RCi Bank

Fixed Term Cash ISA Account Terms and Conditions of our relationship

Effective from 24th July 2026

RCi Bank

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Hello,

Thank you for taking the time to read the small - but important - print. These Terms and Conditions cover our relationship and it's important you read and understand them. Together with the Managing Your Account, Key Features & Product Summary, Customer Privacy Policy, and the Deposit Scheme (FSCS) Information Sheet, they form your Agreement with us.

To view any of the documents making up your Agreement please just ask on 0345 6056050 or visit: rcibank.co.uk/support-centre/legal-centre/your-agreement

We're here to help Monday-Thursday 8am-8pm, Friday 8am-6:30pm, Saturday 9am-5pm and Sunday 10am-4pm. Calls are charged at local rate and may be recorded for monitoring and training purposes.

If you need further information on HM Revenue & Customs (HMRC) ISA rules, then please visit: www.gov.uk/individual-savings-accounts/how-isas-work

Glossary

First things first - this is what we mean when we use these words:

We and **us** means RCI Bank UK and includes our successors and assigns; and **you** and **your** means the account holder.

Account means your savings account with us.

Agreement includes our Terms and Conditions, Customer Privacy Policy, Deposit Scheme (FSCS) Information Sheet and our Key Features & Product Summary.

BACS is the Bankers Automated Clearing Service which is a way of making payments directly between banks.

Business Day means Monday to Friday excluding UK bank holidays, which are different to our working days.

CHAPS is a payment via the Clearing House Automated Payment System which allows you to make same-day payments if done by a certain time.

Fixed Rate means that the interest rate on your account cannot change.

Fixed Term Cash ISA is an account where the interest rate is fixed and cannot increase or decrease. Interest is paid tax free.

Faster payments means near-immediate electronic payments.

Fixed Term account is a type of savings account where the interest rate is fixed and cannot increase or decrease. You cannot withdraw your money until the account reaches the end of its term ("maturity").

Freedom Savings account is an account where the interest rate is variable, so it can increase or decrease. You can also withdraw your money whenever you want without any notice. RCI Bank's Freedom Savings account is also known as an instant access account.

Freedom Savings Cash ISA account is an account where the interest rate is variable, so it can increase or decrease. You can also withdraw your money whenever you want without any notice and interest is paid tax free.

Internet or Online banking is the service provided and managed online by us via the world wide web at www.rcibank.co.uk

ISA transfer window is the expected time limit for completing a transfer, Cash ISA transfers must be completed within 15 days from the date the transfer instruction is received. Stocks and Shares ISA transfers in must be completed within 30 days from the date the transfer instruction is received.

Joint and several power of attorney is the term we use to describe power of attorney (POA) Terms and Conditions which are operated on a single signature basis, even when there is more than one attorney. This means you are agreeing that someone can act on your behalf.

Linked account is your UK personal current account you use to make and receive payments from your RCI Bank account. It cannot be a business account. You can only have one linked account for all your RCI Bank accounts. Please note that you cannot link an account held with electronic money institutions or payment institutions (e.g. Prepay Technologies, Loot, Pocket, Tide, Wise or similar providers).

Maturity is the date the Fixed Term account reaches the end of its term and funds transferred to your maturity option.

Mobile App is the service provided by us via our mobile app, available on apple apps.apple.com and google play play.google.com

Notice account is an account where you can only withdraw your money after you give us the required days' notice. The notice period is in the name of the product, e.g., '14 Day Notice Account'. The interest rate is variable and can increase or decrease.

Online account means an account which may be operated via internet banking.

Receivership Order is a UK court order granting a third party the rights to operate your account on your behalf.

Standing order means an instruction to a bank by an account holder to make regular fixed payments to a particular person or company.

United Kingdom refers to the countries of the United Kingdom only and excludes Crown dependencies and British Overseas Territories.

Variable Rate means that the interest rate on your account can move up and down.

Working day means the days our office is open, which are Monday to Sunday excluding UK bank holidays.

Your correspondence address means the address which we hold for the first named account holder or such other address of which we are notified where the account is held under a 'joint and several' power of attorney or receivership.

If we use any definitions in the singular, it will mean the same in the plural, and vice versa.

