

# About your application

Account name	SME Notice Account										
What is the interest rate?	<p><b>95 Day Notice (Issue 3)</b></p> <p><b>0.75%</b></p> <p>Interest rate (Gross PA/AER*)</p> <p>Note, accrued interest is calculated daily and is paid into the SME Notice Account semi-annually on 1 January and 1 July. The interest rate shown is a managed rate**.</p> <p>*AER stands for Annual Equivalent Rate. It illustrates what the interest rate would be if interest were paid and added each year. Please note, interest is compounded. Gross PA means Gross Per Annum, i.e. before tax is deducted (at the legal rate).</p>										
Can Close Brothers Savings change the interest rate?	<p>Yes, the Notice Account rate**(Managed rate) can be changed at any time, however, we must give you at least one month's written notice of any reduction in rate. See clause 5 of the Product Terms and Conditions.</p>										
What would the estimated balance be after 12 months?	<table border="1"> <thead> <tr> <th>Term</th> <th>Initial deposit</th> <th>Interest rate</th> <th>Interest earned after 12 months</th> <th>Estimated balance after 12 months</th> </tr> </thead> <tbody> <tr> <td>95 Days</td> <td>£25,000.00</td> <td>0.75%</td> <td>£18750</td> <td>£25,18750</td> </tr> </tbody> </table> <p>Interest is credited to the SME Notice account twice yearly on 1 January and 1 July.</p> <p>Illustration based on the initial deposit shown being deposited at the time the account is opened, no further deposits or withdrawals are made and there is no change to the applicable interest rate during the 12 month period. This projection is provided for illustrative purposes only and does not take into account individual circumstances.</p>	Term	Initial deposit	Interest rate	Interest earned after 12 months	Estimated balance after 12 months	95 Days	£25,000.00	0.75%	£18750	£25,18750
Term	Initial deposit	Interest rate	Interest earned after 12 months	Estimated balance after 12 months							
95 Days	£25,000.00	0.75%	£18750	£25,18750							
How do I open and manage my account?	<p>Complete and post this application form.</p> <p>You can pay money into your account by electronic bank transfer (details are on this form). The minimum deposit is £25,000 and must be maintained at all times. Maximum of £1 million per account.</p> <p>To manage your account, simply call or write to us.</p> <p>A monthly statement will be sent out on the first working day of each month.</p>										
Can I withdraw money?	<p>Yes, you may place a notice instruction to withdraw funds at any time, in writing or over the telephone. Your funds will then be repaid following completion of the applicable notice period. Once placed, notice cannot be cancelled or amended. You may also place additional funds, ensuring they do not exceed the maximum balance.</p>										
Additional information	<p>Tax information</p> <p>We do not currently deduct tax from any interest paid to you. Tax benefits depend on individual circumstances and could change in the future.</p>										

### About Close Brothers Limited

Close Brothers Savings is a trading style of Close Brothers Limited, a subsidiary of Close Brothers Group plc. Close Brothers Limited is registered in England and Wales with company number 195626 and registered office at 10 Crown Place, London EC2A 4FT. It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, firm reference number 124750.

### Proof of identity and address

Under current money laundering regulations, we are required to verify your identity. We use electronic data registers, including credit reference agencies. If we are unable to verify your identity, we reserve the right to ask you to provide suitable documents to confirm your identity. If, as part of this application, you provide us with information about another person, you are confirming that you have told them about this application and that we also need to verify their identity. If you have not, we reserve the right to close your account(s) and return your funds with no interest.

Your eligible deposits held by a UK establishment of Close Brothers Limited are protected up to a total of **£85,000** by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered.

For further information, visit [www.fscs.org.uk](http://www.fscs.org.uk)



Protected

## Application guidance notes

### Before you start

Please read these notes carefully and keep them to refer to in future. Please complete the application form in pen using BLOCK CAPITALS.

By signing page 7, you will confirm that you have read and accept our General Terms and Conditions.

Please read the General Terms and Conditions (enclosed here or available at [www.closesavings.co.uk](http://www.closesavings.co.uk)) as well as the Product Terms and Conditions (below).

