

E-CASH ISA 3

Provided by Scottish Widows Bank

KEY FEATURES DOCUMENT

The Financial Conduct Authority is a financial services regulator. It requires us, Scottish Widows Bank, to give you this important information to help you to decide whether our E-Cash ISA 3 is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

ACCOUNT FEATURES

The E-Cash ISA 3 offers tax free savings with easy access to your money.

- Minimum balance £10.
- Manage your account 24 hours a day, seven days a week through our Internet Banking.
- The current annual ISA limit can be found at www.gov.uk/individual-savings-accounts
- The full amount can be saved in any combination of permitted ISAs.
- The account can be used to utilise an Additional Permitted Subscription (APS).
- We can accept inward transfers of ISAs from other financial institutions (further details are in the ISA Transfer Instruction Form).

STRUCTURE AND LIMITS

- ISA savers are able to invest in no more than the overall subscription limit in total to any combination of permitted ISAs in the same tax year.
- The current annual ISA limit can be found at www.gov.uk/individual-savings-accounts
- You can withdraw up to the total amount in your E-Cash ISA 3 (including amounts paid in during previous tax years). As long as you do so in the same tax year, you can then replace withdrawals by paying them back in to the same account.
- If you need more information about ISAs please visit www.gov.uk/individual-savings-accounts

INTEREST PAYMENTS

Interest can be credited to your account with us or to your nominated account with another bank or building society. Interest can be applied annually on 1st April or twice yearly on 1st April and 1st October.

INTERNET BANKING

Your E-Cash ISA 3 is managed via our Internet Banking service which offers a convenient way for you to keep track of your finances 24 hours a day, seven days a week. When you complete the 'Internet Banking' question on your application form you'll automatically be registered for the service.

Our Internet Banking service cannot be accessed or operated by a Power of Attorney or Third Party Mandate Holders.

MAKING DEPOSITS

As set out in the Terms and Conditions, you can deposit money into your account by:

- Regular or occasional transfers by Direct Debit from your nominated account.

Simply complete the Direct Debit mandate at the back of the application form and this will allow us to collect funds from your nominated account, either as one-off payments or regular monthly transfers.

Please note the regular payment option isn't available when using an APS.

- A declaration will be required with each subscription of an APS.

We can only make transfers if there are enough funds in your nominated account, and we'll not be able to make transfers using other banking systems (e.g. bank giro credit, standing order, dividend mandate) as this may cause delays over which we have no control.

It takes three business days to set up a Direct Debit mandate and if it's not used over a 12 month period, it may be cancelled by your bank or building society.

- CHAPS transfer from your nominated account; please contact us for exact requirements before sending money by CHAPS.
- A cheque from an account which is in your name.

Building society cheques must be verified to confirm they're from an account held in your name. Please ask the issuing branch to stamp and sign the back of the cheque, and add your name, sort code, account number and roll number if applicable. Cheques from an account not in your name aren't permitted.

- Transferring money from another Scottish Widows Bank account in your name(s).

You can instruct us to make a transfer between your account and any other Scottish Widows Bank account you have in the same name(s) with us.

WITHDRAWING MONEY

For your security, withdrawals from your account will be paid by electronic funds transfer direct to your nominated bank or building society current account. Here are some useful details about withdrawals:

- Instructions are given by Internet Banking.
- Minimum transfer is £10.
- Withdrawal payments cannot be made directly to a third party.
- Transfers from this account will be made free of charge and will reach your nominated account by the end of the following business day.
- Same day transfer can be arranged if instructions are received by 3.40pm subject to an administration charge, currently £25.

INTRODUCED ACCOUNTS

If your application is submitted to Scottish Widows Bank by an introducer (by introducer we mean the firm that your individual introducer represents):

- Your introducer won't be able to make withdrawals from or deposits to your account and won't be able to change any account details.
- Your introducer will receive a trail fee of 0.01% annually based on the average balance of your account.

If your application is submitted to Scottish Widows Bank by a Financial Adviser:

- As well as the above, on request we'll advise your Financial Adviser of your account balance. By completing the Financial Adviser details and signing the declaration on the application form you'll be agreeing to this. Please advise us in writing if this arrangement changes and you no longer wish us to do this.

ADDITIONAL INFORMATION

If you die, your spouse or civil partner may be entitled to an APS equal to the value of your ISA on the date of your death. This entitlement will be in addition to their own ISA annual allowance.

- APS are limited to the value of the deceased's ISA at the date of their death and must be made within specific time limits.

OPENING YOUR ACCOUNT IS EASY

- Simply complete the application form and Direct Debit mandate and send these back to us with a cheque for your initial deposit. (The cheque must be from an account held in your name.)
- If you're opening the account with a cheque drawn on your nominated account, this is sufficient verification of your bank details. If not, you'll need to provide a void cheque, a pre-printed paying in slip or original bank statement showing the account name, sort code and account number of your nominated account (the one you provide in the application form).
- Send your completed application, cheque (where applicable) and any necessary documents to:
Scottish Widows Bank plc, PO Box 12757,
67 Morrison Street, Edinburgh EH3 8YJ
- Before applying please read the Personal Savings Account Conditions booklet.
- If you have any special requirements please contact our Customer Services team.

HOW TO COMPLAIN

Our promise

Our promise is to do our best to resolve any problem you have immediately. Where we can't we'll ensure you know who is dealing with your complaint. To complain:

- Call us on **0800 015 3149**.
- Write to us at PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ.
- Or visit www.scottishwidows.co.uk/bank/legal.html

If you are still not happy

If you're still not happy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you've tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service but if you do, you can contact them at www.financial-ombudsman.org.uk

You may be able to submit a claim through the European Online Dispute Resolution Platform (available at <http://ec.europa.eu/consumers/odr/>) if you live outside the United Kingdom or if you prefer not to deal directly with the Financial Ombudsman Service.

CANCELLATION

We hope you're happy with the savings account you've chosen. However, if you're not, you have 14 days from opening the account (or, if you've opened your account by telephone, from the date you receive your conditions if that is later) to cancel it without charge. Just give us your notice in writing by sending it to Scottish Widows Bank, PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ. You'll still be able to open another ISA in the same tax year. If you cancel your ISA account after 14 days, you'll not be able to open an ISA in the same tax year. Whenever you cancel, we'll repay any credit balance and pay interest on your account for the time your money was with us. Even if you miss the 14-day deadline, you may still close your account in line with the account conditions.

IMPORTANT INFORMATION ABOUT COMPENSATION ARRANGEMENTS

Your eligible deposits with Lloyds Bank plc are protected up to a total of **£85,000** by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. This limit is applied to the total of any deposits you have with the following: Lloyds Bank, Mayfair Private Banking, Lloyds Bank Private Banking, WorldWide Service and Scottish Widows Bank. Some savings accounts under the Charities Aid Foundation brand name are also deposits with Lloyds Bank plc. Any total deposits you hold above the limit between these brands are unlikely to be covered.

SCOTTISH WIDOWS BANK

FOR MORE INFORMATION

You can find out more information or submit a query online at www.scottishwidowsbank.co.uk
or call our customer service team on

0345 845 0829

Lines are open 8am to 6pm Monday to Friday (Wednesday from 10am).

Scottish Widows Bank is a trading name of Lloyds Bank plc. Registered office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales, no. 2065.
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