1. Eligibility

- To be eligible for a Fixed Term Cash ISA account, you need to be an individual aged 18 years or over and resident in the UK with the right to remain indefinitely.
- The person named in the application will be the account holder. Joint ISA's are not permitted.
- Agree to the ISA Declaration as part of the application process.
- Hold a valid National Insurance number.
- Once your account is open, we'll give you access to it in line with these Terms and Conditions.
- Our savings products are available online, and you'll need internet access.

Your account will only be fully opened once we have verified your identity and received your initial deposit which must be for £1,000 minimum.). Current Subscriptions and/or ISA transfer instructions must be received within 14 days from application.

We can decline an application in line with our account opening procedures and UK regulatory obligations, including anti-money laundering regulations. We'll notify you in writing if we have reasons to close your account.

You can authorise someone to open or operate your account(s) through a Power of Attorney. We'll treat their actions as if they were your own, and if you still have capacity, we'll assume they're acting with your consent. Contact us to request a Power of Attorney application form.

You can't open an account if:

- It is for a business, charity, club, or association;
- Your linked account is for a business, charity, club, or association;
- Your address is 'care of' or not within the UK;
- You do not live in the UK for tax purposes;
- It is for a trust or settlement, including will trusts; or
- You don't meet the age requirement;
- We can't confirm your identity, permanent address, or any other specific requirements for the account as explained in the Key Features & Product Summary.

2. How to cancel your account

You have the right to cancel your Fixed Cash ISA within 14 calendar days from the date your account is opened.

You can cancel your account by sending a request by email to hello@rcibank.co.uk or by post to 'Freepost: RCI BANK' (that's all, no stamp or address details needed).

We're here to help Monday-Thursday 8am-8pm, Friday 8am-6:30pm, Saturday 9am-5pm and Sunday 10am-4pm on 0345 6056 050. Calls are charged at local rate and may be recorded for monitoring and training purposes.

We can move your balance to an RCI Bank Freedom Savings account or return your money without charge. If your first payment was made by cheque, we'll return your money electronically and close your account once the cheque has cleared.

After cancellation

- Any funds deposited will not count as part of your ISA allowance;
- We'll return your full deposit and any interest earned;
- You can open another Cash ISA in the same tax year, subject to HMRC rules.

If you don't cancel within this period, your Fixed Term Cash ISA will continue to operate under standard ISA rules and counts as a subscription for the current tax year.

3. How to close your account

If you choose to close your Fixed Term Cash ISA after the first 14 days from account opening then you will need to pay an interest charge, please see Section 9 for 'Our Charges and Fees'.

If you decide to close your account then you can do this by sending an email to hello@rcibank.co.uk or letter by post to 'Freepost: RCI BANK' (that's all, no stamp or address details needed).

We're here to help Monday-Thursday 8am-8pm, Friday 8am-6:30pm, Saturday 9am-5pm and Sunday 10am-4pm on 0345 6056 050. Calls are charged at local rate and may be recorded for monitoring and training purposes.

4. How to make deposits and withdrawals

You may fund your Fixed Term Cash ISA by:

- Making a one-off payment from your linked account or another RCI Bank account;
- Transferring an existing ISA from another provider.

You can pay into your Fixed Term Cash ISA from your linked account using BACS, CHAPS, Faster Payments, and Standing Order for the first 14 days after account opening only.

Your Fixed Term Cash ISA does not allow additional deposits after the first 14 days after account opening.

All deposits into your Fixed Term Cash ISA are subject to the annual ISA allowance set by HMRC. For the 2026/27 tax year, the total ISA allowance is £20,000.

The current tax year is from 6 April to 5 April of the following year. You can open a Fixed Cash ISA at any time during this period, provided you don't exceed the annual subscription allowance across all ISAs you hold.

Your linked account must be a UK bank or building society current account in your name. You can only have one linked account at any one time, and this will be used to make and receive payments to and from all the accounts you hold with us. You cannot nominate an account held with electronic money institutions or payment institutions (e.g. Prepay Technologies, Loot, Pocket, Tide, Wise or similar providers).

All payments into your account must use your 13 digit RCI Bank payment reference number. If the payment is made without a correct payment reference the funds will be returned to the originating bank account. We'll return a payment if a deposit (excluding interest) is made that takes you above the maximum account limit.

Minimum account balance:

- Fixed Term Cash ISA - £1,000

Maximum account balance:

- Fixed Term Cash ISA - £1m

When you send RCI Bank a valid electronic payment, your funds will appear in your RCI Bank account as follows (excluding ISA transfers):

Payment Sent	Posted in RCI Account
8am to 6pm	Within 2 hours
6pm to 8pm	By midnight
8pm to 12pm	Next day

If we hold a mobile number for you, you'll also receive a text message to confirm. Please note if we receive your payment after 6pm you may receive text confirmation the following day.

