



Savings

General Terms and Conditions

Effective from 21 August 2023



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1. Where can you find the terms of our agreement with you?

Our agreement with you is made up of two parts:

1. **General terms and conditions**, which is this document. This includes information on the opening and management of all our savings accounts; and
2. **Product terms and conditions**, which includes more information on the specific savings account you hold.

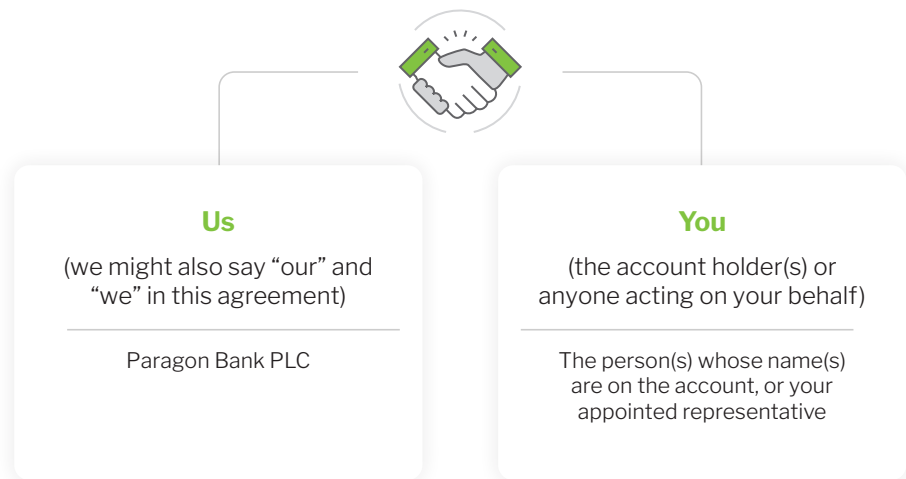
You'll need to read both documents, because they're what you're agreeing to.

These general terms and conditions apply unless your product terms and conditions say something different about the same topic. If that's the case, your product terms and conditions will apply instead.

If you aren't able to save a copy of these general terms and conditions for your records or require large print, braille or an audio version, please contact us. See clause 28 'How can you contact us?' for details on how to do this.

You can also find a copy of these general terms and conditions on our website at paragonbank.co.uk/savings/documents

2. Who is this agreement between?



3. How can you open a savings account?

Are you eligible for a savings account?

You can open a savings account with us if you're an individual who is 18 or over. That's unless your product terms and conditions say otherwise. You must also be resident in the UK for tax purposes.

You can't use this savings account for business purposes.

How can you open and use your savings account?

You'll be able to use your savings account once we tell you it's open.

Your account will either be an online account (opened and managed online) or a postal account (opened and managed by post).

If you send money to your account electronically before we've opened it, we'll hold this money for you. We won't pay it to your account until the account is open. Once it's open, we'll treat the money as if it was paid into your account when we receive it. That means you'll be paid interest from that time. If we can't open your account within 28 days of receiving your application, we'll return your money without interest to:

- the account it came from, or
- by cheque.



What address will we send post to?

We'll always send post to the address of the first account holder. That's unless your account is under a power of attorney, or a Court of Protection, Guardianship or Controllership order issued by a UK Court.

How many accounts can you hold with us?

We can limit the number of accounts that you can hold with us.

Your product terms and conditions will set out the maximum number of accounts you can hold for that product (if there is a maximum). We can refuse to open an account if it takes you over the maximum number of accounts you can hold. Or we can close it immediately.

If you have a joint account, this will be considered as one account for each account holder.

4. Can someone else operate your account for you?

You can authorise another person or persons to operate your account through a power of attorney. If you do this, we'll treat the actions or omissions of the attorney as if they were your own. Where you still have capacity we'll always assume that the attorney is acting with your consent. For more information concerning powers of attorney please contact us and we will provide you with our guidance document.

5. How will we keep your account secure?

We'll only accept instructions from you or a joint account holder, or a person with a suitable power of attorney.

