



Welcome to your Paragon Postal Account

A few things to get you started...



THANK YOU FOR CHOOSING TO SAVE WITH US.

We're proud to offer simple, straightforward savings products to help you make the most of your money.

We are part of Paragon Banking Group, a FTSE 250 company with over 30 years' experience in the finance industry.

So, you can be sure you're in safe hands.

This guide is designed to help you get up and running.

There are some handy tips and important information you may need to look back on.



If you require large print, braille or an audio version then please call us on 0800 052 2222 and we will send you a copy.

GETTING STARTED

It doesn't take long to start using your new account. Here you'll find some tips and helpful information.

YOUR OPENING DEPOSIT

If you haven't done so already you will need to make your opening deposit to activate your account.

You told us in your application how much money you would open your account with. Don't worry if you've changed your mind, this was just an indication.

Your deposit needs to come from your nominated bank account, this is the current account you gave during your application.

If you've opened a Fixed Rate savings account or Fixed Rate ISA, we need to receive your opening deposit within 28 days of the date you requested your application. This guarantees the rate you applied for or our current rate advertised on our website, if that is higher.

If we don't receive your initial deposit within these 28 days your Paragon account will be closed, and you'll need to complete a new application.

How to make your opening deposit:

- Electronic bank transfers

Simply set up a deposit from your nominated bank account using the account details here and your Paragon Savings account number as the payment reference. Without the correct payment reference there may be a delay in processing your deposit, or we may have to return your funds.

Sort code: **40-02-50**

(This may show up as HSBC, we use them as a clearing bank only.)

Our account number: **31344897**

Name of payee: **Paragon Bank**

Payment ref: **<Paragon account number>**

Important information: We have a payment clearing relationship with HSBC Bank PLC. As a result, when you deposit funds electronically, the sort code will appear as HSBC Bank PLC.

We will always ask you to use these details. If you're ever asked to send money using different payment details, please contact us immediately.

- Cheque

Cheques must be from your nominated bank account and made payable to:

Paragon Bank re: your name and Paragon account number" eg Paragon Bank re Mr A Smith 123456789

Please send freepost to:

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

ISA transfers:

If you've opened an ISA and haven't completed an ISA transfer form during the application, you can still transfer your existing ISAs to Paragon if your account allows for additional funding. Please check your Product Terms and Conditions.

The forms can be found on our website **www.paragonbank.co.uk** within the documents section or you can call us to request them. Once we have received your completed request, we'll write to your existing provider to start the transfer. Don't forget, your ISA must be transferred directly between your existing provider and us or you could lose your ISA status.

MANAGING YOUR POSTAL ACCOUNT

You can manage your account by post

- Post

Writing to us at our freepost address:

RTEX-LLUT-KKKE

Paragon, PO Box 850, Wallsend NE28 5BJ.

When you write to us or return any forms you will need to include your **username and account** number. Without these we won't be able to action any requests.

- Telephone

By calling us; **0800 052 2222** to request the official forms to fill in and return to us.

You can access some of these forms to fill out and return to us online underneath our documents section.

- Email

You can send us an email;

savings@online.paragonbank.co.uk.

Please note, we will not be able to give you information about your account via email. Please don't send us any sensitive or account information over email as this is not a secure form of communication.

- Deposits / Withdrawals

We all recognise that saving regularly is a good habit to have. So why not make the most of your Notice or Easy Access savings accounts and set up automatic deposits?

Setting up a monthly Standing Order is a convenient way of making additional deposits and keeping your savings topped up. You can do this directly with the bank of your nominated bank account.

If your account allows, you can make withdrawals by post. You can write to us with your instructions which must include your **username and account** number.

Alternatively you can send us a completed form you can print from our website. We'll then move your money to your nominated bank account, or another one of your Paragon accounts. By doing this we make sure your funds only ever go to and from your nominated bank account.

Please check your product terms and conditions for specific information about withdrawals on your account.

If you have a fixed rate savings account, you cannot make withdrawals before it matures. Your account will mature on the anniversary of us receiving your opening deposit. Don't worry, we'll write to you a few weeks beforehand to tell you about your options.

- Online account users

If you have an Online account with us, you will be able to see your postal account when you log in. You'll be able to view your balance, interest rate and statements and you will be able to change your personal information. You won't be able to move money, make withdrawals or make changes to your account.

- Staying safe and secure

We take security very seriously and all your information is held in the strictest confidence. We comply with the privacy standards followed by all major British financial institutions and constantly review and update our encryption systems to keep your information and money safe.

You are the only one who can access your account or authorise a transaction using your username, account number and memorable details – provided you do not share this with anyone.

You may also have a password if you are also an online account holder.

We will only accept deposits and make withdrawals to your nominated bank account or another Paragon account.

When making a deposit, you will only be asked to use the details given in this pack, if you're ever asked to send money to different details please contact us immediately.

