



THE
FAMILY
BUILDING
SOCIETY

FIXED RATE BOND



FIXED RATE BOND – HOW IT WORKS

IF YOU'RE LOOKING FOR A GUARANTEED INTEREST RATE, AND DON'T MIND LOCKING YOUR MONEY AWAY FOR A PERIOD OF TIME, THEN THE FIXED RATE BOND MAY BE A SUITABLE OPTION FOR YOU.

The Fixed Rate Bond gives you the certainty of a fixed interest rate along with security of your capital. The interest rate earned is fixed throughout the Bond's term, which is chosen by you from those available when the account is opened.

HOW TO CONTACT US

You can contact us by:

- calling our New Business Team:
03330 140141;
- visiting our website:
familybuildingsociety.co.uk;
- writing to us: Ebbisham House, 30 Church Street, Epsom, Surrey KT17 4NL

Once your account is opened, if you need to contact us:

- call: 03330 140144;
- email: savings.service@familybsoc.co.uk

IN THIS PRODUCT FEATURES LEAFLET WE'VE SET OUT THE FEATURES AND BENEFITS OF OUR FIXED RATE BOND SO THAT YOU CAN DECIDE WHETHER OR NOT THE ACCOUNT IS SUITABLE FOR YOU.

IN SUMMARY

If you're looking to save money for a set amount of time and want the certainty of a fixed interest rate, then the Fixed Rate Bond could be right for you.

Key features:

- Apply for an account online*, by post or at our Epsom branch
- Save up to £250,000
- Additions are allowed for 15 calendar days after account opening
- Fixed interest rate for the duration of the term
- Interest paid annually on 30 June and on maturity and added to the account or to a pre-nominated account in your name
- Monthly income option
- No partial withdrawals or closure prior to maturity
- Automatic reinvestment of funds, on maturity, into another Fixed Rate Bond or Market Tracker Saver



*Some accounts are not available to apply for online, please check the relevant summary box for application details.

BEFORE COMPLETING THE APPLICATION FORM, YOU SHOULD ALSO READ THE ACCOMPANYING SUMMARY BOX AND GENERAL CONDITIONS FOR OUR SAVINGS ACCOUNTS WHICH ARE SEPARATE DOCUMENTS. PLEASE GET IN TOUCH IF YOU HAVE ANY QUESTIONS.

The Financial Conduct Authority is a financial services regulator. It requires us, the Family Building Society, to give you this information to help you to decide whether our Fixed Rate Bond is right for you. You should read this leaflet carefully so that you understand the key product features for this account, and then keep it safe for future reference.

For details of all our savings accounts please call our New Business Team on 03330 140141 or visit familybuildingsociety.co.uk/savings

APPLYING FOR AN ACCOUNT

You can apply for a Fixed Rate Bond account online, by post or at our Epsom branch. As some accounts are not available to apply for online, please check the relevant summary box for application details.

After opening your account you have 15 calendar days to add additional money to the account. After this period, no further additions are allowed.

Who can open this account?

You can open an account as an individual, jointly, as a trustee on behalf of an individual (e.g. as a parent on behalf of a child) or as an Attorney. You must also be ordinarily resident in the UK for tax purposes.

What do you need to do?

Your Fixed Rate Bond will be opened when we receive your:

- fully completed Fixed Rate Bond application form;
- investment (maximum £250,000 per account);
- evidence of identity (if required);
- details of the bank account to which you would like the interest and maturity funds to be sent.

You can open an account by debit card, by transfer from your bank account, by cheque, by transfer from another savings account with us (subject to normal withdrawal terms of the paying account) or by cash. As ways of opening some accounts may be different, please check the relevant summary box for full details.

If you're opening your account by cheque please make it payable to "Family Building Society", followed by your name.

Unless you're an existing customer, we will require at least one cheque to be drawn against your own personal bank account to allow the new account to

be opened. If you are unable to provide a personal cheque and your funds are to be drawn from another bank or building society account please contact our New Business Team to discuss the circumstances before you apply.

We will need to register the bank account into which interest payments and/or maturity funds should be made. If you are opening the Fixed Rate Bond with a cheque from this account then we require no further documentation. However, if this isn't the case, we will need a paying-in slip or cheque crossed "cancelled" showing your name, sort code and account number, or an original bank statement.

Power of Attorney

Power of Attorney applications can be downloaded from our website, requested over the phone and sent to you by post or obtained from our Epsom branch.

The opening deposit can be made by debit card, by transfer from your bank account, by cheque, by transfer from another savings account with us (subject to normal withdrawal terms of the paying account) or by cash. Once the account is opened Attorneys can register for our Online Service and view the account online.

Please contact the Family Service Team on 03330 140144 for more details.

Account records

When your Fixed Rate Bond account has been opened, we'll send you a Savings Account Certificate as confirmation of your initial deposit.

The Certificate should be kept in a safe place, along with this leaflet and the General Conditions for our Savings Accounts booklet, as your record of your account.

In order for you to be kept up to date with information, we ask that you let us know as soon as possible of any changes to your name, address, telephone number or email address.

