



High interest
and a choice of
access options

Instant Transfer
& 60 Day Notice
Deposit Accounts

Enjoy high interest and a choice of access options

If you're looking to earn interest at one of the most competitive rates on the market, but you also want access to your money at any time, the Scottish Widows Bank Instant Transfer Account could be ideal for you. Or, if you don't need immediate access to your funds, the 60 Day Notice Account, which also offers a consistently high rate of interest, could be the best option for you. Either way, opening your account couldn't be easier. Simply read through the brochure then complete the application and Direct Debit forms enclosed and return both to us in the envelope provided.



All you could want for your money

These are the key features of the accounts:

- Consistently one of the highest interest rates in the market
- A bonus on the interest rate for the first six months, for all new customers (see the current rate sheet, enclosed)
- Minimum balance only £100
- Free transfer of money to your main current account as often as you like
- Manage your account the way you want – online, by phone or by post
- Customer service available weekdays 8am – 6pm (from 10am Wednesdays).

The differences between the two accounts

Instant Transfer Account

This account is ideal if you want easy access to your money but still want to earn one of the most competitive interest rates on the market.

60 Day Notice Account

If you don't need immediate access to your money, and can give 60 days' notice, you will receive one of the most consistently high interest rates on the market.

Opening your account is easy

Simply complete the application form and Direct Debit mandate enclosed and send these back to us with your personal cheque deposit, in the envelope provided*. (Your initial deposit cannot be a cheque issued to you by someone else.)

If you are making your initial deposit by Direct Debit, we will need identification such as one of your original bank statements, a cancelled cheque or pre-printed pay-in slip from a UK bank or building society current account on which you are named. (See section 5 of the application form.) This should be enclosed in the envelope provided*, along with your application form and Direct Debit mandate, and sent to us.

Consistently competitive interest rates

We will always try to keep our interest rates competitive with the best available on the market and all new customers will receive a bonus on the interest rate for the first six months. You can see our current interest rates on the sheet enclosed.

You can also hear up-to-date rate information 24 hours a day on our pre-recorded Interest Information Line by calling **0870 845 0829** or by visiting **www.scottishwidowsbank.co.uk**

* If you have downloaded your application form, please post these items to:
Scottish Widows Bank plc
PO Box 12757
67 Morrison Street
Edinburgh
EH3 8YJ



Reassurance that your money is protected

You may be reassured to know that your Instant Transfer or 60 Day Notice Deposit Account is protected by the Financial Services Compensation Scheme. This means if we are unable to pay what we owe you, you may be able to get compensation of up to £50,000 from the Scheme. Most depositors, including individuals and small firms, are covered. Deposits denominated in currencies are treated alike. A leaflet with further details is available by calling the Financial Services Compensation Scheme helpline on **020 7892 7300**, visiting their website at **www.fscs.org.uk** or emailing **enquiries@fscs.org.uk**. You can also write to the Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsoken Street, London E1 8BN.

Choose Internet Banking

If you'd like to manage your account online, register for our Internet Banking service. Simply completing the 'Internet Banking' question on your application form (see section 2) puts you in control.

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

Interest payment options

Interest can be credited to your account or you can instruct us to pay it to another of your bank or building society accounts. Interest payments for Instant Transfer and 60 Day Notice accounts can be made monthly, quarterly, six-monthly or annually. Interest is paid on the first day of the month (or the next available business day, should this fall on a non working day), according to the following payment dates:

Monthly	On the first day of each month.
Quarterly	On the first day of January, April, July and October.
Six Monthly	At six months intervals from the first day of the month in which we open your account.
Annually	At twelve monthly intervals from the first day of the month in which we open your account.

We will confirm your identification details

To comply with Money Laundering Regulations, we need to verify your identity when opening the account. We may make searches now and in the future about you with an online reference agency who will supply information for the purpose of verifying your identity. We may also obtain documents from you confirming your identity and address. You will not be able to operate the account until the Money Laundering checks are complete.

The FSA's Factsheet "Proving your Identity" will help explain why we need to verify your identity. You can get a free copy from **www.moneymadeclear.fsa.gov.uk/pdfs/proving_your_identity.pdf** or by calling them on **0845 606 1234**.

Depositing money in your account

As set out in the Terms and Conditions (at the back of this brochure), you may deposit additional money into your account by Direct Debit transfer or by cheque.

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

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

Please note that we can only make transfers if there are adequate funds in your nominated account, and we will not be able to make transfers using other banking systems (bank giro credit, standing order, dividend mandate) as this may cause delays over which we have no control. Please contact us for exact requirements before sending money by CHAPS.

It takes three business days to set up a Direct Debit mandate and for any changes to be implemented. If your Direct Debit facility is not used over a 12 month period, it may be cancelled by your bank or building society.

- **A cheque from an account which is in your name.**

Please note that building society cheques must be verified to confirm they are from an account held in your name. In this instance, please ask the issuing branch to stamp and sign the reverse of the cheque and add your name, sort code, account number and roll number if applicable. Third party cheques are not permitted.

Withdrawing money from your account

For your security, withdrawals from your account will be paid by electronic funds transfer direct to your nominated bank or building society current account. Instructions to pay money to a third party will not be accepted. Here are some useful details about withdrawals:

- Instructions can be given by internet, telephone and post
- Minimum transfer is £100
- Provided three business days' notice can be given, transfers from accounts will be made free of charge. For 60 Day Notice Accounts we do require the agreed notice period
- Same day transfer on the day of instruction can be arranged if received by 2pm subject to an administration charge, currently £25.



Tax arrangements

If you're a non taxpayer you can receive your interest gross, without Income Tax being deducted. All you need to do is complete the relevant HM Revenue and Customs (HMRC) registration form. You can download HMRC forms by visiting www.scottishwidowsbank.co.uk and selecting 'Product Literature'. Taxpayers will receive their interest net after payment of lower rate tax. You may be able to reclaim this and a Certificate of Interest Paid will be issued after the tax year end.

Customers with a disability

Scottish Widows Bank is committed to making its products and services available to everyone. Copies of our literature can be provided in large print or in Braille and additional assistance is available to any customer upon request. If you have any special requirements please contact our Customer Services staff in the first instance on **0845 845 0829**.