Call us on:

**020 3857 3050** (Monday to Friday, 9am-5pm excluding UK bank holidays)

### Key facts

- You can access your funds with 95 days' notice
- Save from £25,000 to £1 million
- Open to qualifying UK SMEs registered under the UK Companies Act
- Must have less than 250 employees in the current financial year
- Must have either a total balance sheet less than £35,000,000 or less than £40,000,000 annual turnover

### Processing your application

We make every effort to process all applications as soon as we receive them, but in the event of high demand, it can take up to 5 working days.

The deposit must be paid by electronic transfer from your nominated bank account or transferred from an existing Close Brothers Savings account.

Interest will start to accrue when your cleared funds are received. For electronic transfers this is the date that our account is credited.

### How to fund your account

By electronic transfer

Account name: **Close Brothers Limited**  
Sort Code: **16-51-87**  
Account no.: **00000000**  
Reference: **Account holder name**

Our clearing bank partner is Royal Bank of Scotland (RBS), so this may show as the payee name. All funds must be transferred from your nominated UK bank account. This is the UK current account in your company name linked to your account with Close Brothers Savings.

### Interest payments

Interest starts to accrue when your cleared funds are received. Interest is credited to the SME Notice account twice yearly on 1 January and 1 July. If accrued interest results in your SME Notice Account exceeding the maximum balance, excess funds will be returned to your nominated bank account.

Interest on deposits will be paid gross of tax. We are unable to provide advice related to tax, but for further guidance, please visit the HMRC website.

## Your nominated UK bank account

Your nominated bank account and any account(s) from which you make subsequent payments into the SME Notice Account must be held in your company name.

For verification, please enclose a copy of a recent bank statement dated within the last three months, clearly showing the account holder's name, account number and sort code (internet statements are accepted however we do not accept screen shots of internet statements). Alternatively, we will accept a paying in slip or a voided cheque. Please note, we may retain originals for our records.

To change your nominated bank account, we must receive a request in writing, signed by a current authorised person, at least 10 days before any repayments are due. You must also enclose a copy of a recent bank statement, for confirmation.

## 95 Day SME Notice Account - Product Terms and Conditions

The General Terms and Conditions and these Product Terms and Conditions form the customer agreement upon which we intend to rely.

All deposits placed with Close Brothers Savings (part of Close Brothers Limited) are subject to our General Terms and Conditions (which may vary from time to time), and to these Product Terms and Conditions. If there is any conflict between the General Terms and Conditions and these Product Terms and Conditions, the Product Terms and Conditions will apply.

1. The SME Notice Account is open to UK incorporated companies registered under the UK Companies Act with less than 250 employees during the current financial year. Eligible companies must have either: a) a total balance sheet not exceeding £35 million or b) an annual turnover not exceeding £40 million.
2. Application is subject to availability and we may withdraw the offer at any time without notice. We reserve the right to refuse a deposit or decline to open an Account. Once we have accepted your application, you will not have the right to cancel this agreement.
3. The minimum balance required to open a SME Notice Account is £25,000. The maximum balance allowed at any time is £1 million per Account.
4. The rate applied to your Account will be the rate advertised on our website on the date we receive your application. Interest rates are reviewed weekly and are available on our website, [www.closesavings.co.uk](http://www.closesavings.co.uk) or by calling our Customer Services team on 020 3857 3050.
5. You will receive at least one month's written notice in advance of any interest rate reduction, during which time you will have the option to have all or some of your funds repaid without notice.
6. If all of your funds are repaid we will close your account, or you may maintain a minimum balance of £25,000 to keep your account open.
7. When placing notice to withdraw funds, the minimum repayment amount is £5,000. Notice can be given by written, signed instruction sent to the Customer Service team or by telephone. Notice cannot be given by email. Once placed, notice cannot be cancelled or amended.
8. All repayments will be made to your nominated bank account by electronic transfer as set out in the General Terms and Conditions. Alternatively, funds may be transferred internally to another Close Brothers Savings account.
9. Interest is calculated on a daily basis and credited to the SME Notice account twice yearly on 1 January and 1 July. If payment is due on a non-working day in the UK, we will make payment on the next working day. Interest will be calculated up to the end of the day before the payment is made.
10. Account statements will be sent monthly. Interest rates are reviewed weekly and are available on our website, [www.closesavings.co.uk](http://www.closesavings.co.uk) or by calling our Customer Services team on 020 3857 3050.
11. If the SME Notice Account falls below the Account's minimum balance, the balance will be repaid in full to the nominated bank account and the Account will be closed.
12. The SME Notice Account will continue to run until you request to close it or the balance falls below £25,000.
13. Notice to close your SME Notice Account and withdraw funds will be treated as notice that you no longer require the Account and any funds will be returned to you at the end of the notice period, and the account will no longer be available to you.
14. No early access to funds is permitted.