- We'll apply interest from the day we receive your money, but if we receive your payment after 1pm it won't show on your account until the next business day.
- Your first deposit may take up to 24 hours to show in your new account while we check your identity. We are also legally required to check all applications against lists of names that allow us to combat money laundering and the financing of terrorism.
- On weekends, bank holidays and seasonal holidays add extra time accordingly.
- Interest earned will take 1 business day to clear into your chosen account.
- At the end of your fixed term, if you choose to reinvest with us, your new account will show from 10am on the date your old account comes to an end.

If you choose to withdraw funds from your account after 14 days from account opening and before the maturity date than you'll incur an interest charge, please see Section 9 for "Our Charges and Fees".

If you withdraw your ISA balance into a non-ISA product, the money will lose its tax-free status. This will also reduce how much you can pay into ISAs for the rest of the current tax year.

- If you are facing financial difficulty or face a significant change in personal circumstances after you opened the Fixed Term Cash ISA, then please refer to Section 11 'If your circumstances change'.
- **IMPORTANT: We will request to see proof of your change in personal circumstances or financial difficulty. This includes current account statements, P45 or P60 certificate, benefits statements, or bills and evidence of outgoings.**

We may limit the maximum investment you hold with us for one or all of your accounts in line with our Key Features & Product Summary.

We may choose not to act on your instructions without explanation if, in our opinion, to do so may be contrary to regulations or laws.

5. ISA transfers

You may transfer:

IN

- Submit transfer instructions for existing Cash, Stocks & Shares, or Innovative Finance ISAs, in full or part, into your RCI Bank Fixed Term Cash ISA during first 14 days from account opening.

OUT

- Request funds from your Fixed Term Cash ISA to an ISA with another provider.

ISA transfers into RCI Bank must be requested through the Transfer In form provided during our online application journey.

ISA transfers out from RCI Bank to another provider are processed by the other provider when you apply for an ISA account with them and select that you want to transfer funds from another provider i.e. RCI Bank. We do not charge fees for transfers.

We will process ISA transfers in line with HMRC rules and within 15 business days for Cash ISAs. Transfers in from Stocks & Shares ISAs may take up to 30 business days.

6. Maturity

For us to transfer your funds out of your Fixed Term Cash ISA upon maturity, you have the following options:

Maturity Option	ISA Tax Free Status Maintained
Reinvest into another Fixed Term Cash ISA	Yes
Transfer funds to a Freedom Savings Cash ISA	Yes
Transfer to an ISA with another provider	Yes
Transfer to an existing RCI Bank non-Cash ISA account	No
Transfer funds to your linked account	No

If you move your ISA balance into a non-ISA product when it matures, the money will lose its tax-free status. This will also reduce how much you can pay into ISAs for the rest of that tax year.

If we do not hear from you before your account matures, we will transfer your funds to a new Freedom Savings Cash ISA.

7. Interest

Your RCI Bank Fixed Term Cash ISA is:

- A Cash ISA that pays interest tax-free under current HMRC rules;
- A fixed-rate product – interest rate is fixed during the fixed term period.

Interest is calculated daily and paid annually or monthly, depending on your selection at account opening.

If the interest you've earned is less than £1, it won't be paid into your linked account straight away. Instead, it'll be held until the total interest reaches at least £1. Once it does, it'll be paid on your next scheduled interest payment date.

The interest payable earned on funds deposited in your account is tax-free. The tax treatment may be subject to change in the future and depends on your individual circumstances.

The interest rate on your Fixed Term Cash ISA is fixed, meaning it won't change.

8. ISA restrictions

The following ISA restrictions apply:

- You can open multiple Cash ISAs with us;
- Your total subscriptions across all ISA accounts you hold, including with other providers (Cash, Stocks & Shares, Innovative Finance and Lifetime ISA), cannot exceed the annual ISA allowance (currently £20,000 per tax year);
- ISA funds must remain in your name only;
- ISAs cannot be held jointly;
- Transfers or withdrawals to a non-UK account are not allowed;
- If you lose UK residency status, we will need to close your account per our Terms and Conditions (See Section 1)

Breaching ISA rules will result in your account being void and HMRC may reclaim any tax relief received.