EU Savings Tax Directive

Under the terms of the European Union Savings Directive it is a requirement for Scottish Widows Bank to report to HM Revenue and Customs payments of interest to all residents of other EU Member States and some EU Nationals resident elsewhere. To enable Scottish Widows Bank to satisfy its obligations under the Directive you are required to notify Scottish Widows Bank of any change of address that involves a change in your country of residence. Address means your primary place of residence as requested in response to section 2 of the application form.

Instant Transfer & 60 Day Notice Deposit Accounts Terms and Conditions

Our agreement with you is made up of these Terms and Conditions that apply to any Instant Transfer & 60 Day Notice Deposit Accounts (**'the account'**) which the account holder(s) (**'you'**) holds with Scottish Widows Bank plc (**'us'**) and our interest rates sheet for your particular deposit account.

These accounts are available to people aged 16 and over.

You can ask us for a copy of this agreement and our interest rates sheet at any time. Scottish Widows Bank plc's registered office is PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ. We are registered in Scotland and our company registration number is No.154554. We are authorised and regulated by the Financial Services Authority. Our Financial Services Authority register number is 201601. The main business of Scottish Widows Bank is arranging, entering into and administering mortgages and accepting deposits.

Our contact details

Our staff are available to deal with your requirements between 8am and 6pm weekdays (from 10am Wednesdays). You can contact us by calling **0845 845 0829** (calls at local rates). If calling from overseas telephone 0044 131 655 2000. Our website is **www.scottishwidowsbank.co.uk**. You can write to us at PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ. You can contact us using any of these contact details unless we specify otherwise.

Defined Terms

In these conditions, the following terms have the meanings shown beside them:

'Annual Equivalent Rate' means the notional rate of interest which would be equal to the contractual rate of interest if it were paid and compounded on an annual basis;

'Bank of England Base Rate' means the Bank of England's repo rate (commonly referred to as its base rate);

'business day' means Monday to Friday excluding bank holidays in England;

'CHAPS transfer' means a transfer of money using the Clearing House Automated Payment System. We will charge you a £25 administration fee to cover the cost of making this transfer;

'cut-off time' means the time on each business day such that instructions received after that time will not be treated as received until the next business day. The cut-off time is usually not before 6pm, although the cut-off time for CHAPS transfers is 2pm. Please ask if you would like to know the cut-off time for a particular transaction;

'electronic transfer' means a payment to or from the account made by any means other than cash or cheque. Examples include a Direct Debit; a CHAPS transfer; a transfer to or from another Scottish Widows Bank account and a transfer arranged by telephone;

'Lloyds Banking Group' means the group of companies which includes us and a number of other companies using brands including Lloyds TSB, Halifax and Bank of Scotland, and their associated companies. More information on the Lloyds Banking Group can be found at **www.lloydsbankinggroup.com**

'pre-advised account' means the account in your name(s) with another United Kingdom bank (or building society) which you nominate as the account from which or to which electronic transfers may be made;

'Security Details' can be processes or security procedures we ask you to follow or use, for example, a password or other information, security numbers or codes to make an instruction or confirm your identity.

1. Payment Services

- 1.1** Your payment instructions can be given to us (including withdrawal of consent) by:
- (a) Internet Banking** – you will need to register and provide security passwords for Internet Banking in order to carry out transactions online. You must sign up to the separate Internet Banking Terms and Conditions. This facility is not available for business savings accounts.
 - (b) Telephone** – we will require your security passwords to be confirmed prior to any transactions being carried out.
 - (c) Via post** – we will accept instructions by letter or postal instruction forms (these are available via our website or on request to the customer services line). Your instruction must be signed and will be checked against our records upon receipt of your request.
- 1.2** With regard to your payment instructions:
- (a)** Your instructions will not be effective until we receive them.
 - (b)** If you ask us to make a payment, we cannot change or cancel the payment instructions because we start processing it when we receive it, (unless it is an instruction for a future date, in which case it can be stopped or recalled up to 6pm on the business day before the instruction is to be carried out). For notice accounts please refer to Condition 5 as applicable.
 - (c)** Although some payments can be made on non business days, the processing of these payments is not completed on our systems until the next business day.
- 1.3** When you request a Direct Debit transfer to your account or an electronic transfer to another account, you must give us the other account name, sort code, account number and any other details we ask you for such as the name of the person you are sending the payment to, so we can arrange or make the electronic payment. You are responsible for checking that the details are correct. We will not be liable if an electronic transfer goes to the wrong person because you gave us the wrong details. If it does go to the wrong person because you gave us the wrong details, we will use reasonable efforts to recover the money and, if we manage to do so, we may charge you our reasonable costs.
- 1.4** When we contact you or you contact us we need to check your identity before you can give us instructions or we can disclose or discuss confidential information about your accounts. For this reason:
- (a)** you must sign instructions given on paper; and
 - (b)** if you are contacting us or giving us instructions by any other method (for example by telephone or internet) you must do so using the Security Details we have given to you or agreed with you personally.
- 1.5** As long as we have checked your identity in one of the ways set out above, we will assume that we are dealing with you.
- 1.6** You will not be able to give a payment instruction using your Security Details if we have stopped, or suspended, your ability to use them. We can do this if we reasonably consider it necessary for reasons relating to:
- (a)** the security of your Security Details; or
 - (b)** suspected unauthorised or fraudulent use of your Security Details. Unless the law prevents us from doing so or we believe it would undermine our security measures, we will try to contact you by telephone or in writing in advance to tell you that we have done this and our reason for doing so. If we are unable to tell you in advance, we will tell you as soon as possible afterwards.

1.7 We may refuse to carry out a payment instruction if:

- (a)** you do not have available funds to make the payment or you have exceeded a limit we have applied to your account (for example in accordance with condition 3.2);
- (b)** the payment instruction is not clear or you have not provided us with the correct details in accordance with condition 1.4;
- (c)** there is a legal requirement or a court or other authority tells us to act in that way;
- (d)** the payment seems unusual compared with the way you normally use your account;
- (e)** we reasonably believe you or someone else has used or is using or obtaining, or may use or obtain a service or money illegally or fraudulently;
- (f)** we reasonably believe that someone else may have rights over money in your account (in this case we can also ask (or require you to ask) a court what to do, or do anything else we reasonably need to do to protect us); or
- (g)** any other reason set out separately in this agreement applies.

1.8 Please note that transactions can only be carried out when we are fully satisfied that identification requirements are met.