We'll never write, call or email to ask you to provide your security information. But we will ask you to provide certain personal information to confirm your identity when we're giving you information about your account over the phone.



What's your security information?

Any passwords and memorable information you've set up.

Online account

You'll need your username and security information to operate your account through our website.

Postal account

You won't have a password. We'll ask you to set up some memorable information.

If post we send to you is returned to us, we'll stop communicating with you by post. We'll make all reasonable efforts to contact you in another way to find out which address we should send post to. We won't start sending post to you again until we've verified your new address.

It's your responsibility to keep your username and any security information safe.

You should tell us immediately if you:

- think, or know, that someone has access to your username or security information
- have any problems operating your account or discover an error
- suspect any fraudulent or other unauthorised activity has taken place on your account

If this happens, we'll ask for any other information or help we need from you. We may also work with the police or other financial crime agencies, and we may ask you to do this too.

6. How can you add someone else to your savings account?

If you have a sole account, you can add another account holder to your account. That's unless your product terms and conditions say you can't have a joint account.

You can do this by completing and sending us an additional account holder form. You can find the form on our website or alternatively you can contact us and we will send you the form.

There can't be more than two account holders.

7. How can you use your joint account?

Any joint account holder can use the account. We can act on the instructions either of you give us.

If we receive instructions from both of you, but they don't match, we can refuse to carry out any instructions until we confirm these with both of you.

If both of you agree in writing, you can remove an account holder from your account.

What if we receive a notice of dispute?

If we receive a notice of dispute from you, both of you must agree about what is done on the account. We'll only accept instructions in writing, signed by both of you, with proof of signature. Until then, you will not be able to access any savings account online and you'll need to operate these by post instead. If we have reasonable grounds for believing you can't resolve the dispute, we can close your account. See clause 22 'How can we close your account and end this agreement?' for more information.

8. How do you transfer money to and from your savings account?

You can only transfer money to (a deposit) and from (a withdrawal) your savings account through your nominated bank account, or from another account you hold with us (if your product terms and conditions allow this).

You'll need to link your account to a nominated bank account. Each account holder can only link one nominated bank account across all the accounts that they hold with us.



What's your nominated bank account?

Your UK current account you gave us the details for during your application.
Or your UK current account that you've asked us to change to.

This must always be a UK current account in your full name that you can make and receive payments from electronically. This can be either a sole or joint account.

If you only have a joint account with us and the nominated bank account is in the name of just one account holder, only that account holder can make, change, or cancel any payment instructions between the joint account and nominated bank account.

How can you change your nominated bank account?

You can change your nominated bank account at any time. You can do this by completing and sending us a change of nominated bank account form. You can find the form on our website or alternatively you can contact us and we will send you the form.

How can you make a deposit?

Any deposits you make must be:

- in UK pounds sterling (£); and
- made from your nominated bank account, or from another account you hold with us (if your product terms and conditions allow this).

You can make deposits by BACS, CHAPS, Faster Payments, or standing order (we call these 'electronic payments'), or by cheque. If we're unable to bank the cheque and it's returned unpaid, we'll take the amount back out of your account.



What is BACS, CHAPS, Faster Payments and standing orders?

These are all ways of electronically transferring money.

- **BACS:** Bankers Automated Clearing Services
- **CHAPS:** Clearing House Automated Payment Systems
- **Faster Payments:** a real time payments system that allows you to send and receive payments quickly within the UK
- **Standing order:** a regular payment for a set amount that's paid on a specific date. It's paid to a specific person or company

We'll only accept deposits from your nominated bank account or another account you hold with us. But if you're making an ISA transfer, we'll accept that deposit from your current ISA provider.

If you make a deposit from any other account or make a deposit that your product terms and conditions don't allow, we may return it to the account you sent it from without interest.

When do you need to make an opening deposit?

You need to make your opening deposit within 28 days of your application, or your account will be closed and you'll need to reapply.

For fixed rate accounts, our rate guarantee will apply, so as long as you make your opening deposit within 28 days you'll receive the interest rate you applied for, or if this rate has increased, you'll receive the higher rate.

