



THE
FAMILY
BUILDING
SOCIETY

FIXED RATE CASH ISA

GLOSSARY OF TERMS

The aim of this glossary is to provide you with a clearer understanding of the language used within our savings literature.

For more information on terms please refer to our A to Z jargon buster at familybuildingsociety.co.uk/savings-jargon-buster



Additional Permitted Subscription – This allows you to inherit ISA savings from your spouse or civil partner when they pass away, keeping the savings in a tax-free status. This allowance would be in addition to your individual annual ISA subscription allowance. Please refer to our website at familybuildingsociety.co.uk/savings-faqs for more information.

Annual Equivalent Rate (AER) – This is used to show you what you would earn in interest from your savings over a year as a percentage. The AER always assumes any interest earned from your savings is compounded.

Annual interest – This is when interest on your savings is paid yearly.

Beneficial owner – This is the person who ultimately owns or controls the savings account.

Cash Individual Savings Account (Cash ISA) – A tax-free savings account of that allows you to save money without paying Income Tax on your savings. There are four different types of ISA. At Family Building Society we only offer Cash ISAs.

Compound interest – This is interest that is applied to interest previously added to your savings. Interest that is applied to interest previously added to your savings. For example, if you put £1,000 in your savings account at an annual interest rate of 4.0% AER, you would earn £40.00 after one year. In the second year, you would then earn interest on £1,040, earning £41.60 (4.0% AER of £1,040.00), taking your total to £1,081.60.

Deposit – This is any payment into your savings account. Please refer to your savings account's Summary Box flyer and within this Product Features leaflet for more information on how to make payments into your accounts.

Early Access Charge – This is a charge that is sometimes applied if you need earlier access to your money than permitted within the terms and conditions of certain savings accounts.

Fixed interest rate – When the interest rate for a savings account stays the same for a set period of time.

Fixed rate term – The amount of time your interest rate stays the same for i.e. 1 year.

Initial deposit – This is the first payment made into your savings account. Additional deposit rules vary depending on the savings account you hold with us. Please refer to your savings account's Summary Box flyer and within this Product Features leaflet for more information.

Interest rate – This is how much you will earn on your savings account as a percentage amount.

ISA Allowance / ISA Subscription Limit – The limit on how much money can be put into an ISA in any tax year, without having to pay any tax on your earnings. For more information on current ISA allowances please refer to gov.uk/individual-savings-accounts

Market Tracker Cash ISA – A Family Building Society savings account that your Fixed Rate Cash ISA reverts to on maturity. For more information refer to our website at familybuildingsociety.co.uk/tracker

Maturity – When your Fixed Rate Cash ISA term ends, your money ‘matures’ and you get access to it. On the maturity date your Cash ISA becomes available for re-investment or withdrawal. The date of maturity is shown on your Savings Account Certificate.

Nominated bank account – This is the current account that you link to your savings account with us. All nominated accounts must be UK accounts, named in sterling (£) and must be in your name (if the account is a joint account the nominated bank account may be in the name of either account holder).

Online Service – Our easy to use online banking system allows you to view and manage most of your savings accounts anytime and anywhere. You can also send and receive secure messages, update your personal details, and apply for many of our savings accounts without a paper application form. To find out more or to register, please visit familybuildingsociety.co.uk/new-online

Power of Attorney – A legal document which lets you give permission to one or more people (known as ‘attorneys’) to help you make decisions or make them on your behalf.

Savings Account Certificate – This is sent to you after you have opened your savings account with us. It contains your account information and is confirmation of your initial deposit.

Summary Box flyer – This is a summary of the key features of your savings account. This is included within the product pack along with a Product Features leaflet and the General Conditions for our Savings Accounts booklet.


Tax-free savings account – A type of savings account that lets you earn interest on your savings without paying tax on the interest that you earn.

Tax year – The period over which taxes and benefits are calculated. The year used by the Government for calculating personal taxes is April 6 to April 5. Other organisations, such as companies, may use different periods for their tax year.