1.9 We may refuse to accept a payment into an account or an instruction for a payment from it if we reasonably believe that doing so might cause us (or another company in the Lloyds Banking Group) to breach a legal requirement or might expose us (or another company in the Lloyds Banking Group) to action from any government or regulator.

2. Payments into your Account (Deposits)

2.1 You can only make payments into your account in the following ways:

- (a)** by Direct Debit from your pre-advised account;
- (b)** by CHAPS transfer from your pre-advised account;
- (c)** by cheque; or
- (d)** by transferring money from another Scottish Widows Bank account in your name(s) (see condition 4).

2.2 We will only accept a payment into your account in Sterling. The initial deposit and ongoing balance must be at least £100. The maximum balance accepted by us is £1,000,000. Balances of more than £1,000,000 can be held by special arrangement only. Additional deposits must be either for a minimum of £100 or a regular payment via Direct Debit of £10 or more.

Direct Debit

2.3 To collect regular or occasional transfers by Direct Debit, from your pre-advised account, we will require a completed mandate. Please note it takes three business days to set up a Direct Debit mandate and we are unable to collect funds on your behalf during that period. Completion of the Direct Debit mandate gives you the ability to place additional funds in your account from time to time. Provided cleared funds are available in your pre-advised account, we can collect these by Direct Debit with no further action required on your part. Regular monthly transfers of additional funds can also be arranged.



- 2.4** We will arrange for the payment to be sent to us on the day specified in your Direct Debit mandate, provided this is at least three business days from when we process your payment instruction. We will process your instruction the business day we receive it or, if we receive it after the cut-off time or on a non business day, the next business day.
- 2.5** If no day is specified, we will request the payment on the day we process your instruction. We will usually receive the payment three business days after you ask us to collect it. (For example, if you ask us to collect the payment on Monday, it will usually reach your account by Thursday).
- 2.6** We will credit your account as soon as we receive the payment. However, as the bank that sent the money may require us to return it as unpaid up to three business days after we receive it, we will refuse any request for a withdrawal from your account that would use that money for as long as it can be recalled. (For example, if we receive a payment by Direct Debit on Monday, you will not be able to withdraw the money until Thursday).

CHAPS Transfer

- 2.7** You can ask the bank holding your pre-advised account to make a transfer to your account by a CHAPS transfer on the same day. Your bank may charge you for this service. Please contact us for exact requirements before sending funds by CHAPS transfer.
- 2.8** We will credit CHAPS transfer payments to your account when we receive them and the money will then be available to you to withdraw.

Cheques

- 2.9** Cheques must be drawn from an account you are named on. For your protection we recommend that personal cheques issued by you are made payable to: Scottish Widows Bank <Account Holder's Name>.

- 2.10** Third party cheques are not permitted. Building society cheques must be verified to confirm they are from an account held in your name. (Please arrange for the issuing branch to stamp and sign the reverse of the cheque and add your name, sort code, account number and roll number if applicable).
- 2.11** Money paid into your account by cheque will not be available to you to withdraw for at least six business days after it is paid into your account.
- 2.12** We do not accept inward transfers of credit through the bank's money transmission system, eg. bank giro credit, standing order or dividend mandate is not possible as there can be identification difficulties and delays outwith our control. Payments made in this way may be returned automatically and may incur a charge, currently £10.

3. Payments out of your account (Withdrawals)

- 3.1** You may only withdraw money from your account by electronic transfer to:
 - (a)** your pre-advised account; or
 - (b)** another Scottish Widows Bank deposit account in your name(s) (see condition 4).
- 3.2** The minimum withdrawal which you can make is £100. Withdrawals from the 60 Day Notice Account require 60 days' notice to be given. Payments will then be remitted direct to your account in accordance with the details pre-advised to us and will be received within three business days (excluding the day we process the instruction). If early withdrawal is agreed, which we regard as non standard, we will deduct the equivalent of gross interest on the amount withdrawn from the balance of your account before debiting the withdrawal.

3.3 If you ask us to make a payment to your pre-advised account we will take the money from your account on the business day after receiving your request and it will reach the bank holding your pre-advised account two business days after your account is debited."

- (a)** For example, if we receive your request on Monday, the money will be taken from your account on Tuesday and will reach the other bank by Thursday.
- (b)** We will process your instruction the business day after we receive it or, if we receive it after the cut-off time or on a non business day, the following business day.
- (c)** On and from 1 January 2012, withdrawals will be received by the other bank by the end of the next business day following processing of your request.

3.4 Alternatively, if you wish to send money more quickly, you can make a CHAPS transfer.

- (a)** We will then take the money from your account on the business day we process your request, and the other bank will receive the money on the same business day.
- (b)** We will process your instruction the business day we receive it or, if we receive it after the cut-off time or on a non business day, the next business day.

3.5 The other bank is required by law to pay the money into your pre-advised account when it receives it from us.

4. Payments to and from another Scottish Widows Bank account

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

4.2 We will process your instruction the business day we receive it or, if we receive it after the cut-off time or on a non business day, the next business day.

4.3 When we process your instructions, we will debit the money from one account and it will be credited to the other account and available to withdraw.

5. Charges and Interest

Charges

5.1 For a withdrawal by CHAPS transfer, a charge (presently £25) will be applied to cover our transfer costs. Withdrawals by other forms of electronic transfer will be made free of charge. No other charges will apply to the account for standard services.

Exceptional Service

5.2 We may charge for providing you with any non standard service which you request in connection with your account. We will inform you of the charge before we provide the service.

5.3 Our Notice Deposit Accounts are subject to the agreed period of notice before funds are released. We may allow earlier withdrawal, which we regard as non standard, at our discretion but this will affect the interest payable on the account – this will also be the case if you withdraw funds by closing your account with a lesser period of notice under condition 20.2.

Interest

5.4 Annual Equivalent Rate (AER) is based on interest paid and capitalised to the account once each year. Please note that the actual interest rate on your account will be lower if you have interest applied more frequently. We give you details of our current interest rates in our interest rate sheet. You can also find them out by contacting us (see the contact details section) and on our website. We may change our interest rates, charges and charging dates under condition 11.

5.5 Variable interest rates apply to the account. Customers can obtain details of current rates by telephoning our 24 hour pre-recorded Interest Information Line on **0870 845 0829**, visiting our website at **www.scottishwidowsbank.co.uk** or calling our Customer Service staff on **0845 845 0829**.

