



Protected



PROGRESSIVE
BUILDING SOCIETY

POSTAL 7-DAY NOTICE ACCOUNT

Introduction

The terms and conditions included in this document together with the relevant Postal 7-Day Notice Account Summary Box form the basis of the relationship between you and Progressive Building Society and they supersede any previous versions of the terms and conditions. Please read these documents carefully as they set out your rights and obligations in your dealings with us. Please keep them in a safe place as you may need to refer to them in the future.

Member information

1. If you are a Member of the Society or become a savings Member, you have certain Membership rights. Being a Member of the Society has some important characteristics, for example, the Society's Rules will apply to you. A copy of the current Rules is available on request by contacting our Postal Administration branch (see Section 54). Some of the terms set out in this document are also important features of your Membership rights.

Availability

2. The account is available to savers who are aged 18 years and over and who reside in the United Kingdom. The Society reserves the right to close your account should you cease to be a UK resident. If we close your account we will write to you and give you 30 days' notice as outlined in Section 61 of these terms and conditions. The account is not available for companies, partnerships, sole traders, charities, clubs and other unincorporated associations.
3. The minimum balance is £500 and this is also the minimum opening balance. If the balance falls below £500, the Society's Ordinary Share rate applies. Details of our current Ordinary Share Rate are displayed on the Society's website www.theprogressive.com/savings. Alternatively, please contact your local branch or agent.
4. Only one Postal Notice Account (any issue) can be held per person, including joint accounts. A Postal Notice Account may not be closed and the balance transferred to a new issue of the account. If you have closed your Postal Notice Account, the Society will not permit the opening of a new Postal Notice Account until 6 months after the closure date.
5. The account cannot be opened or operated by a Trustee, Power of Attorney or any other third party acting on a customer's behalf.

Proving your identity

6. To protect you and your account you will be required to prove your identity when:
 - you open a new personal or business account;
 - you are processing a transaction or making a query on your account;
 - you change your personal details;
 - you have not transacted on your account in a long time; and
 - required at various points throughout our relationship.

We will undertake a search with a credit reference agency or a data reference agency for this purpose. They will supply us with information, including information from the Electoral Register, for the purpose of verifying your identity. A record of the search will be retained. The search will not be seen or used by lenders to assess your ability to obtain credit. This information may also be used for the prevention of money laundering. If we cannot check your identity from the information you provide then we will require you to provide 2 items as proof of your identity. Further information on the credit reference agency search and a list of acceptable documents for identification purposes can be found in our brochure Proving Your Identity.

7. In order to guard against the dangers of postal interception and fraud, original documents should not be sent by post. Certified copies of the documents should be sent in the post to the Postal Administration Branch. A person who holds a position of responsibility such as a solicitor, doctor, minister of religion, teacher, hostel manager or a social worker etc. may certify the documents.
8. We must be able to contact the person who certifies your documentation. All certified documents must include a telephone number and/or address of the person certifying the documents.
9. Please note we cannot open your account until such times as we have satisfactorily verified your identity.

Lodgements

10. Your Postal Notice Account can only be operated by post. When you open your Postal Notice Account you will receive a stationery pack containing paying in slips, withdrawal forms and pre-paid envelopes. A replacement paying in slip and pre-paid envelope will be sent to you after each lodgement.
11. Each lodgement must be made by cheque from a bank account in the name of the Postal Notice Account holder(s) and must be accompanied by the paying in slip provided. No lodgements are permitted from any third party accounts. Cheques should be made payable to Progressive Building Society and the name in which your account is held e.g. "Progressive Building Society – John Smith".
12. Wages or salary mandates cannot be paid directly into your account.
13. You must keep a record of all cheques lodged. If you do not, we may not be able to help you if any cheques become lost.
14. Your Postal Notice Account can only be operated by post. When you open your Postal Notice Account you will receive a stationery pack containing paying in slips, withdrawal forms and pre-paid envelopes. A replacement paying in slip and pre-paid envelope will be sent to you after each lodgement.
15. If a cheque lodged by you is returned unpaid by the paying bank we will contact you in order to tell you that your account has been debited with the amount of the cheque and your account will be charged our unpaid cheque fee (see our tariff of charges). We will not accept a cheque lodgement if the cheque has been dated more than 6 months earlier.
16. The cheque will be returned to you when:
 - the cheque has been sent from an account other than your nominated bank account;
 - you try to make a payment to a closed account;
 - the cheque has been dated more than 6 months earlier;
 - the cheque has not been completed properly;
 - the cheque has not been signed;
 - the cheque has an incorrect payee (not payable to the account holder);
 - the Society has a valid reason for doing so.