9. Our Charges and Fees

We may make charges for non-standard services provided on your account - we'll let you know in advance. We may update our charges to reflect changes in reasonable expenses and costs.

All standard fees and charges are mentioned in the Key Features & Product Summary, available at www.rcibank.co.uk/support-centre/legal-centre/your-agreement and you can request a copy at any time.

If faster payments are not accepted by your bank or your withdrawal exceeds the faster payment limit of £1m then we'll use CHAPS to make the transfer. These are charged from £15 per transfer, which is non-returnable.

If you choose to withdraw or close your account after 14 days from account opening and before the maturity date then you'll incur an interest charge, please refer to your Key Features & Product Summary for more details. The interest charge is 90 days interest per year e.g. 2 Year Fixed Term Cash ISA will be subject to a 180-day interest charge.

The interest charge will be deducted from the interest you've earned. Where the interest charge is higher than the amount of interest you've earned then it will be taken from the original amount invested.

- If you are facing financial difficulty or face a significant change in personal circumstances after you opened the Fixed Term Cash ISA, then please refer to Section 12 'If your circumstances change' for further information.
- **IMPORTANT:** We will request to see proof of your change in personal circumstances or financial difficulty. This includes current account statements, P45 or P60 certificate, benefits statements, or bills and evidence of outgoings.

10. Managing your account and keeping your account secure

Take responsibility for your account, access, and security.

- To manage your account, you must use a valid and current personal email address that only you have access to and which you're entitled to use (for example, not your employer's email address).
- You can find applicable interest rates for each of your accounts by logging onto internet banking. Ask us by calling 0345 6056 050 or visit rcibank.co.uk/support-centre/legal-centre/your-agreement for current and previous interest rates. Calls may be recorded for quality assurance and security.
- You're responsible for the security of the email address and device you use to access internet banking and to ensure that it is protected from unauthorised attempts to gain access to your account. We strongly recommend using up-to-date virus checking and firewall software. We also recommend that you do not use public computers where your information could be found.
- You mustn't attempt to, interrupt or interfere with the working of our website or internet service in any way whatsoever; this includes hacking, tampering with security or any other disruption.
- We aim to be there when you need us but cannot always guarantee the availability of our online service, website or Mobile App.
- Links provided to other websites from our website are solely for information and we're not responsible for their content.
- We may suspend the service available to you if the following apply (and/or we have reasonable grounds to believe that):
  - You're not adhering to the Terms and Conditions;
  - You've acted fraudulently or negligently;

- Someone else is trying to access or use your account;
- Your User ID and/or security details may be known to or used by someone else;
- The relationship between us has broken down because of your act, for example, you have acted with abusive or threatening behaviour towards our staff;
- If laws and regulations change and/or we're ordered to by a legal or regulatory body or court;
- It may cause us to break the law (such as we have a reasonable suspicion that the funds are the proceeds of crime) or a contractual duty;
- Your account is being used for an illegal purpose;
- There is a dispute about entitlement to the money in the account that we reasonably believe to be genuine; or any other reason to safeguard your and our interests.

If we 'lock' your account for any reason, we'll notify you in writing as soon as possible (unless we're legally prevented). We'll resume the service once the issues have been resolved.

If fraudulent activity is suspected or has been found on your account, we may ask you to report the matter to the police and obtain a crime reference number. We may give the police or other financial crime agencies any information they need during an investigation to help them in finding out whether someone else is using or has used your User ID, password, or your security details.

If you allow another person or persons to manage an account (for example, via a third party, 'joint and several' Power of Attorney, Receivership Order etc) you are responsible for the actions or omissions of the attorney as if they were your own. We won't be responsible for any loss or damage where you've allowed a third party to manage your account.

Your account is a non-payment account. This means you can't use it to make day to day payments to third parties.

If you change any details (for example, your name, address, email address or bank account details) you must let us know as soon as possible. We may need evidence before changing your details.

We'll contact you by phone, post, email, and secure message. All post will be sent to your correspondence address. We'll contact you by phone in the first instance if there are suspected or actual fraud, or security threats, relating to your account with us.

IMPORTANT: **We will NEVER ask for your passwords and you mustn't reveal your passwords to third parties. You're responsible for your own account security and we can't be liable if you compromise your account security.**

You need to keep your address up to date for security. If we receive returned mail from your address, we'll suspend your account to prevent withdrawals being made until we're satisfied that we have your correct address.