Your eligible deposits held with Paragon Bank are protected up to a total of £85,000 by the Financial Services Compensation Scheme (FSCS), the UK's deposit guarantee scheme.

OUR PRODUCTS

We all know it's important to save for our future and we want to help you reach your savings goals – whatever they are.

We offer a range of savings accounts and ISAs. Whether you're looking for a long-term investment or somewhere to earn interest on your rainy-day fund, we can help you find the right account.

You can view all our online and postal accounts currently available on our website.

It's easy to open another account with us. Simply visit www.paragonbank.co.uk and see our range of products you can apply for online or by post.

• Fixed Rate Accounts

Giving you the certainty of knowing exactly how much interest you'll earn in return for putting your money away for a set period. Typically, the longer you choose to invest the higher the interest rate.

• Notice Accounts

Flexibility to add to your savings over time, with the chance to earn more interest than with easy access accounts. In exchange, you're asked to provide notice when wanting to withdraw money from the account.

• Easy Access

Easy access accounts are ideal to save for a rainy day, while still having access to your money. You can add to your account when you choose and it's easy to withdraw if you need to. The interest rates you receive is variable which means it could change over time.

• Cash ISAs

'Individual Savings Account' allows UK taxpayers to benefit from tax-free interest on their savings now and in the future. There is a maximum amount you can invest into an ISA each tax year and this is set by the government.

A fixed rate cash ISA offers you the certainty of knowing exactly how much interest you'll earn in return for putting your money away for a set period.

• Personal Savings Allowance

In April 2016, the Personal Savings Allowance was introduced. That is how much interest you can earn every year, on your non-ISA savings tax-free.

As a basic rate tax payer, you can earn up to £1,000 of interest on your non-ISA savings.

As a higher rate payer, you can earn up to £500 of interest on your non-ISA savings. Additional rate tax payers don't benefit from the Personal Savings Allowance.

Remember, your Personal Savings Allowance is in addition to your tax-free ISA allowance.

MAKING A COMPLAINT

We're committed to providing a high standard of service to our customers. If you feel this hasn't happened, we want you to tell us about it, so we can work with you to understand what's happened and put it right.

- **Contact us**

The best way to get in touch is to call us, and we'll try to resolve the issue immediately. If for any reason we can't, we'll do our very best to find a solution for you within three working days.

- **When and how you'll hear from us**

If we are able to resolve your complaint within three working days, we will send you written confirmation of this.

Where we cannot resolve your complaint within three working days, we will send a written acknowledgement within five working days. We will then undertake a full investigation to enable us to make an informed assessment of your complaint.

We will send you a final response within eight weeks, which will:

- Let you know the outcome of our investigation
- If appropriate, advise you of what we intend to do to rectify the problem
- If we disagree with your complaint, clearly explain the reason why

Throughout the eight-week investigation, or until a final response is issued, we will keep you informed of our progress and we may contact you to ask you to provide further information regarding the issues you have raised.

- **Referring your complaint**

After our investigation, if you're still unhappy with our response to your complaint, you can choose to refer it to the Financial Ombudsman Service. They provide a free, independent service to help resolve complaints.

If you decide to refer your complaint after we've issued our final response, you should do so within six months of the date on our final response letter.

0800 023 4567

Financial Ombudsman Service Exchange Tower, London E14 9SR

www.financial-ombudsman.org.uk

- **Your privacy is important to us**

Paragon knows that your personal data belongs to you and not us which is why we treat it with the utmost importance. You can find details about how we use your information and our privacy policy at

www.paragonbank.co.uk/data-protection

If you would prefer a paper copy, please tell us and we would be happy to send this to you.

If you wish to complain about how we have treated your personal data, please contact the complaints team within your usual servicing department to discuss your concerns. You may also refer your concerns to the Information Commissioner's Officer (ICO), the body that regulates the handling of personal data in the UK.



Protected

The Financial Services Compensation Scheme (FSCS) explained

We're authorised by the Financial Conduct Authority and regulated by the Prudential Regulations Authority. One of the reasons this is important is this means your eligible deposits with us, up to £85,000, are covered by the Financial Services Compensation Scheme (FSCS).

The FSCS is funded by the financial services industry and is free to consumers. It is the body which gives you automatic protection of your savings up to £85,000 if your bank, building society or credit union goes out of business – and you'll normally get your money back within seven days. It is there to protect your savings.

Single account holders are entitled to claim up to £85,000. For joint accounts, each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each, making a total of £170,000.

For further information about the compensation provided by the FSCS (including the amounts covered and how to claim) visit **www.paragonbank.co.uk**, refer to the FSCS website **www.FSCS.org.uk** or call the FSCS on **0800 678 1100** or **020 7741 4100**. Please note only compensation related queries should be directed to the FSCS.

How to get in touch...



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 and Sunday 10:00am to 4:00pm
Closed bank holidays



Email

savings@online.paragonbank.co.uk

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