For variable rate accounts, you'll receive the interest rate available when we receive your opening deposit.

When will we receive a deposit?

If you transfer an ISA into us from another ISA provider then please see clause 19 'What if your account is an ISA?' for more information about when we will receive the transfer. Otherwise the following timescales will apply:

How you pay the money in	When it will be deposited into your account	When it counts for working out interest
Electronically from another Paragon account	Immediately, as long as you request the transfer by 5pm on a business day. If you request the transfer after 5pm, or on a non-business day, it will be deposited into your account the next business day.	As soon as we receive it in your account.
Electronically from a non-Paragon account	On the same day, as long as we receive it before 6pm. If we receive it after this, it will be deposited into your account the next day. Alternatively if you are making a payment via CHAPS and we receive your payment after 4pm your account will be credited the next business day. How long it takes for a payment to reach us will depend on who your nominated bank account is held with.	As soon as we receive it.
Cheque	Cheques will be credited to your account on the day we receive them. However, it can take up to three business days for them to 'clear' (at which point you'll be able to use the money).	Two business days after we receive it.



What's a business day?

Monday to Friday, excluding bank holidays in England and Wales.

9. What's the maximum balance you can hold in your account?

We can limit the total balance you can hold with us in your account, or across all accounts you hold with us. This includes any joint accounts you may have.

You can only hold up to **£500,000** across all your accounts with us. This is your overall maximum balance. When calculating this amount, we'll treat any balances held in joint accounts as being equally shared between both account holders. For example, if you hold £20,000 in a sole account with us, and £30,000 in a joint account with us, we'll treat you as holding £35,000 with us. That's £20,000 plus half of the amount held in the joint account (£15,000).

Your product terms and conditions will also tell you about any maximum balance that applies to your individual accounts.

We can refuse to accept any deposits that would take you over your overall, or account, maximum balance. If we do this, we'll return your deposit to the bank you sent it from or by cheque if you made the deposit by cheque. You won't receive any interest on this amount.

We can also ask you to withdraw any money from your account that takes you over your overall, or account, maximum balance.

If you've reached your overall, or account, maximum balance, we'll continue to pay interest even if the interest payment takes you over the maximum balance. You won't have to withdraw any money because of this.

10. How can you withdraw money?

Your product terms and conditions will tell you if you're able to make early withdrawals on your account. You can choose to make a withdrawal back to your nominated bank account or you may be able to transfer to another account you hold with us (if your product terms and conditions allow this).

If we receive your withdrawal request by 2pm on a business day, we'll send the money to your nominated bank account on the same day. If we receive your withdrawal request after 2pm, or on a non-business day, we'll send the money to that account on the next business day.

If you're making a transfer to another account you hold with us, we'll send the money to that account immediately, as long as you request the transfer by 5pm on a business day. If you request the transfer after 5pm, or on a non-business day, it will be transferred on the next business day. If your account balance falls below the minimum balance for your account, we may automatically close it. Your product terms and conditions tell you what your minimum balance is.

11. What happens if something goes wrong with a payment?

You should let us know as soon as you can if you think something has gone wrong with a payment.

What if you give us incorrect payment details?

If you've asked us to make a payment but haven't given us the right details, we'll make reasonable efforts to recover your payment. If we're unable to recover your payment, we'll give you all available relevant information to help you recover your payment if you ask us to do so in writing.

What if your money doesn't reach your account?

You should tell us as soon as possible if you've tried to make a withdrawal but this hasn't reached the account you've asked us to send it to. We'll usually refund the amount of that transaction without undue delay and put your account back in the position it would have been if the payment hadn't taken place. But we won't do this if we can show the payment got to the account you asked us to send it to.

What if we send you money that isn't yours?

If we deposit money into your account and the money isn't yours, you should tell us as soon as you notice the mistake. If we notice the mistake we will notify you of this and we'll take the money back from your account.