**How to fill in this form**

- Please read the guidance notes carefully and complete the details requested on this form in pen using BLOCK CAPITALS.
- If you have any questions about your application, please call our Customer Services team on 020 3857 3050 (opening times: Monday to Friday, 9am-5pm) who will be happy to assist you with your enquiry.

**1a**

### About your business

Are you an existing or previous customer?

Yes  No

Existing customer number (if applicable)

Account holder's name (must be the same as the attached bank statement(s))

Registered number (if applicable)

Nature of business

**1b**

### Primary contact details

The personal details of all individuals authorised to give instructions must be provided on the attached mandate form

FAO

Contact number

Correspondence address

Postcode

**2**

### Your nominated UK bank account for sterling repayments

Please provide details of a UK bank account for repayment. We also require a copy of a recent bank statement dated within the last three months, clearly showing the account holder's name, account number and sort code (internet statements are accepted however we do not accept screen shots of internet statements). Alternatively, we will accept a paying in slip or a voided cheque.

Bank name

Account name (Payee name)

Sort code

Account number

**3**

### Deposit amount and rate for your Notice Account

Please tell us the amount you would like to deposit, and the interest rate you expect to receive. The rate applied will be the rate advertised on our website on the date we receive your completed application.

Term 95 Days Notice

Deposit amount £

Interest rate  %

Please confirm your payment method.

CHAPS  BACS  Faster Payment

Please give the reason for opening the account:

**4**

### Financial information

Please tell us how the funds for your initial deposit were acquired (e.g. sale of an asset)

What is your expected average monthly balance for your account?

£25,000 - £100,000  £100,000 - £500,000  £500,000 - £1 million

What is your expected number of payments into your account on a monthly basis?

0-5  Greater than 5

Please confirm the number of employees during the current financial year

Please confirm the total balance sheet

£

Please confirm the annual net turnover

£

5a

### Principal stakeholder

Please complete this section with details of any stakeholders with an interest in the company of 25% or more

Title

Forename(s)

Surname

Date of birth

Correspondence address

  
  
  

Postcode

Nationality

Residency

% Shareholding / voting rights / rights to receive profit

5c

### Principal stakeholder

Please complete this section with details of any stakeholders with an interest in the company of 25% or more

Title

Forename(s)

Surname

Date of birth

Correspondence address

  
  
  

Postcode

Nationality

Residency

% Shareholding / voting rights / rights to receive profit

5b

### Principal stakeholder

Please complete this section with details of any stakeholders with an interest in the company of 25% or more

Title

Forename(s)

Surname

Date of birth

Correspondence address

  
  
  

Postcode

Nationality

Residency

% Shareholding / voting rights / rights to receive profit

5d

### Principal stakeholder

Please complete this section with details of any stakeholders with an interest in the company of 25% or more

Title

Forename(s)

Surname

Date of birth

Correspondence address

  
  
  

Postcode

Nationality

Residency

% Shareholding / voting rights / rights to receive profit

## Protecting your Privacy – how we use your information

This notice provides an overview of what personal data Close Brothers Limited collects about you and why we process it.

The type of personal data we collect may include your own and your representatives' name, address, email address and telephone number, financial and credit card information, employment

history, health information, credit history, identification records, qualifications and vehicle or asset details.