If you choose to contact us by post or email, please don't assume that we have received it unless we confirm receipt. We would recommend using tracked delivery if you are contacting us by post.

Where there are transactions on your account, we'll provide you with an account statement, free of charge, at least once a month. You can also view and download an account statement whenever you're logged in to internet banking or view only in the Mobile App. We can also provide additional printed statements or special formats on request on 0345 6056050 or hello@rcibank.co.uk. We're here to help Monday-Thursday 8am-8pm, Friday 8am-6:30pm, Saturday 9am-5pm and Sunday 10am-4pm. Calls are charged at local rate and may be recorded for monitoring and training purposes.

In the absence of fraud or gross negligence from us, we won't be liable for any loss or damage incurred by you arising directly or indirectly from us acting on your Instructions or you using our service. You're responsible for making sure that the device and line you use to contact us on has not been open to abuse from other people.

You'll be liable for reasonable losses incurred because of failure to keep the security of your account safe, and you'll be liable for all losses incurred as a result of any unauthorised transaction on your account where you have acted fraudulently; or have acted with intent or gross negligence or failed to comply with the Terms and Conditions.

11. If your circumstances change

In some cases, you may be able to close your fixed term account early if you've had a personal change in your circumstances. For example, if you are now experiencing financial difficulty or a medical issue.

You will need to write to us to request the early closure of your account and provide us with evidence of your change in circumstances.

Evidence includes recent bank statements, medical and/or legal documents. If you can't provide evidence to support your request, then we may not be able to close your account before the initial term.

We understand that losing a loved one is difficult time. If an account holder dies, please get in touch - we'll need to see the original or certified death certificate and either a completed Grant of Probate (for balances of £35,000 or more) or a completed small estates form (for balances under £35,000).

Our team is here to support you through this process.

12. Reasons we might decline to open an account

We may decline to open an account or accept a deposit in our sole discretion. We will provide information about our decision unless we are not permitted to do so by law.

Your main residence must be in the UK. If you move abroad, we may need to close your account. If you are moving abroad for a short period of time and keeping your UK address and linked account, please get in touch with us as soon as possible and we shall consider your circumstances.

We may close your account by giving you at least 90 days' written notice. We will tell you why we are closing your account unless we are not permitted to do so by law. We will also explain how you can contact us if you have questions and how to make a complaint, including your right to refer the matter to the Financial Ombudsman Service. You may also find this information at clause 15 of these terms and conditions.

We will continue to pay interest up until the date your account is closed.

In some situations, we may need to close your account immediately or by giving you less notice including where we reasonably believe that:

- you have been abusive or threatening to our staff;
- you do not meet the eligibility requirements for the account;
- the security of your account has been compromised;
- we are unable to confirm your identity;
- you have given us false or incomplete information in connection with the account;
- you have moved outside of the UK;
- your account is being used or has been used for fraud or other criminal/illegal activity;
- we are unable to meet our legal or regulatory obligations if, for example, you haven't provided the information we require for regulatory and compliance purposes within a reasonable timeframe;
- you are in serious or persistent breach of these terms and conditions of your account;
- we are required to do so by law or a regulatory authority.

If we close your account, we'll repay the money in the account to you, together with all interest. If your identity has not been confirmed, we must return the money to the account the funds came from.

We can stop you making any transactions on your account temporarily and without notice where we are required to do so by law or for any of the reasons referred to in these Terms and Conditions.

We can close your existing account and open a new one if the security of your account has been breached.

We can move your account to another savings account with us if we believe it is right for you or there are good commercial reasons for doing so – for example, if we decide to stop offering your account. We'll give you at least 30 days' notice if we're going to do this. In the meantime, you'll be free to close your existing account straightaway and without being charged.

We'll do everything we can to keep our Agreement with you. However, if something unexpected happens which is beyond our control and stops us from meeting our Agreement, we won't be responsible.

13. When we'll make changes to the Terms and Conditions

We can change your Terms and Conditions for reasons you'd expect, such as responding to changes in laws and regulations, legal and regulatory requirements, best practice, our business, service, products etc.

If we make changes which don't negatively affect you, we'll let you know in writing with no notice; otherwise, we'll give you at least 30 calendar days' written notice. At the end of this period, the amended Terms and Conditions shall apply.

