn. Notice can be given in branch, by phone, by post or by logging into Online Services or our app. Continuous notice is not permitted.

The only way of taking money out is by arranging a transfer to a Named Bank Account (which you can contact us to set up or change any time you like) or another Coventry Building Society account. You can't withdraw by cash or cheque, or in a branch.

The easiest way to set up a transfer is by logging in to Online Services or our app. Otherwise, you're welcome to give us a call, making sure you've got your account details handy.

Whichever way you do it, be careful to double-check all the account details you give us. If any of them are wrong, the money might not reach the right place, and we might not be able to get it back.

Buying a home

We look forward to the day when the deposit you've saved in your First Home Saver is exchanged for that first set of keys.

At Coventry Building Society we value our members. As a thank you for saving with us, we'll give you a £500 celebratory bonus if you take out a residential mortgage and complete with us after having your account for at least six months, as long as it has been 5 years or less since the account was opened. It doesn't matter whether the account holder is the home buyer or another person helping them to save towards their deposit.

Visit our website to take a look at the products we're offering at the moment.

In the meantime, there's plenty you can read up on about the home-buying process. Try these online sites:

https://www.moneyhelper.org.uk (a free and impartial service set up by the Government)

https://www.citizensadvice.org.uk/housing/moving-and-improving-your-home/ (Citizens Advice).

What happens after 36 months?

On the anniversary of your account opening, we'll move your savings into an easy access account. This account will have a lower, variable interest rate, and lets you take out your money as often as you like without any charges. Your account number will stay the same.

We'll write to you closer to the time to tell you what your new rate will be.

If you aren't happy with your new easy access account, you have the option to close it if you like.

Accessing your account – your Security Details

You'll need Online Security Details to operate your account online or in our app and we'll ask you for some account details to operate your account over the phone.

You can check any other accounts you hold with us online or in our app if you have up-to-date Online Security Details. If you don't, have a look on our website. You'll find all the information you need to set up new Security Details in the Online Services help section. If you aren't able to access our website, just give us a call.



Checking your account

We'll send you a statement within a month of any money leaving your account. Don't worry though - we know how annoying it is to get piles of unnecessary letters through the post, so we won't send you more than one statement a month.

At Coventry Building Society, we aim to do the best for our people and our environment. If you use Online Services you can help us towards our goal by opting for paperless statements.

To check your balance or rate, you can log into Online Services or our app. You can also call us on **0800 121 8899**, or visit a branch.

What about tax?

We pay your interest gross (i.e. before tax). It's down to you to pay any tax you owe on your savings interest.

If you're a basic rate taxpayer, you can earn up to £1,000 interest in total on your non-ISA accounts before you have to pay tax on it. For higher rate taxpayers, the limit is £500. Once you go over your limit, you'll need to tell HMRC.

For more information, go to **www.gov.uk** and search for 'personal savings allowance'.

If you change your mind

We hope you're happy with your First Home Saver. But if for some reason you change your mind, you have a 14-day cooling-off period after you open your account where you can close your account without notice, charge or loss of interest.

Day 1 starts on the day after you open your account. For example, if you open your account on the 1st of the month, your cooling-off period will finish at the end of the 15th day of that month.

To do this, come and see us in a branch, call us or write to us.

After this, you can still close the account before the 36 month term is up, using Online Services, or by contacting us by phone. However, there'll either be a charge equivalent to 60 days' interest on your balance, or you must give us 60 days' notice to close charge free.

If you're not happy with our service

Please tell us. We pride ourselves in dealing with problems quickly, thoroughly and fairly – and our members' interests are at the heart of everything we do. If you're still not satisfied once we've finished our complaints procedure, you can take your complaint to the Financial Ombudsman Service. Visit **financial-ombudsman.org.uk**



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 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 our First Home Saver and our Saving Accounts Terms and Conditions.

For more information, visit our website **thecoventry.co.uk**, call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

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