Withdrawals

17. As your account is a 7-day notice account, you will be required to give us 7 days notice to make a withdrawal from the account. The 7 day notice period begins on the day we receive your request to make a withdrawal. For example, if we receive your withdrawal request on a Monday, your account will be debited on the following Monday.
18. Any request for a withdrawal must be made using the withdrawal form provided (see Section 10). A replacement withdrawal form and pre-paid envelope will be sent to you after each withdrawal. You will be able to have the funds sent to you by cheque (payable to you) through the post at the end of the 7 day notice period. Alternatively, you may choose to have your funds transferred electronically to your nominated bank account. Your payment will arrive in your nominated bank account 1 banking day after the end of the 7 day notice period.
19. Withdrawals using a Standing Order or Direct Debit facility are not available from your Postal Notice Account.
20. No payments will be permitted to third parties from your Postal Notice Account.
21. The minimum amount of withdrawal is £250. There is no maximum amount of withdrawal, subject to the balance available in your Postal Notice Account.
22. We may refuse to accept a payment into an account or make a payment from it if we reasonably believe that doing so might cause us to breach a legal requirement or might expose us to action from any government or regulator.

Closure

23. As your account is a 7-day notice account, you will be required to give us 7 days notice to close your account. The 7 day notice period begins on the day we receive your request to close your account. For example, if we receive your closure request on a Monday, your account will be closed on the following Monday.
24. Any request for closure must be made using the withdrawal form provided. You will be able to have the funds sent to you by cheque (payable to you) through the post at the end of the 7 day notice period. Alternatively, you may choose to have your funds transferred electronically to your nominated bank account. Your payment will arrive in your nominated bank account 1 banking day after the end of the 7 day notice period.
25. You may not close your Postal Notice Account and transfer the funds to a new issue.
26. If you have closed your Postal Notice Account, the Society will not permit the opening of a new Postal Notice Account until 6 months after the closure date.

Nominated bank account

27. The nominated bank account must be in the name of the account holder(s) i.e. the individual or the individuals named on the Postal Notice Account. In the case of joint accounts the nominated bank account can be in the name of either of the applicants or both jointly.
28. You can change your nominated bank account at a later stage, or add your nominated bank account if you have not done this at the time of opening. This request must be made in writing to our Postal Administration Branch, and must be evidenced by a recent original bank statement or a letter from your bank stating your new account details. The documents must be received by us within 14 banking days of the date you notify us of your change in nominated bank account.

For details of the Postal Administration Branch see Contact Details and Branch Business Hours Section 54

Banking day

29. Banking day means Monday to Friday, excluding bank holidays.

Interest

30. The interest rate applicable to your account is as indicated on the Summary Box which was made available to you before the account was opened. If there has been a change to the interest rate on your account, the interest rate applicable will be as indicated on the personal notification you would have received prior to the change taking effect, (see Section 34).
31. We start to pay daily interest on amounts paid into your account by cheque on the day following receipt of the funds.
32. If you withdraw funds from your account we will stop paying interest on those funds as at the close of business on the day before the withdrawal was made.
33. Interest is paid annually and will be credited to your account after close of business on 1 July. You will not have access to the interest until the following banking day. The interest amount due can be transferred to another Progressive account held in your name or to your nominated bank account. If you opt to have your interest paid to another Progressive account held in your name, you will receive the interest on the next banking day after the 1 July. If you opt to have your interest credited to your nominated bank account you will receive this electronically, 2 banking days after the 1 July. Interest is payable on closure of the account.

34. Changes to interest rates

We may change the interest rates which apply to your account:

- to reflect changes in general interest rates, including the interest rates or terms on which similar accounts are offered by other providers of financial services;
- to reflect changes or anticipated changes in the law, regulations or codes of practice or to respond to a decision by a court, ombudsman or regulator;
- to respond to changes in the rates applying to our mortgage business;
- to reflect changes to our costs, including administrative costs involved in providing services or facilities, or changes in the costs to us of borrowing funds;
- to maintain our financial strength for the benefit of our Members.

How we will notify you of changes

When we reduce the interest rates we will tell you when the change will take effect and offer to help you switch or close your account if you want to. You will have a period of 30 days during which to close or switch your account, if you wish, without providing any notice, charge or losing interest.