Interest Calculation

- 5.6** Interest is calculated on a daily basis:
- (a) in the case of cheques, from the second business day after the cheque is received for credit to your account; and
 - (b) for all other payments from the day funds are credited to or debited from your account.

Taxation of Interest

- 5.7** Interest is normally payable net of lower rate tax (currently 20%) but may be paid gross if you provide us with the appropriately completed HM Revenue and Customs form.
- 5.8** For business accounts, interest may be paid gross without deduction of basic rate tax subject to confirmation of tax status as evidenced by the following documentation or as otherwise agreed with our Customer Service staff:
- (a) Company – Certificate of Incorporation.
 - (b) Pension Fund – Evidence of HM Revenue and Customs scheme reference number.
 - (c) Association – Latest annual accounts signed by auditors or Deed of Constitution.
 - (d) Others – please contact our Customer Service staff.

Interest Payments

- 5.9** Monthly, quarterly, 6-monthly or annual interest application is available. Interest will always be paid on the first day of the month.
- 5.10** The minimum account balance required of £10,000. Where a withdrawal takes the balance below this figure, we will switch to applying interest quarterly.

Settlement of Interest

- 5.11** Interest may be credited to this account, or:
- (a) transferred in accordance with condition 4 to a different account with us in the same name or in an individual name who is party to the account (not for business accounts); or
 - (b) (providing the account balance is above £2,500) transferred in accordance with condition 3 to your pre-advised account.

6. Identification Requirements

- 6.1** To comply with Money Laundering Regulations, Scottish Widows Bank need to verify your identity when opening the account.
- 6.2** Scottish Widows Bank may make searches now and in the future about you with an online reference agency who will supply information for the purpose of verifying your identity. Scottish Widows Bank may also obtain documents from you confirming your identity and address.
- 6.3** You will not be allowed to operate the account until the Money Laundering checks are complete.
- 6.4** The FSA's Factsheet "Proving your Identity" will help explain why we need to verify your identity. You can get a free copy from www.moneymadeclear.fsa.gov.uk/pdfs/proving_your_identity.pdf or by calling them

7. Communication

- 7.1** On opening an account with us, you will be allocated an account number. Its purpose is to assist us in locating your account details in order to deal efficiently with your requirements. It is not a security code but should be quoted in all correspondence and in telephone enquiries.
- 7.2** When using our telephone banking service we may monitor or record telephone calls with you in order to check we have carried out your instructions correctly and to help improve our quality of service. We reserve the right to request additional account information as is reasonable to satisfy ourselves that the telephone caller is in fact the account holder.

Statements

- 7.3** A written statement of the account will normally be provided within ten business days of any interest being applied. The frequency of this will depend on the interest application options available for your specific account. It may be possible to request an alternative frequency for your regular statements to meet your requirements by calling our Customer Service staff on **0845 845 0829**.
- 7.4** You can ask us to send you a copy of a paper statement we have already provided or made available but we will charge you for this.
- 7.5** Information relating to the account will be available via our Internet Banking system. You can also call us at any time for written details of transactions, charges and interest on your account.
- 7.6** Where we say we will write to you, we will as appropriate do so by letter, email, text, statement messages or inserts or in any other way which is sent to you individually.
- 7.7** You are responsible for checking statements and other account information we give you. You must tell us as soon as you reasonably can (by telephoning our Customer Service staff on **0845 845 0829**) if you notice any errors on your account. If you do, or if we notice any errors, we will correct them as soon as reasonably possible.
- 7.8** We will communicate with you in English.

8. Security

- 8.1** You must:
- (a)** follow instructions we give you, which we reasonably consider are needed to protect you and us from unauthorised access to your accounts;
 - (b)** not let anyone else use your Security Details. For personal accounts this also applies to someone sharing a joint account with you as he or she will have his or her own;
 - (c)** keep your Security Details secure and protected from damage;
 - (d)** do all you reasonably can to make sure no one finds out your Security Details, for example by not:
 - (i)** choosing obvious passwords or codes (such as your date of birth) as part of your Security Details;
 - (ii)** writing your Security Details on, or keeping them with your banking documentation;
 - (iii)** writing down your Security Details in a way that is recognisable;
 - (iv)** letting anyone listen in to your calls with us, or watch you entering or making use of your Security Details;
 - (e)** not let anyone else give instructions, or have access to information, on your accounts unless he or she has a separate arrangement with us to do so, or you have authorised him or her to do so.
- 8.2** The Security Details you provide on your application form will be held securely on file for your protection. Security Details can be changed at your request providing notification is given in writing (evidenced as required) and signed in accordance with the application form.



- 8.3** If you think someone else may be able to use, or has used, your Security Details (because, for example, they have found out your password), you must tell us as soon as you reasonably can by telephoning our Customer Service staff on **0845 845 0829**. If we ask, you must give us any information you know about the misuse of the Security Details. We will pass this to the police if we reasonably think that will be useful.
- 8.4** If you register for Internet Banking, please familiarise yourself with the security information outlined in the Internet Banking Terms and Conditions.

9. Direct Debits

- 9.1** Where you can make payments by Direct Debit mandate there is a guarantee in place (which is unlimited in time). This guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. If an error is made by Scottish Widows Bank plc or your bank or building society, you are guaranteed a full and immediate refund from the bank holding your account of the amount paid.
- 9.2** If the amounts to be paid or the payment dates under a Direct Debit change Scottish Widows Bank plc will notify you ten business days in advance of your account being debited or as otherwise agreed.
- 9.3** If you wish to change the amount to be paid or the payment dates, we usually require only three business days notice which would supersede the standard ten business day notice period. Telephone instructions will normally be recorded for your security.
- 9.4** You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to us.
- 9.5** The efficiency and security of the Direct Debit Scheme is monitored and protected by your own bank or building society.