We can transfer and/or assign all or any of our rights or obligations under the Terms and Conditions and your accounts and deposits at any time. We may provide any potential transferee with any information we hold about you and your accounts.

If we transfer our rights the transferee can exercise and enforce our rights only to the same extent as we could before the transfer. Any transfer will not affect your guarantees or rights under these Terms and Conditions.

During this notice period, you will be free to close your account without charge. At the end of this period, the new Terms and Conditions comes into effect.

We can make changes to the Terms and Conditions of your account for any one or more of these reasons:

- To take account of changes in technology or the systems we use (including developments in digital banking) and changes we may make in the way we look after your account;
- To meet our legal and/or regulatory compliance requirements, any change in the law or decision by an Ombudsman, code of practice or legal and/or regulatory guidance;
- To make them clearer or more favourable to you or to correct errors;
- To make the Terms and Conditions of our products consistent with another provider;
- To introduce or remove services or features to the account.

We can move your account to another savings account with us if we believe it is appropriate for you or there are good commercial reasons for doing so – for example, if we decide to stop offering your account. We'll give you at least 30 days' notice if we're going to do this. In the meantime, you'll be free to close your existing account straightaway and without being charged.

We'll do everything we can to keep our Terms and Conditions with you. However, if something unexpected happens which is beyond our control and stops us from meeting our Terms and Conditions, we won't be responsible.

14. How we use your personal data

We respect your data and mainly use it to stay in touch. We also use online databases to confirm information you've provided.

We'll check your application by searching records held by credit reference and fraud prevention agencies. These agencies provide credit and electoral roll information and can confirm your identity. Other organisations will see that we searched to check your identity. It will not impact your credit score.

We and other organisations access and use information from fraud prevention and other agencies from other countries to prevent fraud, money laundering and other criminal offences. This may include applications for credit or other facilities, recovering debt, checking details on proposals and claims for insurance, checking details of job applicants and employees, copy of all the information held on file about you.

We share information about you to tax authorities and HM Revenue & Customs, who may share information with the other authorities. This information could include the account number, balance, any interest payments to the account, your name, address, country of residence and tax reference for that country.

You can request a copy of all the information held on file about you. Please write to us at: "Freepost: RCI BANK" (that's all - no stamp or address details needed). For further details, please refer to our Privacy Policy.

These agencies may link your records with your financial associates. Links between financial associates will remain on your file until such time as you successfully disassociate with them and update the credit reference agencies.

15. If you give us incorrect information

If you provide false or incorrect information and fraud is identified, we will pass your details to the relevant fraud prevention agencies. Law enforcement agencies may access and use this information.

We collect information about applicants on RCI Bank systems and use this to process your application, service your account, business activity and testing new IT systems.

We'll only process personal data you provide to us in line with the Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003, (as updated from time to time) and other applicable privacy laws, as amended from time to time.

If you're liable to pay tax in a country other than the UK or have a tax liability outside of the UK, we may provide details of your accounts with us to the tax authorities of these other countries if legislation requires us to do so.

If you spot any errors in your information, we can help you correct it – just get in touch.

For a detailed summary about the information we collect, how this information is used, your rights under data protection laws and more, please read our Privacy Policy, which can be found here: rcibank.co.uk/support-centre/legal-centre/your-agreement.

We may monitor or record your phone calls for training, quality checking and other business activity.

16. If an unauthorised transaction happens

You take responsibility for how you bank, and we'll take responsibility for making sure your money is secure and available when you'd like it.

If an unauthorised transaction occurs then based on these Terms and Conditions, we'll return your account to how it was before the issue happened.

Under the terms of this Agreement, if we don't carry out a transaction correctly on your account, we'll return the account to how it was before the issue happened.

If you believe you've found an issue, you must let us know as soon as possible after becoming aware of the transaction.

If we receive a transaction from your linked account, but we fail to comply with our legal obligations in relation to crediting your account, we will immediately make available the amount of the payment to you.

If any funds appear in your account that you weren't expecting, you must let us know and return them to us as soon as you're aware. We may decide to remove funds from your account without notice if they were transferred to you in error.

We can, if you ask us to, immediately and without charge, make efforts to find any incorrect transactions free of charge and we will notify you of the outcome.

