

Nationwide UK (Ireland) Terms and Conditions

Write to us at Nationwide UK (Ireland), PO Box 11552, 3 Spencer Dock, North Wall Quay, Dublin 1

Nationwide Building Society, trading as Nationwide UK (Ireland), is authorised by the Prudential Regulation Authority in the United Kingdom and is regulated by the Central Bank of Ireland for conduct of business rules.

Nationwide Building Society, Head Office, Nationwide House, Pipers Way, Swindon, SN38 1NW, UK.



Nationwide UK (Ireland) Terms and Conditions

1 General Account Conditions

1.1 These general account conditions apply to all accounts issued by us.

The contract that you are entering into with us comprises general and product specific documentation. General documentation applies to all contracts. Product specific documents apply depending on the account type(s) that are opened. That is Euro product information applies to Euro accounts and Sterling product information applies to Sterling accounts.

General documents for all accounts

Nationwide UK (Ireland) Terms and Conditions, Terms of Business (applicable to services we provide to you which are subject to the consumer protection code issued by the Central Bank of Ireland), Interest Rates and Charges, How Nationwide UK (Ireland) Uses Your Personal Information, Internet Banking and Telebanking Terms and Conditions (as applicable) and the Account Application Form (the “**Documents**”).

Specific conditions apply for the Euro Easy Access Savings Account, the Euro Notice Plus Savings Account, the Euro Fixed Rate Savings Account and the Euro Regular Saver Account.

Specific conditions apply for the Sterling Easy Access Savings Account and the Sterling Fixed Rate Savings Accounts.

1.2 In these terms and conditions the following expressions have the corresponding meanings:

“**Agreement**” means the Documents and any other agreement between you and us in relation to the operation of your accounts with us.

“**BIC**” means Bank Identification Code.

“**Business Day**” means a day (other than a Saturday, Sunday or public holiday) when we are generally open for business in the Republic of Ireland and, where in relation to execution timeframes in respect of a payment to an account with another bank, a day on which the payee bank is also open for business.

“**CHAPS**” means Clearing House Automated Payment System. It is a same-day automated payment system for processing payments made within the UK

“**EEA**” means the European Economic Area.

“**electronic payment(s)**” means for Euro payments, a SEPA credit transfer and for Sterling payments, a SWIFT or CHAPS.

“**IBAN**” means International Bank Account Number.

“**opening hours**” means Monday to Friday, 9:00am to 5:00pm on a Business Day for our customer contact centre at 3 Spencer Dock, North Wall Quay, Dublin 1 and Monday - Friday, 9:30am - 5:30pm on a Business Day at our outlet at 13 Merrion Row, Dublin 2.

“**Payment Instrument**” means any personalised device and/or set of procedures for personalised access to a payment channel which you can use to make a payment from your account.

“**SEPA**” means Single European Payments Area which is a European Union payments integration initiative, the object of which is to harmonise the payments market across Europe by using common procedures and standards for payments in Euro.

“**SEPA credit transfer**” means a national or cross border credit transfer in Euro from one bank account within SEPA to another bank account within SEPA.

“**SWIFT**” means Society for Worldwide Interbank Financial Telecommunication. SWIFT enables financial institutions to send and receive information about financial transactions in a standardised environment.

“**Unique Identifier**” means a combination of letters, numbers or symbols used to identify the bank account of the payee when processing a payment, for example, the BIC of the payee’s bank and the payee’s IBAN.

“**we**”/“**us**”/“**our**” means Nationwide Building Society trading as Nationwide (UK) Ireland and includes our successors and assigns. Nationwide Building Society is regulated by the Financial Services Authority (www.fsa.gov.uk) in the United Kingdom under registration number 106078. Our head office is located at Nationwide House, Pipers Way, Swindon, SW38, INW UK. Our branch office is located at 13 Merrion Row, Dublin 2. Our postal address is 3 Spencer Dock, North Wall Quay, Dublin 1. Our website address is www.nationwideuk.ie.

“**you/your**” means the account holder(s).

1.3 This account is a deposit account and does not confer on you any rights of membership of Nationwide Building Society.

1.4 The account is only available to those aged 18 or over.

1.5 The account can have a maximum of four account holders (except for Regular Saver accounts – please refer to the specific conditions for Regular Saver Accounts – see Section 10), each of whom must be a resident of the Republic of Ireland. If you or any account holder ceases to be a resident of the Republic of Ireland, you agree to notify us. In this event, the account will be closed and the balance returned to you. If we do not receive instructions of where to transfer your balance, the balance of your account, together with any interest payable will automatically be reinvested into a Nationwide UK (Ireland) Easy Access Savings Account in the currency of your original account (annual interest version), with the interest rate set at 0%. The terms and conditions applicable to the Easy Access Savings Account (other than those relating to the interest rate) will apply from that date.

1.6 If after opening an account with a new deposit you are not happy with your choice of account, you may transfer the balance to another account with us or have your money returned without loss of interest, provided that you tell us of your intention within two weeks from the date the account was opened and this agreement entered into. If your original deposit was by cheque, you cannot transfer or close down the account until your cheque has cleared through the banking system. More details on the clearing cycles for Euro and Sterling cheques is available in section 5 of this document.

1.7 The maximum deposit and balance on the account is dependent on the currency in which the account is denominated (except for the 12 Month Regular Saver, for which the maximum balance is €12,000).

If the account is denominated in Euro then the maximum deposit and balance is €2,000,000

If the account is denominated in Sterling then the maximum deposit and balance is £2,000,000

1.8 We may stop offering any account to new customers without telling you.

1.9 In the event of the death of an account holder and subject to compliance with all our legal, revenue, statutory and internal policy requirements: For a sole account; the balance in the account together with interest will be paid to the account holder’s personal representatives without notice or loss of interest.

or

For a joint account; the balance together with interest will be payable to the surviving account holder(s) without notice or loss of interest or the surviving account holder(s) can choose to keep the account in their name(s).