Tiered interest rate – This means that interest rate will depend on the amount of funds held in the savings account. Normally, the higher the balance, the higher the interest rate.

Withdrawal – When you remove money from your savings account. For fixed term accounts, withdrawals are only allowed on the account’s maturity date (or the next working day, if maturity falls on a weekend or Bank Holiday). Please refer to your savings account’s Summary Box flyer and within this Product Features leaflet for more information on how to make withdrawals from your account.


HOW TO CONTACT US

 New Business Team: 03330 140141;

 familybuildingsociety.co.uk;

 Ebbisham House, 30 Church Street,
Epsom, Surrey KT17 4NL

Once your account is opened, if you need to contact us:

 03330 140144;

 savings.service@familybsoc.co.uk

IN THIS PRODUCT FEATURES LEAFLET WE'VE SET OUT THE FEATURES AND BENEFITS OF OUR FIXED RATE CASH ISA, SO THAT YOU CAN DECIDE WHETHER OR NOT THE ACCOUNT IS SUITABLE FOR YOU.



This account would be right for you if you'd like:

- To save a lump sum and won't need access to your savings for fixed amount of time
- Tax-free interest earned from the day we receive your investment
- A fixed interest rate.



This account wouldn't be right for you if you'd like:

- A flexible ISA
- A variable interest rate
- A monthly interest option
- To add to your savings regularly.

IN SUMMARY



The Fixed Rate Cash Individual Savings Account (ISA) is a Cash ISA which gives you the certainty of a fixed interest rate over a set amount of time.

This product is not a flexible ISA.

Other key features:

- You may be able to apply either online, by post, or at our Epsom branch. The way you can apply is dependent upon each specific issue
- Save up to £250,000
- Save up to your annual ISA allowance whilst the issue is available
- Interest paid annually on 30 September and added to the account

- Additions are allowed for 15 calendar days after account opening
- Add to your savings by debit card, by transfer from your bank account, by cheque, by transfer from another account with us or by cash
- Transfers from Cash ISAs are accepted where a transfer form accompanies the account application form
- Please note, transfers from Stocks & Shares ISAs are not permitted
- No withdrawals prior to maturity of the fixed rate term
- Transfer to another ISA provider or closure allowed, subject to Early Access Charges applying.

FIXED RATE CASH ISA – HOW IT WORKS

If you don't mind locking your money away, then the Fixed Rate Cash ISA will help you make the most of your annual savings allowance by earning tax-free interest.

The Fixed Rate Cash ISA offers you the certainty of a fixed interest rate along with the security of your capital.

As long as you're aged 18 or over and a UK resident, you can start saving up to the annual statutory limit (see accompanying Summary Box flyer for full details) in a Fixed Rate Cash ISA. That's all tax-free saving.

Transfers in from previous years' ISA subscriptions are accepted and additions are allowed for 15 calendar days after the account opening.

Please note: this product is not a flexible ISA.

Transfers in of flexible ISAs are allowed, however you'll lose the flexibility of being able to replace withdrawn funds. We only allow full transfers in for current tax year subscriptions. We do not allow partial transfers of current tax year subscriptions. Partial transfers in of previous years' subscriptions are allowed.

Withdrawals aren't available during the fixed rate term. Both transfers out to another ISA provider and closure of the account will incur Early Access Charges.

The term and minimum amount you can invest may vary according to the issue. Check our website for more details.

The rate of interest you earn won't be taxed throughout the lifetime of the Fixed Rate Cash ISA. Interest is paid annually on 30 September.

Before completing the application form, please read this leaflet carefully, together with the accompanying Summary Box flyer and General Conditions for our Savings Accounts which are separate enclosures. Please get in touch if you have any questions.

The Financial Conduct Authority is a financial services regulator. It requires us, Family Building Society, to give you this important information to help you to decide whether our Fixed Rate Cash ISA is right for you. You should read this leaflet carefully so that you understand the key product features for this account, and then keep it safe for future reference.