You can find further information about how and why we use your personal data and the rights that you have in relation to your data at [www.closesavings.co.uk](http://www.closesavings.co.uk). If you have any questions about this notice, how we process your personal data or your rights over your personal data, please contact our Data Protection Officer at: [dpo@closebrothers.com](mailto:dpo@closebrothers.com) or DPO, Close Brothers, 10 Crown Place, London EC2A 4FT.

### 1. Purposes for which we use your personal data

The core purposes for processing your personal data include:

- To verify your identity, assess your suitability for the products and services requested, and to decide whether to enter into an agreement with you. We do this by carrying out checks for criminal proceedings and convictions, anti-money laundering, terrorist financing and fraud prevention, which may include sharing personal data with fraud prevention agencies.
- To manage, administer and take decisions regarding your agreement, such as: providing products and services to you, exercising our rights and performing our obligations in connection with the agreement, making payments and recovering monies.
- Where it is necessary for our legitimate business interests, such as: improving customer service, market research, quality assurance, training staff, marketing (where we are permitted to send you promotional information), system development and statistical analysis on your personal data even if your application is declined by us or you decide not to complete your application with us.
- To meet our legal and regulatory obligations.

### 2. Exchange of information with Fraud Prevention Agencies

Your personal data may be used by us to verify your identity and to allow us to detect and prevent money laundering activity as part of the account opening process for new customers.

You can find further information about how agencies such as Equifax may process your personal data at [www.equifax.co.uk](http://www.equifax.co.uk) or you can contact us to obtain a paper copy of this information.

We may use automated decision making systems to either fully or partially assess your information. The results of this decision may decide whether we provide you with our services or not. If you disagree with the results of an automated decision, you can request a review of your application.

Where you provide us with personal information belonging to a third party, you must ensure you have obtained the necessary consents in order to disclose their information and have provided them with a copy of this notice.

### 3. Marketing

From time to time we would like to let you know about other savings products and offers from Close Brothers Ltd. If this is something you would be interested in, please select how you would like to receive this:

Post  Email

Please note, you can withdraw your consent at any time.

## FSCS acknowledgement

**MANDATORY** - we cannot accept your deposit without receipt of this acknowledgement

I confirm receipt of the enclosed Financial Services Compensation Scheme ('FSCS') Information Sheet and Exclusions List.

Authorised official

Name

## Application confirmation

**MANDATORY** - we cannot accept your deposit without receipt of this signed acknowledgement

I/We apply to open the Account(s) as indicated on this application form.

I/We accept the General Terms and Conditions and Product Terms and Conditions contained in this application form (including guidance notes).

I/We confirm that the details given on this application form are correct until such time as you receive notice from me/us in writing to the contrary, together with any revised documents required by you.

I/We understand that the Account(s) may take up to 5 working days to open and interest will be paid from the date the Bank receives cleared funds.

For and on behalf of the Account holder

1st Authorised official signature  
(must be signed by an Authorised official detailed on the mandate)

Name

Position

Date

For and on behalf of the Account holder

2nd Authorised official signature  
(must be signed by an Authorised official detailed on the mandate)

Name

Position

Date

**1 Account Mandate - authorised officials**

 Account name  
 the 'account holder' 

We request that Close Brothers Limited trading as Close Brothers Savings (the 'Bank') opens / continues to operate accounts in the account holder's name as detailed above and may open such further account(s) as we may request. In connection with all accounts operated in the name of the account holder we set out the below names, specimen signatures and other information of the persons authorised to give instructions ('authorised officials').

**2a** Name

Position held

Date of birth  
  /   /

Mobile telephone number

Work telephone number

Email address

Current residential address

Postcode

Signature

**2c** Name

Position held

Date of birth  
  /   /

Mobile telephone number

Work telephone number

Email address

Current residential address

Postcode

Signature

**2b** Name

Position held

Date of birth  
  /   /

Mobile telephone number

Work telephone number

Email address

Current residential address

Postcode

Signature

**2d** Name

Position held

Date of birth  
  /   /

Mobile telephone number

Work telephone number

Email address

Current residential address

Postcode

Signature



## Board Minutes

At the meeting of the Board of Directors of

Company/ Charity registration number (if applicable)

Held on

The account holder(s) considered the Close Brothers Limited General Terms and Conditions (The 'General Terms and Conditions') and other documents which Close Brothers Limited has provided and agrees that:

1. The account holder(s) hereby:

- a. appoints the bank as the account holder's bankers; or
- b. cancel the account holder's existing mandate(s) to the bank (with the exception of any instructions given by the account holder(s) prior to receipt of this mandate) and replace it/them with the attached.