If this happens because the person making the payment has given incorrect payment details, we might need to share all the information about it with the bank the payment came from, if they ask us to. This will include your name and address and the payment information.

What if we're late making a payment?

If we're late making a payment from your account, you can ask us to talk to your nominated bank account provider (or ask us if it's to an account you hold with us) about treating the payment as if it had been received on time.

12. What should you do about unauthorised transactions?



What's an unauthorised transaction?

Unauthorised transactions are transactions made by someone else without your authorisation.

You should tell us as soon as possible if you think a transaction was unauthorised. We'll look into this. If the transaction was unauthorised, we'll usually refund the amount of that transaction within a reasonable period of time and put your account back in the position it would have been if the unauthorised transaction hadn't taken place.

We won't refund you if you've:

- acted fraudulently; or
- deliberately, or acting extremely carelessly (also known as "grossly negligent"), failed to take all reasonable steps to keep your security information safe. For example, if you share your security information through social media.

However, unless you've acted fraudulently, you won't be responsible for any unauthorised transactions:

- that happen after you've let us know that your security information has been lost or misused.
- where we haven't provided you with an appropriate way of letting us know about your security information being lost or misused at any time.

13. How can you give instructions?

How you can give instructions to us depends on whether your account is an online or postal account.

Online account	Postal account
Through our internet service.	By post.
You can also call us or email us if you need assistance.	
We might need you to provide documentation before we carry out your instruction. For example, where you've changed your name.	

By giving us instructions this way, you're providing your consent to us carrying out your instructions.

How can you change or cancel instructions?

You can change or cancel your instruction as long as we haven't carried it out yet. How we let you know we've carried out your instruction depends on whether you have an online account or a postal account.

Online account	Postal account
We'll send you confirmation that we've carried out your instruction through our internet service.	We'll contact you to confirm we've carried out your instruction.

14. When can we refuse to carry out transactions or suspend your account?

We can refuse to carry out a transaction or suspend your account if:

- You've given us false information.
- We're ordered to do so by an appropriate legal or regulatory body or authority.
- We have reasonable grounds to believe that:
 - We're required to do so under law or regulation.
 - You haven't provided us enough information for us to confirm your identity.
 - You have seriously or persistently broken this agreement.
 - There's been fraudulent or criminal activity of any kind. It doesn't matter whether it's linked to your account or your relationship with us.
 - Your security information has been lost, stolen, or is being used by or is known to someone else.
 - You have behaved inappropriately either to us or when using our services. For example, you acted abusively or threatened our employees.

- There's a dispute (which we reasonably believe may be genuine) about the ownership or entitlement to the money in your account.
- A bankruptcy order is made against you, or one of you (for joint accounts), or one is likely to be made.

If we do this, we'll tell you as soon as we can, and you can contact us to discuss the suspension in more detail. That's unless we can't tell you or discuss this with you for legal or security reasons, or to stop fraud. If we can, we'll tell you what you need to do to put it right.

As soon as we're able to, we'll lift the suspension from your account or transaction.

15. How can you see details of your transactions?

Online account	Postal account
<p>By logging into our internet service. Your transaction details are usually available for you to view immediately after we've processed them.</p> <p>You can get statements through our internet service. That includes a yearly interest statement which shows how much interest we've paid on your account.</p> <p>You can also ask us to send written confirmation of any deposit or withdrawal you make.</p>	<p>We may send paper statements or written confirmation of transactions to you.</p> <p>You can also request this information or a statement by post or by telephone.</p>
<p>If you request information about a transaction we've made, we'll provide this to you as soon as reasonably possible after your request.</p>	

You'll be able to see:

- the dates and amounts of any transactions.
- any interest earned and applied to your account.

16. How do you earn interest?

How much interest will you earn?

Your product terms and conditions will tell you whether the interest rate on your account is fixed rate, variable rate, or a tracker rate.