For details of all our Cash ISAs and other savings accounts please call our New Business Team on **03330 140141** or visit familybuildingsociety.co.uk/savings

APPLYING FOR AN ACCOUNT



You may be able to apply for a Fixed Rate Cash ISA either online, by post, or at our Epsom Branch. The way you can apply is dependent on the specific issue available. Please check the Summary Box flyer for application details. The minimum opening transaction amount is £1,000.

An account must be opened in your own name only (it can't be held jointly). The deposits made into your Cash ISA must be, and have to stay, within your beneficial ownership as the investor.

Who can open this account?

You can only open an account in your own name and you must be:

- aged 18 or over;
- resident in the United Kingdom;
- saving on your own behalf.

What do you need to do?

Your Fixed Rate Cash ISA will be opened when we receive your:

- fully completed Fixed Rate Cash ISA application form;
- opening investment of up to the annual statutory limit for the current tax year (see accompanying Summary Box flyer for full details), plus any transfer of existing Cash ISAs;
- evidence of identity (if required);
- details of the bank account where you would like interest and maturity funds to be sent.

You can open an account by debit card (online only), by transfer from your bank account, by cheque, by transfer from another ISA provider, by transfer from another savings account with us (subject to normal withdrawal terms of the paying account) or by cash (Epsom branch only).

If you are opening your account by cheque please make it payable to "Family Building Society", followed by your name.

Unless you're an existing customer, we will require at least one cheque to be drawn against your own personal bank account to allow the new account to be opened. If you are unable to provide a personal cheque and your funds are to be drawn from another bank or building society account, please contact our New Business Team to discuss the circumstances before you apply.

Power of Attorney

Power of Attorney applications can be downloaded from our website by visiting familybuildingsociety.co.uk/savings-forms.

It can also be requested over the phone and sent to you by post, or obtained from our Epsom branch.

The opening deposit can be made by cheque or by transfer from another savings account with us (subject to normal withdrawal terms of the paying account). Once the account is opened, Attorneys can register for our Online Service and operate the account online, by phone, by post or at our Epsom branch.

Closure funds will only be sent to the account holder's bank account. Instructions for the account can be given online, over the phone, by post or at our Epsom branch.

Please contact the Family Service Team on **03330 140144** for more details.

Transfers

We accept transfers in of existing Cash ISA subscriptions, including flexible ISAs (current or previous year). To do this you'll need to complete the Cash ISA application form and return it to us with a completed Cash ISA transfer form (please refer to 'Transfer from existing ISAs' later in this leaflet).

We only allow full transfers in for current tax year subscriptions. You can transfer part or all of a previous tax year Cash ISA subscription. Please note that if you transfer your flexible ISA funds from another ISA provider to us, you'll lose the flexibility of being able to replace withdrawn funds, as this isn't a flexible ISA.

Transfers in of inherited ISA funds are allowed in the same way as previous years' subscriptions, although inherited ISA funds are limited to the balance as at the date of death of the deceased spouse or civil partner.

Transfers in of existing Stocks & Shares ISAs aren't accepted.

Account records

When your Fixed Rate Cash ISA has been opened, we'll send you a Savings Account Certificate as confirmation of your initial deposit.

The Certificate should be kept in a safe place, along with this leaflet and the General Conditions for our Savings Accounts booklet, as your record of your account. We'll issue a statement each October covering the previous 12 months that shows receipts, interest earned and the latest balance.

In order for you to be kept up to date with information, we ask that you let us know as soon as possible of any changes to your name, address, phone number or email address. We'll notify you if, for any reason under the regulations, your ISA has or will become void.

IDENTIFICATION REQUIREMENTS



We are required by law to verify the name and address of all new members.

New members

To check your identity we will carry out searches on you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If we are unable to verify your identity by this method we will be unable to open your account until we receive further identification. In this instance we will advise you of the additional documentation required.

Existing members

If you are opening a new account via our Online Service, we'll check your identity again using a search about you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If you are applying for an account by post or in person at our Epsom branch, you will not need to provide further evidence of your identity if you already have an open savings or mortgage account with us, your signature matches our records, and your name and address haven't changed.

ADDING TO YOUR SAVINGS



Additions are allowed for 15 calendar days after the account is opened. After this period no further additions are allowed.