We're not liable if we do not act on your instructions for any reasons set out in these Terms and Conditions or if we cannot carry out our responsibilities to you because of:

- Something outside of our control and/or something we cannot reasonably control (for example, internet banking failure not caused by us);
- Your breach of these Terms and Conditions;
- Legal or regulatory requirements where complying with legal or regulatory compliance obligations mean we can't act on your instructions;

  Any other reason which means we can't continue with this Agreement due to circumstances or changes which were not known at the time we entered into this Agreement or would change the basis upon which we entered into this Agreement.

17. General

These things may not fit into the above categories, but they're just as important:

- The account will always be your property or, upon your death, will become part of your estate, no matter how many years have passed.
- Money in your account cannot be derived from or connected to any illegal activity.
- We may ask you for certain information for regulatory or compliance reasons. When we ask for this, it must be provided within the time we have given you. We may also request information or documents about the source of your funds when needed.

- If we waive any breach of these Terms and Conditions that shall not be a waiver of any subsequent breach.
- We don't have to recognise any third party's interest in the account unless a court order prevents otherwise, nor will we be liable for failure to do so.
- Your account may become dormant if we see no activity or contact from you for a reasonable period.
- We'll respond to any request to gain access to dormant account funds in a reasonable and timely manner to confirm the eligibility of the claimant in line with our current Dormant Account policy. The British Bankers Association has produced a leaflet entitled 'Dormant Bank Accounts - how banks handle losing touch with personal customers', available from them or us on request.

18. Reimbursement for Authorised Push Payment Scams

From 7th October 2024, new regulations have strengthened protection for customers who suffer financial loss due to Authorised Push Payment (APP) Fraud. APP Fraud occurs when a criminal tricks a person into authorising a payment by creating a convincing but false reason for the transaction. If you have made a payment on or after the 7th of October using the Faster Payments (FPS) or CHAPS (Clearing House Automated Payment Scheme) within the UK, you may be eligible for a refund of up to £85,000 in the event of an APP scam. You must submit your reimbursement claim within 13 months of the final scam payment made.

Action Fraud can provide independent advice, you can call 0300 123 20240 or visit their website www.actionfraud.police.uk

For advice on how to protect yourself from fraud, visit www.takefive-stopfraud.org.uk or stopthinkfraud.campaign.gov.uk

For more information on the Authorised Push Payment (APP) Policy, www.wearepay.uk/app-authorised-push-payment-reimbursement-policy

19. Your coverage under FSCS

Our customers' deposits are covered by the UK Financial Services Compensation Scheme (FSCS). Deposits with RCI Bank UK are protected under this scheme up to £120,000. The scheme limit relates to each account holder and not for each account. For joint account holders the scheme will assume that the money is split equally unless evidence shows otherwise. For more information on the FSCS compensation scheme you can visit www.fscs.org.uk or at rcibank.co.uk/support-centre/security-centre/our-guarantee-scheme

20. Conflicts of Interest

We've included a summary of our Conflicts of Interest policy below for your information.

We maintain internal policies, procedures and controls to identify, prevent and manage any conflicts of interest that might arise between:

- A customer and us;
- Our employees; and
- Third parties

Where a potential or actual conflict of interest is identified, we take appropriate steps to:

- Prevent the conflict from causing harm to customers;
- Put effective controls in place;
- Maintain independence of decision making;
- Record the conflict in our internal register

All staff receive training and are required to declare any personal interests that could influence their role. We ensure that any conflict of interest is managed fairly, transparently, and in line with our commitment to delivering good outcomes for all customers.

The Conflict of Interest policy is subject to regular review.

21. How we handle questions and feedback

We recognise sometimes things go wrong, so if you are unhappy with something please let us know so we can look into the issue.

You can contact us in the following ways:

Call us on **0345 6056 050***

Write to us at: Freepost RCI Bank

Email: **hello@rcibank.co.uk**

*Monday-Thursday 8am-8pm, Friday 8am-6:30pm, Saturday 9am-5pm and Sunday 10am-4pm. Calls are charged at local rate and may be recorded for monitoring and training purposes.

If we cannot resolve your complaint to your satisfaction, you have the right to refer it to the Financial Ombudsman Service (FOS) within 6 months of our final response, FOS provides a free independent assessment of complaints.

Address: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

We're here to help, 7 days – if you have any questions, please e-mail **hello@rcibank.co.uk** or call us on **0345 6056 050**.

Braille, large print and audio versions available on request.

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Best 'No Strings' Savings Provider

Best Notice Savings Provider

Best Ethical Savings Initiative

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