Fixed rate	<p>Your interest rate won't change during the fixed rate period of your account.</p> <p>Your account name will tell you how long the fixed rate period is. For example, you could have a 1 Year Fixed Rate savings account.</p>
Variable rate	<p>If you have a variable interest rate, we can make changes to the interest rate, or the way we charge interest, to reflect:</p> <ul style="list-style-type: none">• changes in law and regulation, industry guidance, or a requirement of or guidance from a regulator, court, ombudsman or similar body. For example, a new law might increase the cost of providing your account to you;• reasonable changes to our business, or the costs involved in our business. This includes the way we manage the account because of new technology. For example, we might change the way we manage your account, and this might affect the cost of providing your account to you; or• changes in the Bank of England base rate, other market rates and indices. <p>If we make a change for one of these reasons, it will be a reasonably proportionate response to a change that's affecting us, or that we reasonably think will affect us.</p> <p>We can also make a change that will benefit you or doesn't put you at a disadvantage.</p> <p>If you have a variable interest rate your product has no fixed end date. Because of this we may also make changes to the interest rate, or the way we charge interest, for reasons that aren't set out above.</p> <p>We may offer a guaranteed rate of interest on a variable rate account. Your product terms and conditions will tell you more about this.</p>
Tracker rate	<p>Your interest rate will change automatically when the reference interest rate changes.</p> <p>Your product terms and conditions will tell you whether this will happen immediately after that change, or within a certain period of time. They'll also tell you the reference interest rate that applies to your account.</p> <p>We may offer a guaranteed rate of interest on a tracker rate account. Your product terms and conditions will tell you more about this.</p>

You can find the current interest rates for your accounts by:

Online account	Postal account
Logging into our internet service.	Contacting us.

When and how will we tell you about any interest rate changes?

	Online account	Postal account
How we'll tell you	Email, secure message, or post if we don't hold a valid email address for you.	By post.
When we'll tell you about...	Increased rates As soon as possible. This might be after the interest rate has increased. Reduced rates At least 14 days before the change.	

What can you do if we reduce your rate of interest?

If you don't want to accept the reduced rate then you may be able to close your account. Please see your product terms and conditions for more information.

How do we work out interest?

We work out interest each day on the amount we're holding for you in that account. That's based on a 365 day year. In a leap year, we'll add an extra day of interest for 29 February. That'll be included in your next interest payment.

We pay gross interest. That means we don't take any tax that may be payable off the amount of interest we pay you.

What do you earn interest on?

You'll earn interest on the amount we're holding for you in your account from the day we receive it (unless it is a cheque) until the day before you withdraw or transfer it out, you close your account, or your account matures (if relevant).

When do we pay interest?

You may be able to choose:

- How often we pay you interest.
- Whether we pay interest into your account, another savings account you hold with us, or your nominated bank account.

Your product terms and conditions will tell you what your options are.

	How often do we pay interest?	When do we pay interest?
Annual interest	We pay this on the anniversary of the date you first made a deposit into your account.	If we pay interest into: <ul style="list-style-type: none"> • Your account or another savings account with us: we'll pay the interest on the day it's due to be paid – even if it isn't a business day. • Your nominated bank account: we'll pay the interest on the day it's due to be paid, unless that date isn't a business day. In that case, we'll pay it on the next business day.
Monthly interest	We pay this monthly on the same date of the month that you first made a deposit to your account. If you made your first deposit on a date which isn't in every month (29th, 30th, 31st), then we'll pay your interest on the last day of the month instead.	
Maturity interest	We pay interest on the last day of the term of your account (your maturity date).	

17. When can we change other terms of this agreement?

We've already told you why we might make changes to our variable interest rates under "How much interest will you earn".

We may make changes to other terms of this agreement if we have a valid reason for doing so. These are to:

- reflect changes in law and regulation, industry guidance, or a requirement of or guidance from a regulator, court, ombudsman or similar body. For example, we might change the terms that relate to keeping your account secure because a new law requires us to introduce tighter security standards;
- make reasonable changes to our business. This includes the way we manage the account because of new technology, and our systems, services, or facilities. For example, we might change terms to reflect the introduction of new technology.