To satisfy our legal, revenue, statutory and internal policy requirements and depending on the circumstances, we may require documentation (e.g. a Death Certificate, Grant of Probate, Letter of Administration or Letter of Indemnity) from the personal representative or the surviving account holder.

1.10 In normal circumstances, we will not close your account without giving you at least 2 months notice.

1.11 If you breach any terms of this agreement we may close your account by giving you not less than 30 days personal notification.

1.12 We may close your account immediately in exceptional circumstances. These may include a legal obligation to close the account or for threatening or abusive behaviour to our staff.

1.13 In the event of any failure, interruption or delay in the performance of any service we provide to you resulting from acts, events or circumstances not reasonably within the our control, including but not limited to industrial disputes, acts or regulations of any governmental or supranational bodies or authorities, flood, storm or other natural event, any war, hostilities or revolution, riot or civil disorder, and breakdown, failure or malfunction of any telecommunication or computer service or systems, we shall not be liable to you or any other party or have any responsibility of any kind for any loss or damage thereby incurred or suffered.

1.14 The account must not be used for business purposes.

1.15 You must tell us straightaway:

a) If you think your account is being misused.

b) If you change your name, address, telephone number or e-mail address (if we communicate with you in this way).

1.16 We shall have no liability whatsoever in respect of any loss or damage suffered by any person as a result of your breach of any of these terms and conditions.

1.17 We may at any time, without notice to you, set-off and apply the credit balance in the account toward payment of the debit balance on any other account held by you with us.

1.18 You will not be entitled to draw on one account in reliance on the balance in another account.

1.19 Any demand or notice sent by us to you by post to the last address notified by you, shall be deemed to have been received twenty four hours after dispatch by ordinary post, or immediately upon delivery by hand.

1.20 For your protection we may require proof of identity before allowing withdrawals from your account.

1.21 We will debit your account with all payments and (where permitted by the specific conditions of your account) withdrawals authorised by you together with any charges in accordance with our published charges which are available in our brochure entitled “Interest rates and charges” or via our website www.nationwideuk.ie. Please refer to section 4 in relation to **electronic payments**.

1.22 Electronic credits will be available for withdrawal (where permitted by the specific conditions of your account) from the date of receipt into the account.

1.23 A paper statement will be sent to you by post in April each year.

All statements will detail the following:

(a) a reference to identifying a transaction on the account and where required by or under any law relating to money laundering or the prevention of terrorist financing, information relating to the payee (where you have made the payment) or the payer (where you are receiving the payment).

(b) the payment amount in the currency in which your account was debited or credited;

(c) where you are receiving the payments, any exchange rates used by us and the amount of the payment before applying the exchange rates;

(d) where you are making the payment, any exchange rates used by us and the amount of the payment after applying the exchange rates;

(e) the amount and, where applicable, a breakdown of any charges or interest payable by you;

(f) where applicable, the date of receipt of your payment instruction; and

(g) the date on which the funds were debited from or credited to your account.

This information will appear in your statement and will also be made available to you via internet banking or by requesting a statement by calling into our branch office or by calling our telebanking service. We will make this information available to you after every payment transaction you make.

1.24 We may assign or transfer your account and the rights and obligations in connection therewith to any subsidiary, or member of the Nationwide group, provided that we will notify you of the identity of the proposed assignee or transferee prior to any such assignment or transfer.

1.25 If an amount is debited or credited to your account in error by us, we may make any necessary correcting entry to your account without the need for your approval or without the need to notify you.

1.26 These conditions and our contract with you regarding the account are governed by the laws of the Republic of Ireland, and you and we agree to submit to the exclusive jurisdiction of the Irish Courts.

1.27 If we do not enforce any condition of the agreement with you or if we delay in enforcing it, we do not waive that condition and we may still enforce it at a later date.

- 1.28
- (a) We reserve the right to refuse to act on instructions received from you if they are not provided: in accordance with these conditions; in accordance with instructions that we issue regarding these services from time to time; if the message conveyed is unclear; or if a fraud or a security issue is reasonably suspected.
 - (b) Where we have refused to carry out your transactions that occurred within the **EEA**, we will notify you within one Business Day.
 - (c) We will not notify you if we believe that doing so would compromise security or would otherwise be unlawful. Information about the refusal and, if possible, our reasons for the refusal along with information on how to correct any factual errors that led to the refusal can be obtained by calling us.
- 1.29 If we decided not to carry out a transaction in accordance with Condition 1.28, we will not be responsible for any loss or damage you may suffer because of that decision.
- 1.30 If you dispute that you have carried out any transaction on your account we will expect you to co-operate with us and the Garda Síochána in any related investigation we undertake. You hereby agree that we may disclose to the Garda Síochána any information we consider relevant, to enable them to carry out such investigations.
If we have to take action against another party as a result of a transaction on your account, you must assist us and provide all available information to enable us to pursue this action.
- 1.31 We will communicate with you in English.
- 1.32 Copies of the **Documents** (section 1.1) are available to you on-line at www.nationwideuk.ie or by post on request.
- 1.33 The Agreement shall remain in place unless terminated by you or us, in accordance with the relevant provisions set out in these Terms & Conditions.
- 1.34 You may terminate this Agreement at any time by giving us two months' written notice.
- 1.35 We may terminate the Agreement in accordance with Section 1.10, 1.11 and 1.12 of these Terms & Conditions.
- 1.36
- (a) We may at any time, for any reason:
 - (i) add to the number of products and services which we offer to you;
 - (ii) remove or change or impose restrictions on the number of and/or nature of products and services which we offer to you;
 - (iii) introduce a fee or charge applicable to the products and services we provide you and/or vary the amount, frequency or time for payment of such fees or charges;
 - (iv) make any change to the Agreement;
 - (v) vary the interest rate or exchange rate applicable to a product or service;
 - (vi) without prejudice to the foregoing, in the case of our internet banking and telebanking services add to, remove, change or impose restrictions on their functionality; or
 - (vii) vary our Terms and Conditions.
 - (b) We may introduce additional products and services in accordance with paragraph (a) above without notice to you.
 - (c) Save as set out in paragraph (b) above, we will always give you notice in accordance with all applicable laws, regulations and regulatory requirements before making a change described in paragraph (a) above and any changes will be effective on the expiry of the notice period. If you do not notify us within the notice period and continue to use our services after notification of any of the changes set out in paragraph (a) above, it means that you will be deemed to have agreed to the change. Any notice we provide of proposed changes in accordance with this Section 1.36 may, if stated in the notice, serve as notice of termination to you in accordance with Section 1.10 if you notify us within that period that you do not accept the proposed changes. No additional charges will apply if the Agreement is terminated in these circumstances.
- 1.37 Where any of these General Account Conditions conflict with the specific conditions relating to the accounts set out in these Terms and Conditions (the **"Specific Conditions"**), the Specific Conditions shall apply.