You may save up to the annual statutory limit into the Fixed Rate Cash ISA during the current tax year (see accompanying Summary Box flyer for full details).

By debit card

To add to your account using your debit card, you will need to register for our Online Service. You can't use your debit card to add money to your account over the phone. If you open your account online, registration is part of the account opening process and you can add by debit card straight away.

If you are not already a user of our Online Service, you can register via our website once you have received your Certificate, by visiting familybuildingsociety.co.uk/new-online.

After you have registered, we will send you a verification code. For security reasons this is sent by email or by post, and you will need this code for your first login.

Please note that the debit card you use to deposit money into your Fixed Rate Cash ISA must be registered to the residential address we hold for you.

By transfer from your bank account

To send additional savings directly from your bank or building society account, the banking details you will need are below. You can find more information about how to

make a payment into your account and the Confirmation of Payee service by visiting familybuildingsociety.co.uk/bank-details-and-cop

- Payee: Account holder's full name
- Payee's bank sort code: 40-02-50
- Payee's bank account number: 21397400
- Payee's reference: Your 10 digit Fixed Rate Cash ISA account number
- Payee's account type: Personal.

By cheque

You can send us a cheque for your additional savings through the post. Cheques should be made payable to "Family Building Society" followed by your account number.

By transfer from another account with us

If you have another savings account with us you may transfer some or all of your savings to the Fixed Rate Cash ISA (subject to normal withdrawal terms of the paying account).

By cash

Cash deposits for your account can be paid in person at our Epsom branch (up to £2,000 per person per day). If you have more than one savings account with us, this amount may be split across them all, subject to additions being accepted, but cannot exceed this limit in total.

Availability of funds paid in

Please check Section 9 of the General Conditions for our Savings Accounts booklet for more information about when money paid in becomes available for withdrawal or transfer.

TAKING MONEY OUT



Withdrawals from the account aren't permitted prior to the maturity of the fixed rate term.

Please check our website at familybuildingsociety.co.uk/savings-faqs for more information on making withdrawals and when you will receive your funds.

Closure by cash or cheque is not available.

Early withdrawal and closure

Withdrawals aren't permitted during the fixed rate term before maturity (see 'Maturity'), however, the account can be closed before maturity subject to the below Early Access Charge applying. This charge varies depending on the original term you choose and the term remaining at the point of closure. The charge reduces as the product term approaches maturity (as shown in the table below) and is calculated using the closing balance and the interest rate which applies at the time of closure.

Original term	1 year	2 years	3 years	4 years	5 years
Closure during	Year 1	99 days	225 days	270 days	320 days
	Year 2		180 days	225 days	270 days
	Year 3			180 days	225 days
	Year 4				180 days
	Year 5				

For example, if you initially choose a two year fixed term which you then close during the second year the charge is 180 days, at the interest rate applying at that point.

You can close your account using our Online Service, by phone, by post or at our Epsom branch. Occasionally we may make further phone enquiries to confirm the instructions first.

Please note: If the Early Access Charge is greater than the interest earned at the point of closure, some of the capital invested could be lost.

By transfer to your bank account

Closure funds will be paid by transfer to your bank account. Your payment will reach the other bank or building society no later than the end of the next working day.

If the cheque used to open your Fixed Rate Cash ISA isn't drawn against the account nominated on your application form, then please send us an original statement for the nominated account, issued within the last three months and showing your full name.

By transfer to another account with us

You can transfer money from your Fixed Rate Cash ISA to another account with us via our Online Service, by calling our Family Service Team or visiting our Epsom branch.

INTEREST



The Fixed Rate Cash ISA pays a fixed rate of interest for the term chosen when the account is opened. The interest earned, which is paid annually on 30 September, is always added to the account. Please note: interest will not be added to your account on the fixed rate end date itself unless you decide to transfer your Cash ISA into another cash ISA account. Automatic reversion on the fixed rate end date to our Market Tracker Cash ISA account terms is not an account closure. See 'Maturity' section for more details.