If we make a change for one of these reasons, it will be a reasonably proportionate response to a change that's affecting us, or that we reasonably think will affect us.

We can also make changes to make these terms easier to understand, or make a change that will benefit you or, if you don't have a fixed-term account, doesn't put you at a disadvantage and wouldn't cost you any more. For example, we may make our agreement clearer, or add a new service.

Unless you have a fixed term account, this agreement has no fixed end date. Because of this, we may also make changes for reasons that aren't set out here.

How will we tell you about these changes?

We'll tell you about any changes using the methods in clause 29 'How can we contact you?'.

When will we tell you about these changes?

Changes not to your disadvantage	Changes to your disadvantage
We can make changes at any time and we'll tell you about it either before or after we've made the change.	We'll give you at least 30 days' notice.

What can you do when we've told you about a change?

If you don't have a fixed term account and you don't want to accept changes that are to your disadvantage, you'll need to tell us that you want to close your account. You'll need to tell us before the end of the notice period given, which will be at least 30 days after the date we have told you of the change. We won't charge you if you do this. If you haven't told us you want to close your account before the end of the notice period, we'll assume you're happy to accept the changes.

18. What happens if your account becomes inactive?

If there hasn't been any activity on your account for at least five years, we'll restrict your account. If you want to access your account again, you'll need to contact us. We may ask you to provide proof of your identity and residency.

19. What if your account is an ISA?

An ISA is an Individual Savings Account. It's a tax-free account you can save or invest into. A payment by you into an ISA in any tax year is called a subscription.



What's a tax year?

A tax year runs from 6 April in one year to 5 April in the following year.

Money in your ISA must be held for your benefit only. It can't be held as security for a loan. You can't have a joint account ISA.

Our ISA Wallet lets you open more than one cash ISA with us in the same tax year. This allows you to spread your annual allowance across our range of ISAs.

Can money in your ISA lose its tax-free status?

If your account doesn't satisfy the provisions of the ISA Regulations 1998, it will become void and lose its tax-free status. We'll tell you if your account is, or will be, no longer exempt from tax.



What are the ISA Regulations 1998?

They set out rules on how ISAs can be used, how ISAs can be set up by ISA managers, when an ISA will lose its tax-free status, and who can invest in an ISA.

Can you transfer your ISA to another ISA provider?

You can ask us to transfer the money in your ISA to another ISA provider (also called an “ISA manager”).

You can only transfer all of the money you’ve paid into an ISA in the current tax year. You can’t transfer part of it. If you’ve paid money into more than one ISA with us in the current tax year, you’ll need to transfer all that money. But you can transfer all or part of the money you have paid in previous tax years.

Can you withdraw money from your ISA?

Yes. Our cash ISAs are also flexible, which means any withdrawals you make are added back to your ISA allowance. Not all ISAs are flexible, so make sure you double check before moving your ISA money.

When will your transfer or withdrawal request be carried out?

When you request a transfer or withdrawal, we’ll carry out your instructions within the time frame you’ve requested. This is usually within 15 business days, as long as we have received all the relevant documents from you. That’s unless your product terms and conditions say something else.

Can you transfer money from another ISA into your ISA with us?

You can transfer money into your ISA with us from another ISA you hold with another ISA provider.

If you want to do this, you’ll earn interest from the 16th business day after you requested the transfer, or the date we receive your money from the existing ISA provider - whichever is earlier.

What happens if we delegate our roles and responsibilities under this agreement to someone else?

If we do this, we’ll make sure that person is competent to carry out those roles and responsibilities.

What if I withdraw my funds from a LISA?

If you withdraw your funds for any reason other than the specified life events, you will incur the government withdrawal charge on the amount you withdraw. Please see your Product Terms and Conditions for more information.

20. Can you change your mind?

If you have an ISA or a notice account, you can also close your account within the cooling off period without any extra cost. You don't need to give a reason for this. To do this, you must either call us on **0800 052 2222**, send us a secure message, or send written notice that you want to cancel your account to RTEX-LLUT-KKKE, Paragon, PO Box 850, Wallsend NE28 5BJ.