10. Refunds

- 10.1** We will refund the amount of a withdrawal and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount, if:
- (a)** you asked us to make the payment to an account at another bank and the payment was not made properly or never arrived, unless there was a mistake in any of the details contained in the payment instruction you gave us or we can show that the payment was received by the other bank (in this case, that bank is required by law to make the payment immediately); or
 - (b)** you tell us that a payment out of your account was unauthorised and, having investigated it, we are reasonably satisfied that the payment was not authorised and that you are not liable (condition 12 has more information on liability). We will not refund the payment if you tell us more than 13 months after the payment was made.
- 10.2** If a withdrawal was not made properly or never arrived, we will (if you ask us to) make immediate efforts to trace the payment and notify you in writing or by telephone of the outcome.
- 10.3** If you ask us to transfer money to your account by Direct Debit and the payment is not made correctly or never arrived we will:
- (a)** (unless we can show it was the fault of the paying bank, or you gave us the wrong payment details – see condition 1.4) immediately ask the paying bank to make the payment to us again;
 - (b)** if you ask us to, make immediate efforts to trace the payment and notify you in writing or by telephone of the outcome; and
 - (c)** refund you any charges you paid as a result.
- 10.4** If we can show that it was the paying bank's fault they will be responsible for:
- (a)** putting the amount of the payment back into your pre-advised account;
 - (b)** paying you any interest you would have earned on the amount had it not been taken from your pre-advised account; and
 - (c)** refunding you any charges you paid as a result of the payment not being made correctly or at all.

10.5 Conditions 10.3 and 10.4 do not affect your rights under condition 9.

11. Variation

Interest Rate Changes without advance notice

11.1 Rates on “tracker accounts” change automatically. A “tracker account” is an account where the interest rate tracks a “reference interest rate”.

This is a rate which is not set by us but is publicly available so that you can find out what it is and check it independently. The Bank of England Base Rate is an example of a reference interest rate.

11.2 Where the interest rate on a tracker account changes as a result of a change in the reference interest rate we will apply the new rate with effect from the next business day.

11.3 We can change interest rates we set on an account which does not track a reference interest rate (“managed rates”), without giving you advance notice, if the change is:

- (a) to your advantage; and
- (b) to respond proportionately to actual or reasonably expected changes in “regulatory requirements” affecting us or the costs of running our accounts, including changes in our funding costs (for example, changes to the Bank of England Base Rate).

(A “**regulatory requirement**” is any law, regulation, code or industry guidance that applies to us.)

11.4 We may also change a managed rate to your advantage, without giving you advance notice, for a valid reason not stated in this condition.

11.5 This paragraph applies to accounts on which we guarantee applicable interest rates will not fall below a certain level in relation to a reference interest rate (a “**floor**”). If there is an increase in the reference interest rate which results in the annual interest rate we pay on your account coming to be lower than the floor we will increase the annual interest rate on the first day of the month following the date on which it comes to be lower than the floor without giving you advance notice. The increased rate will be equal to the floor in force on the date when the increase takes effect. We may also further increase the annual interest rate at the same time under condition 11.3 or 11.4, above.

11.6 Where a change to a managed rate happens without advance notice, we will write to tell you about the change within 30 days.

11.7 Regulatory requirements may require us to give advance personal notice of at least 14 days of some changes to a managed rate, rather than make the change without advance notice. We will follow these regulatory requirements.

Changes with advance notice

11.8 By writing to you at least two months in advance we can change:

- (a) the additional terms that apply to a particular account or service (such as the margin on a tracker account, the benefits included with an account, or, if we haven’t changed it under one of the conditions above, a managed rate); or
- (b) any of the other terms of this agreement.

11.9 We will only make a change under condition 11.8 if you can end this agreement (or close the affected account or service) before the change takes effect if you do not want to accept the change:

- (a) without charge (and without condition 5.3 affecting your interest); or
- (b) we say we will not make a charge (or that condition 5.3 will not affect your interest) which would otherwise apply. Unless you close your account or end this agreement prior to the proposed change date, you will be deemed to have accepted the changes to your Terms and Conditions.

11.10 Some of these conditions are based on expected regulatory requirements that will not be made until after this document is prepared for printing. If any condition turns out to be inconsistent with a regulatory requirement, we will not rely on it but will treat it as if it did reflect the relevant regulatory requirement and we will make any changes to these conditions that are required to reflect that requirement when they are next reprinted.

12. Liability

12.1 If we break this agreement:

- (a) we will not be liable for losses or costs caused by abnormal and unforeseeable circumstances outside our reasonable control, which would have been unavoidable despite all efforts to the contrary, for example delays or failures caused by industrial action, problems with another system or network, mechanical breakdown or data-processing failures;
- (b) we will not be liable for any indirect loss resulting from our breach.

12.2 You will not be liable for any payment instructions you did not give yourself, even if they were given using your Security Details, unless we can prove either:

- (a) that you have acted fraudulently in which case you will be liable for all payments from the account that we have been unable to stop; or
- (b) that you have been very careless with your Security Details (for example if you do not tell us as soon as you think someone has discovered your Security Details or is accessing your accounts without your authority or you broke your obligations in condition 8) in which case (depending on the facts of the case and any legal requirements that apply) you may be liable for payments from your account but only until you have told us that your Security Details have been lost, stolen or could be misused. If you are not liable for a payment we will refund the amount of the payment and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount, and will not have any further liability to you.

12.3 Nothing in this agreement limits our liability for acting fraudulently or very carelessly or otherwise excludes or limits our liability to the extent we are unable to exclude or limit it by law.

13. What we do with your information

13.1 We may hold information on you for administration, research, analysis, credit assessment, Money Laundering checks, fraud prevention and the marketing of financial and related products and services.

13.2 In accordance with the Data Protection Act 1998 you have a right to ask for a copy of this information (on payment of an administration fee. Please call our Customer Service staff on **0845 845 0829** for details) and the right to request us to change any of this information if it is incorrect. The information we hold about you is confidential. We will only disclose it outside Scottish Widows Bank and other Lloyds Banking Group companies when:

- (a) you give us your consent,
- (b) it is needed by our agents and others involved in running accounts and services for you,
- (c) we or others need to investigate or prevent crime,
- (d) the law permits or requires it, even without your consent,
- (e) there is a duty to the public to reveal the information,
- (f) we need to assist any body which monitors compliance with any code of practice to which we subscribe, in discharging its functions under the code,
- (g) we need to assist the Financial Ombudsman or our regulator. We will remind you periodically that you can request us not to send you any marketing information regarding additional services and products of Scottish Widows Bank or other Lloyds Banking Group companies by writing to us at PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ, quoting your account number. (The Banking Code is due to be superseded and we will adhere to the regulations which replace it.)