2 Interest

- 2.1 Interest is paid to the account in accordance with the appropriate specific conditions for your account.
- 2.2 Electronic credits paid into the account will earn interest from the day of receipt.
- 2.3 We will deduct Deposit Income Retention Tax from any interest payable to you. Interest can be paid gross if you are eligible for exemption and have provided Nationwide with a completed DE1 Revenue Commissioners declaration form or we have been advised by the Revenue Commissioners of DE2 status. Interest will be paid gross from the first account capitalisation following it being made exempt. Joint accounts can be made exempt only where the holders are married. You must advise us immediately of any change to circumstances which would stop the account being eligible for exemption.
- 2.4 Unless your account has a fixed interest rate, we may vary interest rates. We will normally only vary interest rates and charges for one or more of the following reasons:
- a) To reflect general market conditions or changes in general interest rates, including the interest rates or terms on which similar accounts are offered by other providers of financial services;
 - b) To reflect any changes or anticipated changes in the law, regulations or codes of practice or to respond to a decision by a court, ombudsman, regulator or central bank;
 - c) To respond to changes in the rates applying to our mortgage business;
 - d) To reflect changes to our costs, including administrative costs, costs involved in providing services or facilities or changes in the costs to us of borrowing funds;
 - e) To maintain our financial strength for the benefit of our membership in general.

- 2.5 In all circumstances where we vary the interest rate we will tell you about it by putting an advertisement in the national daily press.
- 2.6 If we wish to do any of the following, we will notify you in advance in accordance with all applicable laws:
- a) Vary interest rates for any reason other than those set out in condition 2.4;
 - b) Introduce or vary a charge for any reason other than those set out in condition 2.4; or
 - c) Change any other of the terms and conditions of your account.
- 2.7 If your rate is expressed with reference to an index or other bank rate, we will ensure that the rate of interest payable on your account is in accordance with that expression for the applicable time period. If the reference is for a certain period of time then when that period has expired, the rate of interest will be fully variable and we will be entitled to vary the interest rate in accordance with these terms and conditions.

3 Joint Account Holders

- 3.1 The obligations of joint customers to us under these terms and conditions in respect of all operations on the account and in respect of any indebtedness on the account will be joint and several.
- 3.2 Joint account holders shall choose the order of names on the account and only the first named account holder will receive statements in respect of the account unless we are otherwise instructed by the account holders when opening the account.
- 3.3 If we become aware that there is a disagreement relating to the account or ownership of funds in the account (including a dispute between account holders), or that the account is being used for illegal purposes, we may freeze the account with or without notice being given to you. No withdrawals nor any other instructions may be carried out on the account, until we are satisfied that the account is not being used for illegal purposes or that the dispute has been settled. We are entitled to recover costs and make a reasonable charge for time and actions undertaken in relation to an account when funds have been frozen. We will not be liable for any losses, costs or expenses arising as a result of an account being frozen.
- 3.4 You acknowledge and agree that if you instruct us to make payments from a joint account on the signature of some but not all of the joint account holders then you agree that money in the joint account may be withdrawn without the knowledge of all joint account holders.
- 3.5 Please see the Account Application Form for further information on operating instructions for joint accounts.

4 Payments from your account

- 4.1 Before we can act on your instructions to make payments or withdrawals, we will require your consent and may require proof of identification. How we obtain your consent may include the use of your Payment Instrument.
- 4.2
- (a) You may move payments from your account (where payments or withdrawals are permitted in accordance with the specific conditions applicable to the particular account) by **electronic payment** either via telebanking or internet banking or by requesting a cheque to be sent to you by post or alternatively you may make arrangements to collect a cheque from our offices at 3 Spencer Dock, North Wall Quay, Dublin 1.
 - (b) We do not permit cash withdrawals from any of our Accounts.
 - (c) Before an **electronic payment** is made from your account (where payments or withdrawals are permitted in accordance with the specific conditions applicable to the particular account), you must comply with applicable procedures via either internet banking or telebanking.
 - (d) In the case of an **electronic payment** to another bank account these include providing all necessary Unique Identifiers to enable the payee's bank and payee's bank accounts to be identified.
 - (e) The Unique Identifiers required for an **electronic payment** between your accounts held with us or to another account held by you or by a third party within SEPA are the BIC of the payee's bank and the IBAN of the payee.
- 4.3 Once received by us for execution, **electronic payment** transactions are irrevocable.
- 4.4 We are not responsible for any delay or error which arises from incomplete, unclear, inconsistent or mistaken payment instructions, which you give to us. Where you give us an incorrect Unique Identifier we shall not be liable for non-execution or defective execution of your **electronic payment** transaction. However we will make reasonable efforts to recover the amounts involved and may charge you for doing so.
- 4.5 The following tables detail when payments can be made, when they are received and how they can be cancelled.

Euro Accounts

Payment Type	When we can accept your payment instructions	When payments usually arrive	How to cancel your instruction
Internal transfers to Nationwide UK (Ireland) accounts	At any time using Internet Banking and Telebanking*	Immediately.	You cannot normally cancel a payment after we have accepted your instruction.
SEPA Credit Transfer	During opening hours.	If your instruction is received before 1:00pm on a Business Day, the transfer will be made that day and funds will be received in the destination bank the next Business Day.	You cannot normally cancel a payment after we have accepted your instruction.