The "cooling off period" is within:

- 14 days starting from us receiving your opening deposit for a fixed rate cash ISA or notice account, or
- 30 days starting from us receiving your opening deposit for a cash lifetime ISA

If you close your ISA within the cooling off period (this is also known as the cancellation period), any deposit you've made won't count towards your ISA subscription amount.

For any other account, your product terms and conditions will tell you whether your product includes a 14 day right to cancel your agreement without any extra cost, starting from us receiving your opening deposit. You won't have this right if you have a fixed rate savings account. If you close your account within the cooling off period, we'll pay the balance (and any interest) to your nominated bank account. The interest will include any interest you've earned up to the day before you told us you want to close your account. We will only pay these amounts to your nominated bank account. We'll pay this within 28 days from the date you told us you want to cancel.

21. How can you close your account?

Your product terms and conditions will tell you about your right to close your account.

What about if an account holder passes away?

If the account holder passes away, please contact us as soon as possible. We'll let you know what information we need from you. See clause 28 'How can you contact us?' for more details.

Sole account	Joint account
We may also require additional documents.	We'll transfer the balance into the name of the other account holder.

22. How can we close your account and end this agreement?

We can sometimes end this agreement and close your account straight away without giving you any notice.

We'll only do this where:

- you've behaved inappropriately either to us or when using our services. For example, you used threatening or abusive behaviour towards our employees.
- law or regulation requires us to do so.
- you've seriously or persistently broken the terms of this agreement (including your product terms and conditions).
- you weren't, or are no longer, eligible for the account.
- you've given us false or misleading information.
- by opening your account, this has taken you over the maximum number of accounts we've told you that you can hold with us. Your product terms and conditions will tell you about any limits that apply to that type of product. Joint accounts count as one account for each account holder.
- the amount in your account has fallen below the specified minimum balance for that account type.

We'll also do this if it's reasonable for us to believe you're using the account illegally.

Otherwise, we can end this agreement and close your account at any time. But we'll give you at least two months' notice before we do this.

What happens if you move outside the UK?

We may close your account if you move outside the UK.

That's unless you move outside the UK to a British Forces Post Office address. In that case, we may allow your account to stay open.

23. What happens when your account is closed?

Where you close the account, we'll pay the balance (and any interest) to your nominated bank account or, if you have asked us to, to another account with Paragon. The interest will include any interest you've earned up to the day before you told us you want to close your account.

Where we close the account, interest will include any interest you've earned up to the date the account is closed. We will only pay these amounts to your nominated bank account.

24. Can we transfer our rights and obligations under this agreement?

We can transfer any or all of our rights and responsibilities under this agreement, and in relation to your account, to someone else. That includes information we hold about you and your accounts. We'll only transfer our responsibilities to someone we reasonably think could carry them out as well as we can. That person or organisation has to be authorised or recognised by our regulator as being able to accept deposits.

We can't transfer any or all of our rights and responsibilities under this agreement in relation to ISAs, but we can delegate them.

This won't impact any of your rights or responsibilities under this agreement.

You can't transfer any of your rights or responsibilities under this agreement to anyone else.

25. How do we use your personal data?

We'll use your information as we explain in our Privacy Notice. You can find this on our website. Sometimes we'll also give it to others. We can do this for the following reasons:

- To fulfil an agreement we have with you
- We have to do so by law
- It's in our legitimate interest
- You've agreed to it

26. When aren't we responsible for things that go wrong?

We aren't responsible for any losses you may have if we're unable to carry out our responsibilities under this agreement where:

- We're unable to carry out our responsibilities under our agreement because of circumstances beyond our reasonable control that prevent us from offering a normal service. This might include an act or threat of terrorism, computer failure, or industrial action.
- We had to comply with law or regulation

We won't refund you for loss that wasn't caused directly by us.