ISA OPTIONS AND ALLOWANCES



There are rules on how much you can invest in an ISA in each tax year (6 April to the following 5 April) as well as on which type you can invest in.

An ISA currently permits up to the annual statutory limit (see accompanying Summary Box flyer for full details) to be invested and split between stocks and shares, cash or innovative finance savings in any proportion you choose. You must be aged 18 or over to invest in a Cash ISA.

The Fixed Rate Cash ISA allows you to invest up to your annual limit in cash but does not accept any other type of investment.

The Government may change these ISA rules in the future. An ISA cannot be used for security of a loan.

You may subscribe to more than one ISA of the same type in a single tax year. All payments made must remain within the annual ISA subscription limit.

This means that you may subscribe to a Cash ISA with us and a Cash ISA with another provider within the same tax year, as long as the total amount invested in both ISAs does not exceed the annual ISA allowance for that year.

However, you will not be able to open / subscribe to more than one Cash ISA with us in the same tax year.

If you have any questions, please call us.

SUBSCRIPTION LIMITS, DEADLINES AND TRANSFERS



You must ensure that your total subscriptions to ISAs across all ISA providers for each tax year are no more than the annual statutory limit (see accompanying Summary Box flyer for full details).

All new current year's subscriptions and transfers of current or previous years' subscriptions must be made within 15 calendar days of account

opening. For accounts opened with a transfer from another provider, this 15 calendar days starts from the date we receive your application form and accompanying transfer request. After the 15 calendar days have passed you can't make any further subscriptions into your Fixed Rate Cash ISA, regardless of any amount you may have withdrawn. Transfer of your existing ISAs for previous tax years between providers doesn't affect your annual subscription limit for the current tax year. Subject to the terms of the existing account, you can transfer part or all of a previous tax year Cash ISA subscription and/or all of the current tax year Cash ISA subscription provided the transfer is completed within the 15 day window.

If you have inherited ISA savings from your spouse or civil partner you are entitled to an additional tax-free ISA allowance to the value you have inherited, known as an 'additional permitted subscription' or 'APS allowance'. To find out more, or to open an account with inherited ISA savings, please visit the FAQs on our website, familybuildingsociety.co.uk/savings-faqs

TRANSFER FROM EXISTING ISAS



Subject to the terms of the existing account, you can transfer part or all of the previous tax year Cash ISA savings into the Fixed Rate Cash ISA.

For the current tax year, we only allow full transfers into the Fixed Rate Cash ISA, partial transfers are not allowed.

Transfers from flexible and non-flexible Cash ISAs are accepted where a transfer form accompanies the account application form.

Any further transfer requests made after the application form is sent will not be accepted.

Please note that if you transfer your flexible ISA funds from another provider to us you'll lose the flexibility of being able to replace withdrawn funds, as this isn't a flexible ISA.

Please contact us and we'll provide you with the appropriate transfer form. Your current ISA provider will make the transfer, in accordance with their terms and conditions, which may take up to 15 business days in addition to any notice period that may be required on the account and they may make a charge for the transfer. The Fixed Rate Cash ISA is a limited edition account and may be withdrawn at any time. This means that transfer of ISAs which require expiry of a notice or are awaiting maturity may not be accepted.

Provided we've received your correctly completed application form and have been able to verify your identity to our satisfaction, you will begin to earn interest on the ISA savings transferred to your new account with us from the date on the cheque sent to us by your current provider or, if the transfer is delayed, 16 business days after we receive your transfer request. Where a period of notice is required, under the terms of the ISA being transferred, the delayed transfer period of 16 business days will be extended accordingly.

A transfer form can be obtained by contacting our Family Service Team or, alternatively, you can print this from our website, familybuildingsociety.co.uk/savings

Please note, transfers from Stocks & Shares ISAs are not permitted.

TRANSFER TO OTHER ISAS



Transfer of the full closure balance to another ISA provider is allowed subject to the Early Access Charges applying. You will need to contact your new ISA provider in order to start the transfer process. Please note that partial transfers to other ISA providers are not permitted from this account.