*If your instructions are received outside opening hours, we will act on it on the first Business Day following receipt

Sterling Accounts

Payment Type	When we can accept your payment instructions	When payments usually arrive	How to cancel your instruction
Internal transfers to Nationwide UK (Ireland) accounts	At any time using Internet Banking and Telebanking*	Immediately.	You cannot normally cancel a payment after we have accepted your instruction.
Electronic Transfers (CHAPS /SWIFT) National and EEA payments	During opening hours.	If your instruction is received before 2:00pm on a Business Day, the transfer will be made that day and funds will be received in the destination bank the next Business Day.	You cannot normally cancel a payment after we have accepted your instruction.

*If your instructions are received outside opening hours, we will act on it on the first Business Day following receipt.

- 4.6 If you receive a refund on a transaction we will pay the amount of the refund into your account when we receive it.
- 4.7 Payments from your account will only be made if there are enough cleared funds available in your account.
- 4.8 For Euro Accounts, **SEPA credit transfer** can be made to designated Euro accounts within **SEPA**.
- 4.9 For Sterling Accounts, **CHAPS or SWIFT** transfers can be made to designated Sterling accounts in Irish or internationally based financial institutions.
- 4.10 Charges applicable to **electronic payments** are set out in our brochure entitled 'Interest Rates and Charges' and on our website www.nationwideuk.ie
- 4.11 We reserve the right to block (subject to our obligations under all applicable laws regulations and regulatory requirements) use of a Payment Instrument by you for objectively justified reasons related to the security of the Payment Instrument or the suspicious or unauthorised or fraudulent use of the Payment Instrument. If we do decide to block your Payment Instrument, unless prohibited by law, regulation or regulatory requirement, we shall notify you of this, where possible, before the Payment Instrument is blocked and at least immediately after, by any reasonable means we may select. We will unblock your Payment Instrument if the reasons for blocking cease to exist. If you wish to apply for unblocking of your Payment Instrument please contact us.
- 4.12 You must keep any Payment Instrument that we provide you with safe in accordance with the terms and conditions from time to time applicable to the Payment Instrument. On becoming aware of the loss, theft, misappropriation or unauthorised use of the Payment Instrument, you must notify us in accordance with any terms and conditions applicable to the Payment Instrument.
- 4.13
 - (a) If you become aware of an unauthorised payment(s) on one of your Accounts you must telephone your branch immediately and, in any event, not later than 13 months after the date that such unauthorised payment was debited from your Account. Your telephone call must be confirmed in writing within seven days.
 - (b) If we determine, after reasonable investigation by us, that you have no liability or have limited liability for the unauthorised payment(s) in accordance with Sections (c), (d) and (e) below, we will promptly refund the full/proportionate amount of the unauthorised payment(s) to you and, where applicable, restore your Account to the condition that it would have been in had the unauthorised payment(s) not taken place.
 - (c) You will be liable for the amount of the unauthorised payment(s) up to a maximum of €75 if the unauthorised payment(s) resulted from the theft, loss or misappropriation or misuse of a Payment Instrument as applicable as a result of a failure by you to keep your Payment Instrument safe and secure in accordance with the Agreement.
 - (d) You will be liable for the full amount of the unauthorised payment(s) if the unauthorised payment(s) resulted from fraudulent behaviour by you if you failed intentionally or by acting with a gross lack of reasonable care, to keep your Payment Instrument safe and secure in accordance with these Terms and Conditions and any terms and conditions applicable to the Payment Instrument.
 - (e) If you notify us in accordance with Clause 4.13 above, you will not be liable for the amount of any unauthorised payment(s) which occur after the notification to us provided that there has not been any fraudulent behaviour by you.

5 Cheques

- 5.1 Payment of cheques into your account will at all times be subject to the rules, and clearing processes, of any cheque clearing system used by us. There are three elements to the cheque clearing cycle:
 - a) Clearing for interest (when we start paying interest on any cheque you deposit with us).
 - b) Clearing for withdrawal (when we will allow you to withdraw against any cheque deposit with us).
 - c) Clearing for certainty (when you can be certain that we will not debit any cheque you deposit with us which is returned unpaid, without your permission – unless you are a knowing party to a fraud).
- 5.2 Euro cheques must be drawn on an Irish financial institution. Cheques received after 12:00pm will not be lodged until the next Business Day. The central clearing cycle for these cheques is normally six Business Days after the cheque is lodged with funds being cleared for withdrawal from the seventh Business Day after lodgement. Euro cheques will begin earning interest on the first Business Day after lodgement.
- 5.3 Sterling cheques and drafts drawn on a UK bank start to earn interest on the next Business Day following lodgement and are available for withdrawal on the tenth Business Day. Clearance times for sterling cheques and drafts drawn on non UK banks can vary considerably and it can take up to 6-8 weeks for payment to be received and begin earning interest.
- 5.4 Cheques drawn from or paid into your account will be treated as valid for six months from the date of the cheque. Cheques must not be post dated.

6 Complaints Procedure

We have a complaints procedure in place for handling complaints. If you have reason to complain, you are invited to make your complaint orally or in writing. We will acknowledge and attempt to resolve the complaint to your satisfaction within 5 Business Days of receipt. We will fully investigate your complaint and will provide you with the details of the individual conducting the investigation of your complaint together with regular written updates on the progress of the investigation at intervals not greater than 20 Business Days. We will attempt to investigate and resolve your complaint within 40 Business Days of receipt of the complaint. If your complaint is not resolved within 40 Business Days of receipt we will inform you of the anticipated timeframe within which we hope to resolve the complaint. Within 5 Business Days of concluding our investigation we will inform you in writing of the outcome of the investigation or any other relevant information. If you are not satisfied with the outcome of the investigation or if your complaint has not been resolved within 40 Business Days of receipt, we will inform you of your right to refer the matter to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, www.financialombudsman.ie