27. Can we use any other money you hold with us to repay what you owe us?

We can use any money in your account, or any other account you hold with us, to repay or reduce any amounts you owe us. We can do this whether the amounts you owe us are in your sole name or jointly with anyone else. We'll only do this after we've checked that you have enough left in your accounts to cover essential living expenses. Where we can, we'll also let you know ahead of time if we're going to do this. Otherwise, we'll tell you straight away after we've done it if we're able to.

28. How can you contact us?



Email

savings@online.paragonbank.co.uk



Secure message

Online accounts only - Log in to your account to send us a secure message



Write (Freepost)

RTEX-LLUT-KKKE,
Paragon, PO Box 850,
Wallsend NE28 5BJ



Call our UK based team

0800 052 2222
You can find our opening times at
[paragonbank.co.uk/contact-us](https://www.paragonbank.co.uk/contact-us)

29. How can we contact you?

Online account	Postal account
By email or secure message through our internet service. We may sometimes contact you by phone or post.	By post. We'll assume you've received any post five business days after we've sent it. We may sometimes contact you by phone or email.

It's really important that you keep your contact details correct and up to date. That includes your name, address and any other contact details (such as mobile number or email address). If anything changes, you must tell us as soon as you can. If you don't tell us within 30 days, we won't be responsible if you don't get information or notices from us. If you have an online account, you might be able to make some changes through our internet service.

30. How will we communicate with you?

We'll only communicate with you in English.

31. How can you make a complaint?

We want to provide the highest standard of service to you. If things go wrong, we want to try to put it right as soon as we can.

If you have a complaint, please contact us by telephone, post, secure message or email. See clause 28 'How can you contact us?' for more information. We'll then deal with your complaint in line with our complaints policy. You can find this on our website.

If you still aren't happy, you may be entitled to refer your complaint to the Financial Ombudsman Service. Here are the details to use for the UK:

- **Address:** The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- **Phone:** 0800 023 4567 or 0300 123 9123
- **Email:** complaint.info@financial-ombudsman.org.uk
- **Website:** financial-ombudsman.org.uk

32. What about the rights of third parties?

We don't have to recognise the interests of third parties on your account, and we aren't responsible if we don't recognise this.

33. Can we choose not to apply our rights under this agreement?

We can choose not to apply our rights under this agreement but this will not prevent us from applying these in the future.

34. What about tax?

There may be taxes and costs which apply to you in connection with this agreement which aren't paid through us or charged by us.

If you're a US person for the purposes of federal income tax in the United States of America (USA) you must confirm this during your application. If after opening your account you then become a US person for tax purposes, you must tell us within 30 days of becoming so. A false statement or misrepresentation of tax status by a US person could lead to penalties under the law of the USA.

35. What law governs this agreement?

The laws of England and Wales apply to this agreement and our dealings before this agreement started.

If your address is in England or Wales, the courts of England and Wales will deal with any disputes that might happen. But if your address is in Scotland or Northern Ireland, then the courts of those countries will deal with a dispute instead.

36. Who are we, and how are we authorised?

Paragon Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 604551. You can check these details by visiting the Financial Conduct Authority's website [fca.org.uk](https://www.fca.org.uk) or contacting them on **0800 111 6768**.

We're registered in England with company registration number 05390593. Our registered office is 51 Homer Road, Solihull, West Midlands B91 3QJ.

37. Are your deposits protected?

Your eligible deposits with us are protected by the Financial Services Compensation Scheme (FSCS), the UK's deposit guarantee scheme. For more information, please see our website.

How to contact us...



Email

savings@online.paragonbank.co.uk



Secure message

Online accounts only - Log in to your account to send us a secure message



Write (Freepost)

RTEX-LLUT-KKKE,
Paragon, PO Box 850,
Wallsend NE28 5BJ



Call our UK based team

0800 052 2222
Monday to Friday 8:00am to 7:00pm
Saturday / Sunday 10:00am to 4:00pm
Closed bank holidays

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Paragon Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered in England number 05390593. Registered office 51 Homer Road, Solihull, West Midlands B91 3QJ. Paragon Bank PLC is registered on the Financial Services Register under the firm reference number 604551.