Change type	When you will be informed	How you will be informed
Interest rate increase	3 days before the change is made	Personal written notice which can be by: <ul style="list-style-type: none"> • letter; • email; • statement message or insert.
Interest rate decrease account balance more than £100}	At least 14 days before the change takes effect	Personal written notice which can be by: <ul style="list-style-type: none"> • letter; • email; • statement message or insert.
Interest rate decrease account balance more than £100}	3 days before the change is made	Personal written notice which can be by: <ul style="list-style-type: none"> • letter; • email; • statement message or insert.

35. Personal Savings Allowance

Under the Personal Savings Allowance basic rate tax payers do not have to pay tax on the first £1,000 of savings income and the first £500 for higher rate tax payers. The Personal Savings Allowance does not apply to additional rate tax payers.

You still have to pay tax to HM Revenue & Customs on interest you have earned over your Personal Savings Allowance.

Interest earned on cash ISA's does not count towards your Personal Savings Allowance because it is already tax free.

Each year we must supply HM Revenue & Customs with details of all interest paid or credited to savers.

Tax reporting

36. The UK government has signed a number of inter-governmental agreements to share tax information, where applicable, with the tax authorities in other countries. The requirement to collect certain information about each customer's tax arrangement is part of UK legislation and as a financial institution we are legally obliged to collect it. We are asking for your tax residency and tax ID numbers (where applicable) and will record this on our records now, but will only disclose this information to the relevant tax authorities if and when we are required to under UK law.

You must advise Progressive Building Society in writing within 30 days if any of your personal information changes or there is a change in your circumstances following any certification that you may have provided to the Society. If you do not provide us with information or documents we need, we reserve the right to close your account.

We will not be liable to you for any loss you may suffer if we disclose information in accordance with our legal obligations.

Progressive Building Society is unable to comment on an individual's tax position. You may need to consider professional, independent tax advice if you are unsure of your personal circumstances.

Joint accounts

37. If your account is held in more than one name, only the first-named account holder has voting rights with the Society. You must notify us promptly about any changes in the personal details for any of the account holders. This includes, for example, any changes of address.
38. If you open a savings account with another party you do not own 50% of the balance in the account. This is because, under law, you jointly own the entire balance with the other party. Either one of you is entitled to operate the account, make withdrawals, close the account or transfer the balance to an account in only one of your names. This is known as 'joint and several liability'. This legal concept will be relevant, for example, in situations where there is a matrimonial split with a savings account in joint names. Legally either party can make withdrawals from the account even though the funds in the account may be in dispute.
39. When you open the account you can specify that the signatures of either party will be required to operate the account. This will safeguard the interests of both parties but may be inconvenient as two signatures will be required and only one can be obtained, the Society will not allow withdrawals, closure or the transfer of the account until the matter is either resolved legally or by agreement between the parties.

40. **We would stress that a joint Postal 7-day Notice Account can be operated by one party to the account, then either person is free to manage the account as they wish. However, the Society reserves the right to freeze any withdrawals or transfers if either party has given the Society written notice that there is a dispute material to the funds in the account.**
41. If either of the joint account holders should die, and once we have been given proof of death, we will recognise only the surviving account holder as having any ownership or interest in the account. The surviving account holder will be able to operate the account on the same terms as before. Immediate withdrawal or closure is also permitted without loss of interest.
42. Withdrawals from a joint account require the instructions of only one of the account holders and each of the parties to the account irrevocably* agrees that withdrawals may be made on the sole authority of just one of the account holders. Both joint account holders must agree to change the nominated bank account or the correspondence address.
- *irrevocably means cannot be altered by the account holders.*
43. It is important to note that, where a jointly-held account is operated by just one of the account holders, a relationship breakdown could have an adverse effect on your finances.
44. No more than two joint account holders are permitted. Only one nominated bank account can be linked to this account. The nominated bank account must be in the same names of the joint account holders or in the name of one of the account holders.

Representative joint shareholder

45. Where two or more persons jointly hold a share account in the Society, the first named in the Society's records is known as the "representative joint shareholder" who is treated as being the Member of the Society. This has a number of consequences such as:
- notices or other documents sent to the representative joint shareholder will be deemed to have been sent to both joint holders;
 - only the representative joint shareholder is entitled to vote at meetings;
 - usually only the representative joint shareholder will receive share distributions or cash payments if the Society transfers its business on a take-over or conversion to a public limited company.

Joint account holders are entitled to choose the order in which they are named in the Society's records. Please advise us of the order whenever you open the account.