7 Specific conditions for the Euro Easy Access Savings and Euro Easy Access Call Accounts

- 7.1 The minimum customer deposit is €2,000.
- 7.2 Interest will be capitalised to the account on:
 - a) 31 March each year for accounts on which interest is paid annually; or
 - b) The last Business Day of the calendar month for accounts on which interest is paid monthly depending on the option chosen by you on the application form.
- 7.3 The Interest Rate is variable on the Euro Easy Access Savings Account and the Euro Easy Access Call Account. Details of our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie
- 7.4 In each case, the interest can be paid directly into the account or the payment can be made to another Nationwide UK (Ireland) account or to an account with another Bank / Building Society within **SEPA**. You agree that our obligation to you in respect of such interest payment is discharged on the payment by us to any such account nominated by you.
- 7.5 If you have a Euro Easy Access Savings Account and if you make more than six withdrawals from the account in the period from 1 April one year to 31 March the next year then thirty days' interest on the amount withdrawn (the "Withdrawal Cost") will be deducted from the account on the seventh, and each further, withdrawal. The Withdrawal Cost is intended to ensure that we do not suffer a financial loss if more than six withdrawals are made in the period from 1 April one year to 31 March the next year. If, when the account is closed, there is insufficient accrued interest to cover the Withdrawal Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.
- 7.6 If you have a Euro Easy Access Call Account there is no restriction on the number of withdrawals you may make.
- 7.7 The Euro Easy Access Call Account is only available to existing customers with fixed rate accounts as the default option for their maturing funds.

8 Specific conditions for the Euro Fixed Rate Savings Accounts

- 8.1 The account is for a fixed term. The start date of the term is determined by the way the initial deposit is made into the account. For an initial deposit by **SEPA credit transfer** the term starts on the day the funds are received into the account. If the initial deposit is made by cheque, the term starts one Business Day after the cheque has been credited to the account. Before the end of the fixed term, we will notify you in advance of your maturity date and your maturity options.
- 8.2 The minimum deposit is €3,000.
- 8.3 We will notify you in advance of the account maturity date with the maturity options available to you. If we do not receive any instructions from you the balance of your account, together with any interest payable will automatically be reinvested into a Nationwide UK (Ireland) Euro Easy Access Call Account and interest will be paid either monthly or annually as selected on the original fixed rate account. The terms and conditions applicable to the Nationwide UK (Ireland) Euro Easy Access Call Account will apply from that date in place of these specific conditions.
- 8.4 Part withdrawals are not permitted during the term of the account.
- 8.5 Additional deposits into the account after the initial deposit are not permitted.
- 8.6 We may from time to time issue other fixed rate or fixed term accounts at different interest rates or terms without offering you the opportunity to transfer your deposit to the new accounts free of these conditions.
- 8.7 For accounts with a term of 1 year or less, interest will be capitalised to the account on
 - a) maturity of the account; or
 - b) the last Business Day of the calendar month for accounts where interest is paid monthly.
- 8.8 For accounts with a term greater than 1 year, interest will be capitalised to the account on
 - a) the annual anniversary of the launch of the account chosen; or
 - b) the last Business Day of the calendar month for accounts where interest is paid monthly; and
 - c) maturity of the account.
- 8.9 For accounts on which the interest is paid monthly, that interest must be paid directly into another account nominated by you to us.
- 8.10 For accounts on which the interest is paid at maturity, the interest will be added to the account.
- 8.11 Subject to clause 1.6, the account may be closed at any time before maturity but this will incur the loss of ninety days' interest (the "Early Closure Cost"). The Early Closure Cost is intended to ensure that we do not suffer a financial loss as a result of the closure of the account before maturity. If, when the account is closed, there is insufficient accrued interest to cover the Early Closure Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.

9 Specific conditions for the Euro Notice Plus Savings Accounts

- 9.1 The minimum initial deposit and balance is €2,000. Additional deposits into the account are permitted.
- 9.2 Interest will be capitalised to the account on the 31st March each year.
- 9.3 The Interest Rate is variable on the Euro Notice Plus Savings Account. Details of our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie
- 9.4 The interest can be paid directly into the account or the payment can be made to another Nationwide UK (Ireland) account or to an account with another Bank / Building Society within **SEPA**. You agree that our obligation to you in respect of such interest payment is discharged on the payment by us to any such account nominated by you.
- 9.5 If you have a Euro Notice Plus Savings Account, you can make one withdrawal without notice to us of up to 20% of the cleared balance on the account in the period from 1 April one year to 31 March the next year. Thereafter, second and subsequent withdrawals will be permitted free of charge from your Euro Notice Plus Savings Account in the period from 1 April one year to 31 March the next year provided that 30 calendar days notice is given to us (the **"Withdrawal Notice"**).
- 9.6 The Withdrawal Notice can be given to us via telebanking, by post or by calling into our branch.
- 9.7 In your Withdrawal Notice you must instruct us to (i) transfer the money to another Nationwide UK (Ireland) account or to an account with another Bank / Building Society within **SEPA**, in which case the money will be transferred on calendar day 31 (the day after the 30 calendar day notice period expires) or the next Business Day; (ii) allow you to collect a cheque from our office at 3 Spencer Dock, North Wall Quay, Dublin 1 (if you choose to collect a cheque, it will be available for collection for up to 5 Business Days. If you do not collect the cheque within 5 Business Days, the Withdrawal Notice will be void and you will need to send us a new Withdrawal Notice to take money from your account); or (iii) request that a cheque be posted to you.
- 9.8 If you do not provide us with 30 calendar days notice for second and subsequent withdrawals from your Euro Notice Plus Savings Account within the period from 1 April one year to 31 March the next year, then 30 days interest on the amount withdrawn (the "Notice Cost") will be deducted from the account on the second and each subsequent withdrawal within the period from 1 April one year and 31 March the next year. The Notice Cost is intended to ensure that we do not suffer a financial loss if more than one withdrawal on demand or with less than 30 calendar days notice is made in the period from 1 April one year to 31 March the next year. If, when the account is closed, there is insufficient accrued interest to cover the Notice Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you originally deposited.
- 9.9 During the 30 calendar day notice period for withdrawals from your Savings Account, you can amend the Withdrawal Notice to decrease the amount to be withdrawn. You cannot amend the Withdrawal Notice to increase the amount to be withdrawn.
- 9.10 If you withdraw less than the amount specified in the Withdrawal Notice, the remaining balance will not remain available for withdrawal on demand.