2. The account holder(s) accept the General Terms and Conditions and confirm such acceptance to the bank by completing the bank's Account Mandate form and the account application form(s) which Close Brothers Limited has provided.

3. The account holder(s)/ Company authorise any person named in this mandate in the section headed 'authorised officials' (an 'authorised official') individually to give instructions relating to the operation of the accounts with Close Brothers Limited, in accordance with the security procedures set out in the General Terms and Conditions.

The account holder(s) note that the bank is entitled to act on all instructions given by an authorised official in accordance with the bank's security procedures until the account holder notifies the bank that the authorised official is no longer authorised to act for it.

Instructions to amend customer static data can only be provided to the bank in writing and must be signed by an authorised official. Fax, email or telephone requests will not be accepted. Instructions to make payments on an account can be provided by authorised officials in any way permitted by the General Terms and Conditions.

It is the responsibility of the account holder(s) to advise the bank of any changes to the authorised officials. The authorised officials will remain in place until such time as the account holder(s) updates us and confirm the removal, or addition of authorised officials. Any amendments to authorised officials must be made by providing the bank with an updated Account Mandate form.

In the event of a dispute, we may request an extract from the board minutes of the company approving the appointment of the above persons as authorised officials.

## Protecting your Privacy – how we use your information

This notice provides an overview of what personal data Close Brothers Limited collects about you and why we process it.

The type of personal data we collect may include your own and your representatives' name, address, email address and telephone number, financial and credit card information, employment history, health information, credit history, identification records, qualifications and vehicle or asset details.

You can find further information about how and why we use your personal data and the rights that you have in relation to your data at [www.closesavings.co.uk](http://www.closesavings.co.uk). If you have any questions about this notice, how we process your personal data or your rights over your personal data, please contact our Data Protection Officer at: [dpo@closebrothers.com](mailto:dpo@closebrothers.com) or DPO, Close Brothers, 10 Crown Place, London EC2A 4FT.

### 1. Purposes for which we use your personal data

The core purposes for processing your personal data include:

- a. To verify your identity, assess your suitability for the products and services requested, and to decide whether to enter into an agreement with you. We do this by carrying out checks for criminal proceedings and convictions, anti-money laundering, terrorist financing and fraud prevention, which may include sharing personal data with fraud prevention agencies.
- b. To manage, administer and take decisions regarding your agreement, such as: providing products and services to you, exercising our rights and performing our obligations in connection with the agreement, making payments and recovering monies.
- c. Where it is necessary for our legitimate business interests, such as: improving customer service, market research, quality assurance, training staff, marketing (where we are permitted to send you promotional information), system development and statistical analysis on your personal data even if your application is declined by us or you decide not to complete your application with us.
- d. To meet our legal and regulatory obligations.

### 2. Exchange of information with Fraud Prevention Agencies

Your personal data may be used by us to verify your identity and to allow us to detect and prevent money laundering activity as part of the account opening process for new customers.

You can find further information about how agencies such as Equifax may process your personal data at [www.equifax.co.uk](http://www.equifax.co.uk) or you can contact us to obtain a paper copy of this information.

We may use automated decision making systems to either fully or partially assess your information. The results of this decision may decide whether we provide you with our services or not. If you disagree with the results of an automated decision, you can request a review of your application.

Where you provide us with personal information belonging to a third party, you must ensure you have obtained the necessary consents in order to disclose their information and have provided them with a copy of this notice.

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### Certification

We confirm that we have read and accepted the information provided on this form and that the details given by us are correct and will remain in force until such time as you receive notice from us in writing to the contrary, together with any necessary revised documentation required by us.

We certify the above to be a true extract from the minutes and that the specimen signatures recorded on this mandate are correct.