Charges

46. Charges for savers are published in a separate tariff that is available from our branches and agencies and on the Society's website, www.theprogressive.com. When you become a Member, we will give you details of any charges for the normal day to day running of your account. You can also see these charges by visiting our website. Any charges not included in this published tariff will be advised when you request a service and before they are charged to the account. All charges are subject to change.

If we make a change to the level of charge associated with your account, we will provide you with personal notice before the change takes effect. If you are not happy with the change, you may switch your account or close it without having to give us any period of notice, lose any interest due up to the date of switching/closure or any charges that would otherwise apply.

If you do not notify us that you object to a change before the date on which it comes into effect, you will be deemed to have accepted it.

Amendments

47. Requests to amend your account details must be made in writing and signed by all parties to the account. For instructions on how to amend your nominated bank account please refer to 'Nominated bank account' Section 28.

Statements and information

48. We will make an interest statement available each year. This statement will include notification of the interest rate currently being paid on the account.
49. If requested, annual statements can be sent to each party in a joint account at different addresses without an additional charge.
50. If you use the Society's eSavings facility you can view your statements online and you can tell us to stop sending you interest statements for your account. You can request us to send your interest rate statements by post at any time.
51. You can ask us to send you a copy of an interest statement we have already provided.
52. We may use messages on or with your statements to tell you about changes to this agreement or other agreements or services you have with us.
53. You are responsible for checking statements or other account information we give you. If you tell us about any errors on your account, or if we notice any errors, we will correct them as soon as reasonably possible (within 5 working days from the date of notification of the error).

Contact details and branch business hours

54. The Postal Administration Branch is open for business at the following times:

Monday/Tuesday/Thursday/Friday 9.00am-5.00pm
Wednesday 9.30am-5.00pm (staff training until 9.30am)

Tel No: 0845 6028116
Postal Administration Branch: 33/37 Wellington Place, Belfast, BT1 6HH

Contacting each other

55. Our contact details are in Section 54 of this document. You can contact us and give us instructions by contacting the Postal Administration Branch. We will contact you using the contact details you give us. You must tell us if your name or contact details change. If you do not tell us we will continue to use the last details you gave us, and we will not be responsible if we fail to contact you or if we send confidential information to the wrong address using the last details provided by you. We may charge you reasonable costs incurred by us for finding you (or trying to find you) if your contact details are not up-to-date.
56. We may record any phone calls with you to check we have carried out your instructions correctly, to help improve our service, to check that we comply with regulatory obligations and to prevent fraud or other crimes.

Changes to terms and conditions (other than interest rates)

Change type	When you will be informed	How you will be informed
A change to your disadvantage	At least 30 days before the change	Personal written notice which can be by: <ul style="list-style-type: none">• letter;• email;• statement message or insert.
A change that does not disadvantage you	At least 30 days before the change	Personal written notice which can be by: <ul style="list-style-type: none">• letter;• email;• statement message or insert.
A change that does not disadvantage you (Personal notice provided)	At least 30 days before the change	Personal written notice which can be by: <ul style="list-style-type: none">• letter;• email;• statement message or insert.

A change made that is to your disadvantage

57. If we make a change that reduces the benefits associated with your Postal Account, we will contact you personally at least 30 days before the change takes effect to tell you:
- when the change will take place;
 - about other savings accounts and offer to help you switch to one of these accounts;
 - that you can withdraw all the money in your account; and
 - give you a reasonable period of time to switch to another account or withdraw the money without any notice period or charges.

Accepting a change

58. When we give you advance notice of a change, you can end this agreement or close or change an account without charge. This can be completed within 60 days from the date of notification. If you do not end, close or change the account within this timeframe we will assume you have accepted the change on the date it comes into force.