10 Specific Conditions for the 12 Month Regular Saver Account, Euro Regular Saver Account and Euro Regular Saver Call Account

- 10.1 12 Month Regular Saver Account
- (a) The 12 Month Regular Saver account is an open ended, enduring account that operates on 12 month rolling terms. The start date is determined by the way the initial deposit is made into the account. Lodgements should be made on a monthly basis in accordance with your specific term e.g. if your start date was the 10th of the month, then the month for your rolling terms is from the 10th of each month to the 9th of the following month and so on. For an initial deposit by SEPA credit transfer the start date is on the day the funds are received into the account. If the initial deposit is made by cheque, the start date is one Business Day after the cheque has been credited to the account.
- (b) When you open a 12 Month Regular Saver account, we will also open an Easy Access Savings account (annual interest) for you. At the end of each 12 month term, the balance will automatically be transferred from your 12 Month Regular Saver account into your Easy Access account. The balance in your 12 Month Regular Saver account will then be zero and you can continue to save into this account for the next 12 month term and so on. The Easy Access account will earn a lower rate of interest. Details of this rate and all our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie/forms.asp. While your 12 Month Regular Saver account is active, you may not close the linked Easy Access account as this account supports the anniversary process for the 12 Month Regular Saver product.
- (c) The interest rate is variable on the 12 Month Regular Saver Account. Details of our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie/forms.asp
- (d) The minimum initial deposit and balance is €100 and the maximum initial deposit is €1,000.
- (e) After the initial lodgement, further lodgements to the account should be made in weekly or monthly instalments provided that a minimum of €100 and a maximum of €1,000 is lodged to the account per month. Total lodgements (excluding interest) may not exceed €12,000 in any rolling 12 month term.
- (f) Lodgements may be made by standing order, or by cheque or SEPA credit transfer.
- (g) If, within any month, total lodgements exceed the maximum allowed amount of €1,000, or in any rolling 12 month term, total lodgements (excluding interest) exceed the maximum allowed amount of €12,000, we will automatically transfer the excess funds to your Easy Access account.
- (h) Lodgements to the 12 Month Regular Saver Account from other Nationwide UK (Ireland) accounts i.e. internal transfers can only be made on an individual basis. The setting-up of multiple internal transfers from any other Nationwide UK (Ireland) account at one time to the 12 Month Regular Saver account is not permitted.
- (i) Up to two withdrawals are permitted on a 12 Month Regular Saver Account within the rolling terms (i.e. based on the start date of your account). If you make more than two withdrawals from the account within any term year, then thirty days' interest on the amount withdrawn (the "Withdrawal Cost") will be deducted from the account on the third and each further, withdrawal. The Withdrawal Cost is intended to ensure that we do not suffer a financial loss if more than two withdrawals are made in any rolling term. If, when the account is closed, there is

insufficient accrued interest to cover the Withdrawal Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.

- (j) Interest will be capitalised to the account annually at the 12 month anniversary of the account start date and/or on closure of the account. The interest earned will be paid directly into the account.
- (k) An individual may only have one 12 Month Regular Saver Account at any one time and there can only be one account holder per account.
- (l) A paper statement will be sent to you on the opening of the account and thereafter on an annual basis at the 12 month anniversary of the account start date.
- 10.2 Euro Regular Saver Account
- Note: As of 11 October 2016 this product is no longer available. It has been replaced by the 12 Month Regular Saver. See Section 10.1 above.
- (a) The Euro Regular Saver account is for a fixed term of 15 months. The start date of the term is determined by the way the initial deposit is made into the account. For an initial deposit by SEPA credit transfer the term starts on the day the funds are received into the account. If the initial deposit is made by cheque, the term starts one Business Day after the cheque has been credited to the account. Before the end of the fixed term, we will notify you in advance of your maturity date and your maturity options.
- (b) We will notify you in advance of the account maturity date with the maturity options available to you. If we do not receive any instructions from you the balance of your account, together with any interest payable will automatically be reinvested into a Nationwide UK (Ireland) Euro Regular Saver Call Account and interest will be paid annually. The terms and conditions applicable to the Nationwide UK (Ireland) Euro Regular Saver Call Account will apply from that date in place of the specific conditions relating to the Euro Regular Saver Account.
- (c) The interest rate is variable on the Euro Regular Saver Account. Details of our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie/forms.asp
- (d) The minimum initial deposit and balance is €100 and the maximum initial deposit is €1,000.
- (e) After the initial lodgement, further lodgements to the account should be made in weekly or monthly instalments provided that a minimum of €100 and a maximum of €1,000 is lodged to the account per month.
- (f) Lodgements may be made by standing order. Cheques or **SEPA credit transfer** can also be used to make lodgements to the account.
- (g) If your total lodgements (excluding interest) over the term of the Regular Saver are greater than €15,000, Nationwide UK (Ireland) may, according to the maximum allowed deposit rules for this product, apply a lower rate to the entire balance. Details of this rate and all our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie/forms.asp
- (h) If the regular saving component of the account as specified in sections 10.1(d), (e) & (f) of these specific conditions are not adhered to by the account holder, Nationwide UK (Ireland) reserves the right, at its sole discretion, to close any Euro Regular Saving Account and transfer the funds to a Euro Regular Saver Call account.
- (i) Lodgements to the Euro Regular Saver Account from other Nationwide UK (Ireland) accounts i.e. internal transfers can only be made on an individual basis. The setting-up of multiple internal transfers from any other Nationwide UK (Ireland) account at one time to the Euro Regular Saver account is not permitted.
- (j) Up to two withdrawals are permitted on a Euro Regular Saver Account in the period from 1 April one year to 31 March the next year. If you make more than two withdrawals from the account in the period from 1 April one year to 31 March the next year then thirty days' interest on the amount withdrawn (the "Withdrawal Cost") will be deducted from the account on the third, and each further, withdrawal. The Withdrawal Cost is intended to ensure that we do not suffer a financial loss if more than two withdrawals are made in the period from 1 April one year to 31 March the next year. If, when the account is closed, there is insufficient accrued interest to cover the Withdrawal Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.
- (k) Interest will be capitalised to the account on 31 March each year and at maturity.
- (l) Interest earned can be paid directly into the account or to another Nationwide UK (Ireland) account or to an account with another Bank / Building Society within **SEPA**. You agree that our obligation to you in respect of such interest payment is discharged on the payment by us to any such account nominated by you.
- (m) An individual may only open one Euro Regular Saver Account and there can only be one account holder per account.
- (n) A paper statement will be sent to you on opening of the account and thereafter at the end of each three month period.
- 10.3 Euro Regular Saver Call Account
- (a) The minimum deposit is €100.
- (b) There is no limit on the number of lodgements which can be made into the account, subject to the maximum deposit amount.
- (c) There is no limit on the number of withdrawals which can be made from the account provided that the account maintains a minimum balance of €100
- (d) The interest rate is variable on the Euro Regular Saver Call Account. Details of our current interest rates and charges are contained in the brochure entitled "Interest Rates and Charges" on our website www.nationwideuk.ie.
- (e) Interest will be capitalised on the account on 31 March each year.
- (f) Interest earned can be paid directly into the account or to another Nationwide UK (Ireland) account or to an account with another Bank / Building Society within **SEPA**. You agree that our obligation to you in respect of such interest payment is discharged on the payment by us to any such account nominated by you.
- (g) The Euro Regular Saver Call Account is only available to existing customers with a Euro Regular Saver Account as the default option for their maturing funds.
- (h) An individual may only hold one Euro Regular Saver Call Account and there can only be one account holder per account.
- (i) A paper statement will be sent to you on opening of the account and in April of each year.