This declaration must be signed by two Company Directors or a Company Director and Company Secretary.

5a

Print name

Position held

Date of birth

Signature

### Checklist - please make sure you enclose:

Completed and signed application form

Proof of your nominated UK bank account, in one of the following forms:

- A photocopy of your bank statement dated within the last three months for your nominated bank account
- A paying in slip
- A voided cheque

Authority to provide information to a Financial Adviser Form (if applicable)

A completed mandate form

A completed Tax Residency self certification declaration form for Entities and Trusts. This can be found on our website under customer forms

<https://www.closesavings.co.uk/business/customer-forms>

5b

Print name

Position held

Date of birth

Signature

### Your completed application

Please send your completed form and documentation to:

Close Brothers Savings  
10 Crown Place  
London, EC2A 4FT

If you have any questions in the meantime, our Customer Services team will be happy to assist you.

020 3857 3050 (Monday to Friday, 9am-5pm excluding UK bank holidays)

TBDM@closebrothers.com

## Financial Services Compensation Scheme (FSCS) Information Sheet and Exclusions List



Please retain this FSCS Information Sheet and Exclusions List for your records

Protected

### Basic information about the protection of your eligible deposits

Eligible deposits in Close Brothers Limited are protected by:	The Financial Services Compensation Scheme ("FSCS") <sup>1</sup>
Limit of protection:	£85,000 per depositor per bank / building society / credit union <sup>2</sup> The following trading names are part of your bank / building society / credit union: Close Brothers Treasury and Close Brothers Savings are trading styles of Close Brothers Limited ('CBL'), a subsidiary of Close Brothers Group plc.
If you have more eligible deposits at the same bank / building society / credit union:	All your eligible deposits at the same bank / building society / credit union are "aggregated" and the total is subject to the limit of £85,000. <sup>2</sup>
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. <sup>3</sup>
Reimbursement period in case of bank, building society or credit union's failure:	20 working days. <sup>4</sup>
Currency of reimbursement:	Pound sterling (GBP, £).
To contact Close Brothers Limited for enquiries relating to your account:	FAO: Close Brothers Savings Close Brothers Limited 10 Crown Place London EC2A 4FT Tel: 020 3857 3050
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: <a href="mailto:ICT@fscs.org.uk">ICT@fscs.org.uk</a>
More information:	<a href="https://www.fscs.org.uk">https://www.fscs.org.uk</a>

### Additional information

#### <sup>1</sup> Scheme responsible for the protection of your deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

#### <sup>2</sup> General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers at maximum £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Close Brothers Limited also trades under Close Brothers Treasury and Close Brothers Savings. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

## <sup>2</sup>General limit of protection (continued)

In some cases eligible deposits which are categorised as “temporary high balances” are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor’s current or prospective only or main residence or dwelling;
- (b) a death, or the depositor’s marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <https://www.fscs.org.uk>

## <sup>3</sup>Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

## <sup>4</sup>Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <https://www.fscs.org.uk>.

## Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

## Exclusions List

A deposit is excluded from protection if:

1. The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.
2. The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
3. It is a deposit made by a depositor which is one of the following:
  - credit institution
  - financial institution
  - investment firm
  - insurance undertaking
  - reinsurance undertaking
  - collective investment undertaking
  - pension or retirement fund <sup>1</sup>
  - public authority, other than a small local authority
4. It is a deposit of a credit union to which the credit union itself is entitled.
5. It is a deposit which can only be proven by a financial instrument<sup>2</sup> unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).
6. It is a deposit of a collective investment scheme which qualifies as a small company.<sup>3</sup>
7. It is a deposit of an overseas financial services institution which qualifies as a small company.<sup>4</sup>
8. It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company<sup>5</sup> refer to the FSCS for further information on this category.
9. It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

<sup>1</sup> Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

<sup>2</sup> As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

<sup>3</sup> Under the Companies Act 1985 or Companies Act 2006

<sup>4</sup> See footnote 3

<sup>5</sup> See footnote 3

For further information about exclusions, refer to the FSCS website at <https://www.fscs.org.uk>.