Ending this agreement or an account or service

59. This agreement will continue until you or we cancel or end it.
60. Subject to the terms and conditions of the account you can end this agreement, or an account or other service under it at any time by writing to the Postal Administration Branch. Where the terms and conditions of the agreement have a notice period you must give the notice period to end the agreement.
61. We may end this agreement (or any account or service under it):
 - by writing to you and giving you at least 30 days' notice, or
 - immediately if:
 - (i) you are, or we reasonably consider, you may be:
 - using, obtaining, or allowing someone else to use or obtain, a service or money illegally;
 - acting fraudulently;
 - behaving improperly (for example, in a threatening or abusing manner); or
 - (ii) we reasonably consider that by continuing the agreement
 - we may break a legal requirement or a Court Order or other authority;
 - we may be exposed to action from any government or regulator; or
 - (iii) you have seriously or persistently broken this agreement in any other way.
62. We may close or suspend an account or stop providing a service if you are not eligible (or no longer eligible) for an account or service.
63. If we end this agreement or stop providing an account or service, we will act in a manner we think is reasonably appropriate for the circumstance and will try to reduce the inconvenience to you.
64. If this agreement (or service under it) ends, it will not affect any legal rights or obligations which may already have arisen or any instructions already given.
65. When this agreement ends (or your account is closed) we will pay or transfer money we hold for you or owe you under this agreement (or in the account) to you.
66. In the event of your death, we will need to see a Grant of Probate, Letters of Administration or Death Certificate before releasing money in your account to your personal representative. The balance in the account together with interest will be paid to your personal representatives without notice or loss of interest. On the death of a joint account holder, the balance together with interest will be payable to the surviving account holder, without notice or loss of interest or the surviving account holder can choose to keep the account in their name.

Transferring rights and obligations

67. The account will be, and must remain in, the beneficial ownership of the saver and the saver will not be permitted to assign or change their beneficial interest in such investment.

General liability

68. We will not be liable for losses or costs arising out of unforeseeable circumstances outside our control such as, delays or failures caused by industrial action, problems with another system or network, mechanical breakdown or data-processing failures.
69. You will not be liable for any payment instructions you did not give yourself, even if they were given using your security details, unless we can prove either:
 - that you have acted fraudulently, in which case you will be liable for all payments from the account that we have been unable to stop; or
 - that you have been very careless with your security details. For example, if you do not tell us as soon as you think someone has discovered your security details or is accessing your account without your authority in which case (depending on the facts of the case and any legal requirements that apply) you may be liable for payments from your account but only until you have told us that your security details have been lost, stolen or could be misused; or
 - that you have failed to notify us of the unauthorised or incorrectly processed payment within 13 months after the day the transaction was debited from your account.
70. If you are not liable for a payment, we will refund the amount of the payment and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount, and will not have any further liability to you.
71. Nothing in this agreement limits our liability for acting fraudulently or very carelessly or otherwise excludes or we are at fault and the law does not allow us to exclude or limit our liability.

Unauthorised payments out of your account

Our liability for unauthorised payments

72. If you deny having authorised a payment to or from your account, it is for us to prove that the payment was unauthorised. Where a payment from your account was not authorised by you, we must, immediately, refund the amount of the unauthorised payment to you and where applicable, restore your account to the state it was in prior to the unauthorised payment being made.

Your liability for unauthorised payments

73. You will be liable for an amount up to a maximum of £35 for losses in respect of unauthorised payments arising:

- from the use of a lost or stolen withdrawal form;
- where you have failed to keep the personalised security features of your account or withdrawal form safe.

You will be liable for all losses in respect of unauthorised payments:

- where you have acted fraudulently, or
- you have intentionally, or with gross negligence, failed to comply with your obligations under this agreement in relation to the issue or use of the withdrawal forms up until the point notify us.

Except where you have acted fraudulently, we will not seek to make you liable for any losses in respect of unauthorised payments where:

- the unauthorised payment arises after you have notified us of the loss, theft, misappropriation or unauthorised use of your security details;
- we have failed to ensure that appropriate means are available at times to enable you to notify us of the loss, theft, misappropriation or unauthorised use of your security details.

You must notify us of any unauthorised or incorrectly authorised payment transactions as soon as you become aware of them.

We must correctly carry out your payment instruction

74. Where you claim that a payment has not been correctly processed, it is for us to prove that the payment was authenticated, accurately recorded, entered in our accounts and not affected by a technical breakdown or some other deficiency. Where a payment from your account is processed in accordance with your instructions it shall be treated as correctly processed by us.

If you instruct or request us to make a payment from your account and the payment is not correctly processed, we must, without undue delay:

- refund to you the amount of the incorrectly processed, and
- where applicable, restore your account to the state in which it would have been had the defective payment not taken place.

Where you have provided incorrect payment instructions, we will make reasonable efforts to recover the funds involved in the transaction. However, we may agree a charge with you for attempting to retrieve the funds. The charge will be disclosed to you before we undertake any such action.

Payments incorrectly lodged to your account

75. If we become aware of a payment that has been incorrectly lodged to your account and we reasonably believe this to be the case we may remove the amount from your account as soon as possible after we are informed of the error.