11 Specific conditions for the Sterling Easy Access Savings Account

- 11.1 The minimum initial deposit and balance is £10,000.
- 11.2 Interest will be capitalised to the account on 31 March each year.
- 11.3 The Interest Rate is variable on the Sterling Easy Access Savings Account. Details of our current interest rates and charges are contained in the brochure entitled 'Interest rates and charges' and on our website www.nationwideuk.ie
- 11.4 Interest will be paid directly into the account.
- 11.5 If you have a Sterling Easy Access Savings Account and if you make more than six withdrawals from the account in the period from 1 April one year to 31 March the next year then thirty days' interest on the amount withdrawn (the "Withdrawal Cost") will be deducted from the account on the seventh, and each further, withdrawal. The Withdrawal Cost is intended to ensure that we do not suffer a financial loss if more than six withdrawals are made in the period from 1 April one year to 31 March the next year. If, when the account is closed, there is insufficient accrued interest to cover the Withdrawal Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.
- 11.6 To open a Sterling Easy Access Account, you must set up telebanking on the account as part of the account opening process

12 Specific conditions for the Sterling Fixed Rate Savings Accounts

- 12.1 The account is for a fixed term. The start date of the term is determined by the way the initial deposit is made into the account. For an initial deposit by **CHAPS/SWIFT** the term starts on the day the funds are received into the account. If the initial deposit is made by cheque, the term starts one Business Day after the cheque has been credited to the account. Before the end of the fixed term, we will notify you in advance of your maturity date and your maturity options.
- 12.2 The minimum deposit is £10,000.
- 12.3 We will notify you in advance of the account maturity date with the maturity options available to you. If we do not receive any instructions from you the balance of your account, together with any interest payable will automatically be reinvested into a Nationwide UK (Ireland) Sterling Easy Account and interest will be paid annually. The terms and conditions applicable to the Nationwide UK (Ireland) Sterling Easy Access Account will apply from that date in place of these specific conditions.
- 12.4 Part withdrawals are not permitted during the term of the account.
- 12.5 Additional deposits into the account after the initial deposit are not permitted.
- 12.6 We may from time to time issue other fixed rate or fixed term accounts at different interest rates or terms without offering you the opportunity to transfer your deposit to the new accounts free of these conditions.
- 12.7 For accounts with a term of 1 year or less, interest will be capitalised to the account on maturity of the account
- 12.8 For accounts with a term of greater than 1 year, interest will be capitalised to the account on maturity of the account.
- 12.9 Subject to clause 1.6, the account may be closed at any time before maturity but this will incur the loss of ninety days' interest (the "Early Closure Cost"). The Early Closure Cost is intended to ensure that we do not suffer a financial loss as a result of the closure of the account before maturity. If, when the account is closed, there is insufficient accrued interest to cover the Early Closure Cost payable, the difference will be taken from the account balance. This means that your closing balance may be less than the amount that you initially deposited.
- 12.10 To open a Sterling Fixed Rate Savings Account, you must set up telebanking on the account as part of the account opening process.

13 Foreign Exchange Facility

- 13.1 Any transaction to or from your account in a currency other than the currency of the account will require a currency conversion using a foreign exchange rate. You are required to agree on the foreign exchange rate before the transaction is processed. To lodge Sterling to a Euro account held with us you must have a Sterling Easy Access Savings Account with us. To lodge Euro to a Sterling account held with us you must have a Euro Easy Access Savings Account with us. You can obtain details of our exchange rate from time to time via telebanking or by calling into our branch. Any fees or charges payable with respect to our foreign exchange facility will be set out in our brochure entitled "Interest Rates and Charges" and on our website www.nationwideuk.ie.
- 13.2 Where you conduct a foreign exchange transaction, changes in the exchange rate during the term of your deposit between the currency your deposit was originally denominated in and the currency your deposit was exchanged into may lead to an increase or a decrease in the value of your deposit in the currency in which it was originally denominated.
- 13.3 Telebanking must be set-up on your accounts(s) if you wish to access the Foreign exchange facility by phone.
- 13.4 There is no cooling-off period with respect to a foreign exchange transaction and you will be bound once your original instruction has been accepted by Nationwide (UK) Ireland regardless of whether you sign or acknowledge a confirmation.