If your funds are transferred to a new provider, the new ISA provider will pay the funds in as at the date on our cheque so you will not lose out on any interest. The ISA will not lose its ISA status.

Any Cash ISA transfer to or from our Society

will be processed by cheque. The Society is not a participant in the electronic transfer of ISA funds scheme.

MATURITY



The funds in your Fixed Rate Cash ISA become available for re-investment or withdrawal without charge on the maturity date shown on your Certificate (or the next working day, if maturity falls on a weekend or Bank Holiday), when the terms of your account will revert to those of our variable rate immediate access Market Tracker Cash ISA, which requires no notice or Early Access Charge for withdrawals.

To help you ensure that your savings are always working hard for you we'll write to you no later than 15 calendar days before maturity with details of the alternative Cash ISA products available for the re-investment of your Fixed Rate Cash ISA.

If you plan to be away from home for an extended period around the maturity date of your Fixed Rate Cash ISA, we'll be happy to accept instructions for re-investment or withdrawal in advance but in these circumstances we may not be able to guarantee the availability of particular products at the maturity date of your Fixed Rate Cash ISA.

DELEGATING OUR RESPONSIBILITIES



If we delegate any of our functions or responsibilities to another account manager or third party acting as our agent, we will satisfy ourselves that the person or organisation we delegate to will be competent to carry out those functions and responsibilities.

STAKEHOLDER ACCOUNTS



In addition to setting out regulations that govern Individual Savings Accounts in general, the Government also sets out further requirements which an ISA must meet in order to be classed

as a Stakeholder product. Our ISAs are not Stakeholder products.

DEATH OF AN ACCOUNT HOLDER



In the event of the account holder's death, under current regulations the account retains its tax-free status for up to three years to allow time for administration of the estate to be completed. Should the account remain open after three years, to remove the tax-free status we will close the account and transfer the money to a suitable alternative in the name of the deceased.

When you die your spouse or civil partner can inherit your ISA savings and retain the tax-free status. The tax-free amount inherited is the value of your ISA(s) on the day you die and this amount is used by your spouse or civil partner as an 'Additional Permitted Subscription' to an ISA. Your spouse or civil partner's own individual ISA allowance will be unaffected.

ACCOUNT TERMS



We reserve the right to withdraw this account or to change the basis of calculation of the interest rate available for new accounts at any time and without prior notice. The full terms of this account comprise the details set out in this leaflet and in the separate General Conditions for our Savings Accounts booklet.

TREATING CUSTOMERS FAIRLY



We are committed to treating our members fairly, and it's central to everything we do. As part of our commitment to treating you fairly we will provide information on our products and processes that is clear and easy to understand. If you have a query or need our help and support, we will respond to your needs and treat them sensitively and flexibly. If you have any questions, or need any help with applying for a product or managing your account, please contact us using the information at the end of this leaflet.

COMPLAINTS



We always try to provide a first-class service. Occasionally however, things can go wrong. If they do, we'll try to put them right.

If you have a complaint you should contact us and we will endeavour to resolve the matter quickly and satisfactorily. In the first instance contact should be made by phone or in writing to our Family Service Team at our Principal Office. A leaflet detailing how we deal with complaints is available on request from our Family Service Team, our Epsom branch or our website familybuildingsociety.co.uk/complaints

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service. The service was set up by Parliament and is free for customers to use. They will look at the facts of what's happened in a dispute between customers and financial firms.

They may decide that a firm has dealt with a complaint fairly and will explain why to the customer or they may decide that the firm has done something wrong and they will then tell the firm to put things right. A copy of the explanatory leaflet published by the Financial Ombudsman Service is available on request or further information is available on their website financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME



Eligible deposits with the Society are protected by the Financial Services Compensation Scheme (FSCS).

This savings product is covered by the FSCS.

If you need this document in an alternative format please call our New Business Team on **03330 140141**.

To find out more, please contact our New Business Team:



familybuildingsociety.co.uk



03330 140141



newbusiness@familybsoc.co.uk

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Family Building Society is a trading name of National Counties Building Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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