IDENTIFICATION REQUIREMENTS

We are required by law to verify the name and address of all new members.

New members

To check your identity we will carry out searches on you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If we are unable to verify your identity by this method we will be unable to open your account until we receive further identification. In this instance we will advise you of the additional documentation required.

Existing members

If you are opening a new account via our Online Service, we'll check your identity again using a search about you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If you are applying for an account by post or in person at our Epsom branch, you will not need to provide further evidence of your identity if you already have an open savings or mortgage account with us, your signature matches our records, and your name and address haven't changed.

ADDING TO YOUR SAVINGS

Additions are only allowed by bank transfer for 15 calendar days after the account is opened. After this period no further additions are allowed.

To send additional savings directly from your bank or building society account, the banking details you will need for us are:

- Payee: Family Building Society
- Payee's bank sort code: 40-02-50
- Payee's bank account number: 21397400
- Payee's reference: Your 10 digit Fixed Rate Bond account number

EARLY WITHDRAWAL AND CLOSURE

Partial withdrawals (including the withdrawal of interest) and closure are not permitted during the fixed rate term before the maturity (see 'Maturity' below). This means that the Fixed Rate Bond is only suitable if you won't need access to the money invested or the interest earned during the term.

MATURITY

Your Fixed Rate Bond becomes available for reinvestment or withdrawal on the maturity date shown on your Certificate (or the next working day, if maturity falls on a weekend or Bank Holiday).

We will write to you no later than 15 calendar days before maturity with details of the default and alternative products available for reinvestment.

Automatic reinvestment into a new Fixed Rate Bond will occur when the duration of the new Fixed Rate Bond is similar to or shorter than that of your maturing Fixed Rate Bond and the access terms are no more restrictive. If a new Fixed Rate Bond meeting these criteria is not available when we write to you, then your maturing Fixed Rate Bond will be reinvested instead into the latest issue of our Market Tracker Saver account, which is a variable rate, easy access account, with no access charge for withdrawals.

No action will be required to accept the automatic reinvestment and you will have 30 calendar days after the new account is opened in which to cancel and select an alternative product, or withdraw your investment without an access charge, after which you will be bound by the terms of the new account.

If you plan to be away from home for an extended period around the maturity date of your Fixed Rate Bond, we will be happy to accept instructions for reinvestment or withdrawal in advance but in these circumstances we may not be able to guarantee the availability of particular products at the maturity date of your Fixed Rate Bond.

If you decide to withdraw funds at maturity, these will be repaid by transfer to your bank account. Your payment will reach the other bank or building society no later than the end of the working day, after the day the maturity is processed.

If the cheque used to open your Fixed Rate Bond was not drawn against the account that the matured funds will be repaid to, then please send us an original statement for the nominated account, issued within the last three months and showing your full name.

Please note that the fixed rate earned on a Fixed Rate Bond is paid up to but not including the day of maturity.

Withdrawals by cash or cheque are not available.

INTEREST

Interest will be calculated on a daily basis with your savings earning interest from the date of account opening up to, but not including, the day of maturity.

Interest will be added to the account on 30 June each year and on maturity, and will be available from the following day. If you prefer, your interest can be paid by transfer to your bank account or by transfer to another account with us.

Monthly interest payments are available at a reduced interest rate, but must be paid to another bank or building society account in your name and cannot be added to the Fixed Rate Bond.

Should you wish to change your interest payment instructions we must receive these in writing by 1 June in order to be effective from 1 July.

ACCOUNT TERMS

We reserve the right to withdraw this account or to change the interest rate available for new accounts at any time and without prior notice. The full terms of this account comprise the details set out in this Product Features leaflet and in the separate General Conditions for our Savings Accounts booklet.

TREATING CUSTOMERS FAIRLY

We are committed to treating our members fairly, and it's central to everything we do. As part of our commitment to treating you fairly we will provide information on our products and processes that is clear and easy to understand. If you have a query or need our help and support, we will respond to your needs and treat them sensitively and flexibly. If you have any questions, or need any help with applying for a product or managing your account, please contact us using the information on page 2 of this leaflet.

COMPLAINTS

We always try to provide a first-class service. Occasionally however, things can go wrong. If they do, we'll try to put them right.

If you have a complaint you should contact us and we will endeavour to resolve the matter quickly and satisfactorily. In the first instance contact should be made by phone or in writing to our Family Service Team at our Principal Office. A leaflet detailing how we deal with complaints is available on request from our Family Service Team, our Epsom branch or our website familybuildingsociety.co.uk/complaints

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service. The service was set up by Parliament and is free for customers to use. They will look at the facts of what's happened in a dispute between customers and financial firms.

They may decide that a firm has dealt with a complaint fairly and will explain why to the customer or they may decide that the firm has done something wrong and they will then tell the firm to put things right. A copy of the explanatory leaflet published by the Financial Ombudsman Service is available on request or further information is available on their website financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME

Eligible deposits with the Society are protected by the Financial Services Compensation Scheme (FSCS).

This savings product is covered by the FSCS.

This leaflet can be provided in alternative formats on request.



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Family Building Society is a trading name of National Counties Building Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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