14 Telebanking

- 14.1 We provide telebanking services each Business Day during our normal opening hours as set out on our website. The website will also set out which services are available to telebanking.
- 14.2 If you wish to apply for these services you must complete the relevant section of the application form or complete an additional authorisation form for this service. We retain the right, at our sole discretion, to decline any application for telebanking services.
- 14.3 For any party to an account to use telebanking services all parties to an account must:
 - a) Authorise and accept these specific conditions that apply to these services by signing an application form to that effect; and
 - b) Sign an account mandate that provides that any party to that account may individually issue instructions to us to authorise and effect transactions on that account.

- 14.4 You must keep any password, code or other security information ("Telebanking Password") that we provide to you relating to your account and/or the telebanking services strictly confidential and secure at all time. You agree that you shall not disclose your Telebanking Password to anyone except other joint holders of the relevant account (if any) and, for the purposes of providing an instruction in respect of your account to a member of our staff.
- 14.5 You agree to inform us as soon as possible if you know or suspect that somebody other than other joint holders of your account has been provided with your Telebanking Password.
- 14.6 You authorise us to act on any instruction given via our telebanking services from any agent or attorney who you have appointed in any third party authorisation or Power of Attorney lodged with us and agree that such third party authorisation or Power of Attorney is varied and extended to act on such instructions received via our telebanking services.
- 14.7 You will not be liable for a transaction carried out via our telebanking services on any of your accounts which was not carried out by you and on your instruction except if you have acted fraudulently or without reasonable care, which shall be deemed to include failing to comply with your agreement with us, including these conditions specifically relating to telebanking services.
- 14.8 Instructions to withdraw or transfer funds given by you via our telebanking services can only be made to a nominated account and payee (a "Payee") specified by you, or alternatively by our issuing a cheque to you at an address that you nominate in writing.
- 14.9 There is no limit to the number of bank accounts held by you which you can designate as accounts for the purposes of our telebanking services. There is no limit to the number of Payees which you can designate in respect of such accounts. Additional forms to designate Payees are available from us upon request. However, for security reasons, there can be no deviation from the list of Payees when you request a withdrawal from, or closure of, an account via our telebanking services, and the provisions of condition 14.8 shall at all times apply. Any subsequent amendments to your list of Payees must be given to us in writing and signed by you in accordance with your signing mandate on that particular account.
- 14.10 If a withdrawal instruction is received for a transfer of funds from an account to a bank account that is not designated as a Payee, written confirmation from you must be received by post before the transaction can be acted on and the provisions of condition 14.8 shall at all times apply.
- 14.11 You cannot instruct us to change your address using the telebanking service. A signed request to change your address must be given by you to us in writing by hard copy through the post, including proof of your new address.
- 14.12 The maximum amount that can be withdrawn by you from an account via our telebanking services is €200,000 for Euro accounts or £200,000 for Sterling accounts. An instruction by you to close an account by telephone or internet banking cannot be processed if your balance exceeds €200,000 for Euro accounts or £200,000 for Sterling accounts and the provisions of condition 14.8 shall at all times apply, any such instruction must be made in writing by post.
- 14.13 Subject to these terms and conditions, withdrawals or closures of an account can be made by **electronic payment** or by cheque, as specified by you in the relevant instruction.
- 14.14 We may record all telephone calls. Please refer to the leaflet 'How Nationwide UK (Ireland) uses your personal information' for information regarding such recordings.
- 14.15 When authorising a transaction on your account using our telebanking services we will ask you to provide a random sample of characters from your Telebanking Password followed by the full details of the transaction(s) you require. These instructions will be read back to you for your confirmation. If you are unable to quote the correct characters from your Telebanking Password we will not carry out your instruction. We reserve the right to request you to provide further information regarding your account in order to verify your identity prior to processing a transaction.
- 14.16 You must pay your own telephone charges resulting from using the telebanking services.

15 Internet Banking

- 15.1 Additional terms and conditions apply to our Internet Banking service. These can be viewed on our website and will also be made available to customers registering for, or authorising use of, these services.

16 Loyalty Account(s)

- 16.1 From time to time we may, at our discretion and without obligation, reward existing customers with Loyalty Account(s) that have enhanced features and /or rates. These Loyalty Account(s) will be identifiable by the presence of the term 'Loyalty' in the account name and such accounts may be Euro Fixed Rate Savings Accounts, Sterling Fixed Rate Savings Accounts, Euro Easy Access Savings Accounts, Sterling Easy Access Savings Accounts or Euro Notice Plus Savings Accounts.
- 16.2 To be eligible to open a Loyalty Account, you must be an existing customer of Nationwide UK (Ireland) and have an account or accounts with us that meet the minimum balance requirements as set out in the relevant product specific terms and conditions set out at sections 7-11 (inclusive) of these Terms and Conditions, for a period of at least 12 months.
- 16.3 Eligibility to open a Loyalty Account will ultimately be determined by us in accordance with the records on our banking system.
- 16.4 For Loyalty Accounts which are established as Euro Fixed Rate Savings Accounts, the conditions set out at section 8 of these Terms and Conditions shall apply.
- 16.5 For Loyalty Accounts which are established as Sterling Fixed Rate Savings Accounts, the conditions set out at section 12 of these Terms and Conditions shall apply.
- 16.6 For Loyalty Accounts which are established as Euro Easy Access Savings Accounts, the conditions set out at section 7 of these Terms and Conditions shall apply.
- 16.7 For Loyalty Accounts which are established as Sterling Easy Access Savings Accounts, the conditions set out at section 11 of these Terms and Conditions shall apply.
- 16.8 For Loyalty Accounts which are established as Euro Notice Plus Savings Accounts, the conditions set out at section 9 of these Terms and Conditions shall apply.