- 13.3** Your information may, in certain cases, be disclosed to other companies in the Lloyds Banking Group or agents acting on behalf of the Group, where the interests of Scottish Widows Bank require such a disclosure. Information, including full details of the conduct of your account and any transactions that you make, may be shared and used by Scottish Widows Bank plc and other companies within the Lloyds Banking Group, to enable them to identify and advise you, by post, telephone or other electronic media, of any products and services that may be of interest to you, unless you have advised us not to do so.
- 13.4** Other Lloyds Banking Group companies will not make marketing approaches to you unless you already have a relationship with them.
- 13.5** Sending your personal data by email is not secure. Only include your email address if you agree to Scottish Widows Bank sending you emails.
- 13.6** We may record and monitor telephone calls with you in case we need to check we have carried out your instructions correctly and to help improve the quality of our service.

14. Law

- 14.1** Subject to conditions 14.2 to 14.4, the law of Scotland:
- (a) governs the contract between you and us; and
 - (b) forms the basis on which relations are established between you and us before the contract is made.
- 14.2** If you are resident in Northern Ireland when the conditions in this agreement first apply to you the law of Northern Ireland will apply for the purposes of condition 14.1.
- 14.3** If you are resident in England or Wales when the conditions in this agreement first apply to you the law of England and Wales will apply for the purposes of condition 14.1.

- 14.4** Business customers holding client funds with us; For legal purposes the law of England and Wales, Scotland or Northern Ireland will apply. This will depend on where your place of business is domiciled. An account opened in Scotland will be opened at our registered office at 67 Morrison Street, Edinburgh EH3 8YJ. An account opened in England will be opened at our branch office at Acclaim House, PO Box HK 100, Central Park, New Lane, Leeds LS11 5UE. An account opened in Northern Ireland will be opened at our branch office at 3rd Floor, Harvester House, 4-8 Adelaide Street, Belfast BT2 8GE. All correspondence and queries in respect of your account will be dealt with from our registered office in Scotland.

15. Complaints

- 15.1** Scottish Widows Bank has in place an internal complaints procedure, details of which can be obtained by telephone from our Customer Service staff on **0845 845 0829**.
- 15.2** Alternatively you can write to us at:
 Customer Services Department
 Scottish Widows Bank plc
 PO Box 12757
 67 Morrison Street
 Edinburgh EH3 8YJ
- If we are still unable to reach an agreement with you to settle your complaint, we'll write to you with a "final response". If you are not happy with our final response, or if you do not receive it within 8 weeks, you can (unless you are a larger business customer) refer your complaint to the Financial Ombudsman Service by writing to them at South Quay Plaza, 183 Marsh Wall, London E14 9SR; by telephoning 0845 080 1800 or by emailing complaint.info@financial-ombudsman.org.uk. The decision of the Financial Ombudsman Service will be binding upon us.

- 15.3** Scottish Widows Bank plc is a member of the Financial Services Compensation Scheme established under the Financial Services and Markets Act 2000. If we are unable to pay what we owe you, you may be able to get compensation of up to £50,000 from the Scheme. Most depositors including individuals and small firms, are covered. Deposits denominated in currencies are treated alike. A leaflet with further details is available on request from the scheme. Call their helpline on 020 7892 7300. Visit their website at www.fscs.org.uk email: enquiries@fscs.org.uk or write to the Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsocken Street, London E1 8BN.

16. Joint Accounts

- 16.1** This section applies to personal account holders if more than one customer is named in the application form for your account. We will open all the accounts you have requested on this application as joint accounts. The instructions in this form will apply to all future accounts you open in both of your names unless you specifically tell us otherwise.
- 16.2** A joint account means:
- (a)** Both of you are separately responsible for keeping to its terms. If either of you does not keep to them, we can take action against either or both of you singly or together.
 - (b)** We may give any information about the account to either of you (even if you request that both of you must sign instructions to us).
 - (c)** Either of you will be able to withdraw any money in the account (which may be without the other's knowledge). We will not be obliged to make any enquiries about the purpose of any transactions.
 - (d)** The account cannot later be put into just one of your names, unless you both agree.
 - (e)** If there is a dispute between you about your account, we may require you both to authorise transactions until you both agree how the account is to be run.
 - (f)** If either of you dies, we will pay any balance on your account to the other.
 - (g)** If a joint account is opened we will need to verify the identity of all account holders.

Instructions from either or both of you

- 16.3** The option of both of you to authorise all instructions on your account is not available. This is because it is not possible for more than one customer to give an instruction at the same time by telephone or Internet Banking.

17. Confirmations

Confirmation will be issued for transactions over £10,000 for both deposits and withdrawals.

18. Amendments

Requests to amend account details should be made in writing and be signed by you in accordance with the prevailing instructions. For your convenience standard amendment forms are available on telephone request to the customer services line. Notice of any change of name or bank details must be accompanied by appropriate evidence.

19. Death of Account Holder

- 19.1** If a sole account holder dies, the personal representatives may close the account (upon presentation of such evidence of their authority as we may require) by withdrawing the balance of the account together with any interest accrued without notice or penalty. If applicable, if a joint account holder dies the account may continue in the name of the surviving account holder(s).
- 19.2** Alternatively, the survivor(s) may elect to close the account by withdrawing the balance of the account together with any interest accrued.

20. Notice to close account

- 20.1** This agreement will continue until you or we cancel or end it. If you are paying any monthly or other regular fees for an account or service, the amount you pay will be limited to the period we provide for that service.
- 20.2** You may end this agreement, or an account or other service under it, without charge at any time by writing to us or phoning us. Where you have not told us in writing, we may require confirmation in writing.

20.3 We may close your account at any time. We will give you not less than two months' written notice of our intention to close your account unless:

- (a)** you are, or we reasonably consider you may be:
 - (i)** using or obtaining, or allowing someone else to use or obtain, a service or money illegally;
 - (ii)** acting fraudulently;
 - (iii)** behaving improperly (for example, in a threatening or abusive manner);
- (b)** we reasonably consider that by continuing to allow you to run your account:
 - (i)** we may break a legal requirement or a court order or other authority;
 - (ii)** we (or another company in the Lloyds Banking Group) may be exposed to action from any government or regulator; or
- (c)** you have seriously or persistently breached these conditions in any other way.

If we close your account without giving you the notice beforehand, we will do so as soon as possible afterwards.

21. Right to Cancel

If you are not happy about your choice of savings or investment account(s), please write to us within 14 days of opening your account at:

Scottish Widows Bank plc
PO Box 12757
67 Morrison Street
Edinburgh EH3 8YJ

We will help you switch accounts or we will give you all your money back with interest. We will ignore any notice period.

22. Contracts (Rights of Third Parties) Act 1999

This contract is between the Account Holder(s) and Scottish Widows Bank plc. The terms of the Contracts (Rights of Third Parties) Act 1999 and any other legal third party rights are specifically excluded except to the extent that rights are expressly conferred on other Lloyds Banking Group companies. This means that only the parties to the contract (or their legal successor(s), assignee(s) or other security holders) and other Lloyds Banking Group companies may have contractual rights.

Our promise to you

We are committed to working in partnership with our customers and make the following promise to you:

- To keep the Terms and Conditions of our products clear and simple with no hidden charges or misrepresentation of facts
- To maintain a plain English policy in all correspondence with you
- To deal with your requirements politely and effectively. Correspondence received will be acted on or discussed with you by telephone without delay
- To provide clarification or additional details on any operational aspects of our products



Application form

Instant Transfer or 60 Day Notice Deposit Account



This form is only for the use of personal customers. Should you require any guidance in the completion of this form please contact our Customer Service staff on **0845 845 0829**.

Scottish Widows Bank plc

Account Number (For office use only) 09/09

Please complete this form in **BLOCK CAPITALS** and in ink.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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1. Type of account

Please indicate the type of account Instant Transfer 60 Day Notice

2. Personal details

	First customer	Second customer
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
First name(s)	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
Postcode	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Date of birth	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> (DD MM YYYY)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> (DD MM YYYY)
Place of birth: Town	<input type="text"/>	<input type="text"/>
Country	<input type="text"/>	<input type="text"/>
Sex	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>
Country of residence	<input type="text"/>	<input type="text"/>
Country of nationality	<input type="text"/>	<input type="text"/>
National Insurance number	<input type="text"/>	<input type="text"/>
Daytime telephone number	<input type="text"/>	<input type="text"/>
Evening telephone number	<input type="text"/>	<input type="text"/>
Mobile telephone number	<input type="text"/>	<input type="text"/>
Email address <small>(An email address is required if you would like to register for Internet Banking)</small>	<input type="text"/>	<input type="text"/>
Internet Banking access required?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<small>Internet Banking allows you to manage your account online. Please note, Internet Banking cannot be accessed or operated by Powers of Attorney or Third Party Mandate Holders.</small>	Already registered <input type="checkbox"/>	Already registered <input type="checkbox"/>
Occupation	<input type="text"/>	<input type="text"/>
Tax Identification Number <small>(for overseas customers only)</small>	<input type="text"/>	<input type="text"/>
Employer's name	<input type="text"/>	<input type="text"/>
Employer's address	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
Postcode	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Please tear off here

NB: If your primary place of residence ceases to be in the UK or if your country of residence changes you must inform Scottish Widows Bank as soon as possible. See EU Savings Tax Directive section in brochure.

If calling from overseas please contact our Customer Services staff on 00 44 131 655 2000 to confirm our current requirements.

3. Deposit details

Please credit the following to my Deposit Account with you (tick one or more as appropriate).

Initial Payment

- Enclosed cheque(s) for: £ made payable to 'Scottish Widows Bank <account holder's name>' (Third party cheques are not permitted) (please see section 5)
- Initial transfer of: £ from the account I will provide Direct Debit details for in section 5
- Transfer of: £ from my/our existing Scottish Widows Bank account
– a/c no.

Subsequent Payment

- By monthly transfer of: £ on day every month per attached Direct Debit Instruction.

4. Interest options

Please complete the relevant boxes to indicate how you would like your interest paid:

- Annually Quarterly
Six Monthly Monthly*

*A minimum balance of £10,000 is required only for monthly interest.

- (a) By adding it to this Scottish Widows Bank account.
- (b) By adding it to a different Scottish Widows Bank account in the same name or in an individual's name who is party:
to the account – a/c no
held in the name of
- (c) By adding it to my/our bank or building society account detailed in section 5. (Minimum balance of £2,500 required.)

5. Existing bank or building society details (Main Current Account)

Bank/building society name

Branch address

Postcode

Branch sort code

Account number

Roll number (building society only)

Account name

If you are opening your account with a personal cheque drawn from the above account we will not need further verification of your bank details. However, if your initial deposit is via Direct Debit, please enclose an original statement of your main current account or a cancelled cheque.

6. Joint account

If a joint account is opened we need to verify the identity of all account holders.

7. Important – for your security

In order to provide telephone and/or Internet Banking access, we need you to provide us with answers to our customer identity questions. These are listed below. It is vital that you provide answers to these questions now.

	First Customer	Second Customer
1. First primary school?	<input type="text"/>	<input type="text"/>
2. Mother's maiden name?	<input type="text"/>	<input type="text"/>
3. A word of your choice, which we call your 'Customer Code Word'	<input type="text"/>	<input type="text"/>

When receiving telephone instructions we will ask for your passwords.

Take care when storing or disposing of information about your accounts. You should take simple steps such as shredding printed material. It is essential that you tell us as soon as possible if you suspect or discover someone else knows your security information – call our Customer Service staff on **0845 845 0829**.

8. Please tick where you heard about Scottish Widows Bank

Newspapers	<input type="checkbox"/>	Consumer magazines	<input type="checkbox"/>
Existing customer	<input type="checkbox"/>	Family/friend	<input type="checkbox"/>
Scottish Widows Bank website	<input type="checkbox"/>	Best Buy Table	<input type="checkbox"/>
Internet	<input type="checkbox"/>	IFA	<input type="checkbox"/>
Other (please state)	<input type="text"/>	Advert	<input type="checkbox"/>

9. Data Protection Statement

This declaration relates to the personal details given on this form and to any other information which I provide to Scottish Widows Bank, or which it holds on me.

I agree that you may hold information on me for administration, research, analysis, credit assessment, Money Laundering checks, fraud prevention and the marketing of financial and related products and services. In accordance with the Data Protection Act 1998 I understand that I have a right to ask you to send a copy of this information (on payment of an administration fee. Please call our Customer Service staff on **0845 845 0829** for details) and the right to request you to change any of this information if it is incorrect.

The information you hold about me is confidential. You will only disclose it outside the Lloyds Banking Group (or associated companies) when:

- I give you my consent,
- it is needed by your agents and others involved in running accounts and services for me,
- you or others need to investigate or prevent crime,
- the law permits or requires it, even without my consent,
- there is a duty to the public to reveal the information,
- you need to assist any body which monitors compliance with any code of practice to which you subscribe, in discharging its functions under the code,
- you need to assist the Financial Ombudsman or your regulator.

I agree that you and other organisations may use credit reference agency and fraud prevention agency records about me for fraud prevention and detection and to check my identity to prevent money laundering. If I ask, you will tell me which credit and fraud prevention agencies you have used so I can get a copy of my details from them. I understand that you will remind me periodically that I can request Scottish Widows Bank not to send me any marketing information regarding additional services and products of Scottish Widows Bank or other companies by writing to you at PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ, quoting my account number.

I understand that the information may, in certain cases, be disclosed to other companies in the Lloyds Banking Group (or associated companies or agents acting on behalf of the Group), where the interests of Scottish Widows Bank require such a disclosure. Information, including full details of the conduct of my account and any transactions that I make, may be shared and used by Scottish Widows Bank plc and other companies within the Lloyds Banking Group, to enable them to identify and advise me, by post, telephone or other electronic media, of any products and services that they think may be of interest to me. **Note:** If you would prefer not to receive details of other products or services, please tick this box . Other Lloyds Banking Group companies will not make marketing approaches to you unless you already have a relationship with them. Alternatively, I can write to: Scottish Widows Bank plc, PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ quoting my account number.

Warning: Sending your personal data by email is not secure. Only include your email address if you agree to Scottish Widows Bank sending you emails. We may record and monitor telephone calls with you in case we need to check we have carried out your instructions correctly and to help improve the quality of our service.

10. Identification requirements

To comply with Money Laundering Regulations, we need to verify your identity when opening an account.

We may verify your name and address with an online reference agency and obtain documents from you confirming your name and address.

You will not be allowed to operate the account until the Money Laundering checks are complete.

The FSA's Factsheet "Proving your identity" will help explain why we need to verify your identity. You can get a free copy from www.moneymadeclear.fsa.gov.uk/pdfs/proving_your_identity.pdf or by calling them on **0845 606 1234**.

11. Declaration – please sign now

I, the person whose signature appears below, declare that monies are being/will be deposited in Scottish Widows Bank Deposit Account as sole beneficial owner/as joint beneficial owners. I declare that the information given on this form is true to the best of my knowledge. (For joint account holders only.) We as joint account holders, hereby authorise the bank to accept and act on either written or verbal

instructions requesting account withdrawals/deposits given by any one of us. We can only accept instructions to collect funds from a pre-advised account you are a party to. Account withdrawals should be sent direct to my bank/building society account in section 5.

I acknowledge that no payments in favour of third parties will be made.

Signature (First customer)	<input type="text" value="X"/>	Date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		(DD MM YYYY)	
Signature (Second customer)	<input type="text" value="X"/>	Date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
		(DD MM YYYY)	

Note: Throughout this application form the words "I" and "we" may be taken where appropriate to mean the plural as well as the singular.

Important – application check list

It is important that you include the following items, completed where appropriate, and return them to us in the envelope provided (if you have downloaded the form, please post your application) to:

Scottish Widows Bank plc
PO Box 12757
67 Morrison Street
Edinburgh
EH3 8YJ

- All questions in application form are completed, note that section 11 needs to be signed and dated. Return the application form, and keep the brochure.**
- For identification, if you're not paying your opening deposit by a cheque from your nominated account, please enclose one of the following from your main current account:**
 - an original bank / building society statement, or
 - a cancelled cheque.
- Your signed and completed Direct Debit form (opposite).**

For non-tax payers.
See 'Tax Arrangements' on page 6 to find out how to download these forms.
- R85 – UK residents R105 – overseas residents

How to fill in your Direct Debit

(Please keep this top section, only return the bottom half to us.)

Using your cheque book as a guide please complete the following on the form below:

1. The full name and address of the bank or building society where your account is held.
2. The name of the account holder as shown on your cheques.
3. The branch sort code number.
4. The account number.

Finally, sign and date the instruction and return it with your application form in the envelope provided.

1. Bank/building society name and address		3. Bank/building society sort code	
Any Bank plc 1 Main Street Anywhere		20-83-45	
Pay _____		£ _____	
_____		JOHN SMITH	
_____		_____	
222860	208345	00582678	
Cheque number	3. Bank/building society sort code	4. Account number	2. Name of account to be debited

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept Instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Scottish Widows Bank will notify you 10 working days* in advance of your account being debited or as otherwise agreed. If you request Scottish Widows Bank to collect a payment, confirmation of the amount and date will be given to you at the time of the request..
- If an error is made in the payment of your Direct Debit, by Scottish Widows Bank or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Scottish Widows Bank asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

*If you wish to change the amount to be paid or the payment dates, we require only 3 working days' notice to arrange the transfer.

Only this section should be detached and returned to us.

Instruction to your bank or building society to pay Direct Debits

Please fill in the whole form and return it to us.



Instant Transfer / 60 Day Notice Deposit Account

1. Name and full postal address of your bank or building society branch.

Originator's ID Number

9 0 9 2 4 6

To: The Manager

Bank or building society

Postcode

Instruction to your bank or building society

Please pay Scottish Widows Bank plc Direct Debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee.

I understand that this instruction may remain with Scottish Widows Bank plc and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date (DD MM YYYY)

2. Name of account holder(s)

3. Branch sort code

4. Bank or building society account number

5. Scottish Widows Bank plc reference number

(for Bank use only)

Banks and building societies may not accept Direct Debit instructions from some types of account.

Please tear off here

Can we help you?

Our expert staff are available to answer any questions you may have about Instant Transfer & 60 Day Notice Deposit Accounts.

Visit our website

www.scottishwidowsbank.co.uk

or call our Customer Services staff on

0845 845 0829

(Open 8am – 6pm weekdays, except Wednesdays from 10am.)

For your security Scottish Widows Bank will need to verify your identity when you call.



If you would like further information on Scottish Widows Bank products and services please call **0845 845 0829**. If calling from overseas telephone **0044 131 655 2000**. Or visit our website **www.scottishwidowsbank.co.uk**

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