We will contact you to let you know what is happening and if you provide proof showing the payment was not a mistake within 14 days we will lodge the money back into your account. If you are unable to provide proof the payment wasn't incorrectly lodged to your account within this timeframe the funds will be returned to the paying bank.

If we are unable to retrieve the full amount of the disputed payment from your account we will, where appropriate, share your personal information with other banks and building societies so the payer of the funds can trace any money paid incorrectly into your account.

Refusal to carry out a payment instruction

76. We may refuse to carry out a payment instruction if:

- you do not have available funds to make the payment or you have exceeded a limit we have applied to your account;
- the payment instruction is not clear or you have not provided us with the correct details;
- the payment seems unusual compared with the way you normally use your account;
- we reasonably believe you or someone else has used, or is using or obtaining, or may use or obtain, a service or money illegally or fraudulently;
- we reasonably believe that someone else may have rights over money in your account (in this case we can also ask a Court what to do, or do anything else we reasonably need to do to protect us); or
- we reasonably believe that you are vulnerable or acting under duress.

Unless the law prevents us from doing so, we will try to contact you as soon as possible to tell you that we are refusing to act on your payment instruction. You can also contact us to find out (unless the law prevents us from telling you) why we have refused to act on your payment instruction and how you can correct any factual errors that led to our refusal.

For security purposes we have internal controls on the maximum amount that can be taken out of your account in certain circumstances. We will let you know if we are stopping a payment for this reason. If we prevent you from using your account to make a payment for this reason, we will act in a manner we think is reasonably appropriate for the circumstances and try to reduce the inconvenience to you.

Refund of payments

77. We will immediately refund the amount of a payment (except those made by cheque) and any charges or interest you paid as a result of it, and pay you any interest we would have paid you on that amount, if:
- you asked us to make a payment to your nominated bank account and the payment was not made properly or never arrived, unless there was a mistake in any of the details contained in the payment instruction you gave us or we can show that the payment was received by the bank (in this case, that bank is required by law to make the payment immediately to you) or,
 - you tell us that a payment out of your account was unauthorised and, having investigated it, we are reasonably satisfied that the payment was not authorised by you and that you are not liable;
 - following further investigation we are satisfied that the payment was authorised by you we will debit the refund amount from your account without the need for any further consent from you. We will write to you and tell you the reasons for making the debit.

Protecting your accounts

78. It is important that you help us prevent fraud and the misuse of your accounts. Please make sure you let us know as soon as possible when you change your:
- name
 - address
 - telephone number
 - email address
 - nominated bank account

If we do not hold correct information we will be unable to communicate with you or send a copy of your annual statement. Always take reasonable steps to keep your personal financial information confidential at all times and never give your account details to anyone else unless you know who they are and why they need them. Take care when storing or disposing of information about your accounts. People who commit fraud use methods such as 'bin raiding' to get this type of information. You should consider shredding all material before disposing of it. We recommend that you check your statement regularly by using our e-savings online facility. If there is an entry which seems to be wrong you should tell us as soon as possible please refer to Section 54 for our contact details.

The longer the delay in notifying us of the disputed entry the more difficult it will be to resolve. If we need to investigate a transaction on your account, you should co-operate with us and the law enforcement agencies, should their involvement become necessary.

Increasing numbers of cheques are being intercepted in the post and paid into fraudulent accounts. The more details about the true payee and the fewer the empty spaces on the cheque the less likely that it can be tampered with and used fraudulently. Whenever you write a cheque you must clearly write the name of the person or organisation you are paying the cheque to and insert extra information about them on the cheque such as an account number or reference number. A line should be drawn through unused space on the cheque so that extra words or numbers cannot be added.

Security

79. We will check your identity before accepting your instructions, and prior to disclosing or discussing confidential information about you or your accounts. For this reason you must sign instructions given on paper using the withdrawal forms provided.

You must:

- follow instructions we give you, which we reasonably consider are needed to protect you and us from unauthorised access to your accounts;
- keep your withdrawal forms and security details secure;
- do all you reasonably can to make sure no-one finds out your security details by not:
 - (i) choosing obvious passwords or codes (such as date of birth) as part of your security details;
 - (ii) writing down your security details in a way that is recognisable; or
 - (iii) letting anyone listen in to your calls with us, or watch you entering or making use of your security details.

You must tell us as soon as possible (see Section 54 Contact Details) if you:

- notice any errors;
- find our services are not working;
- think any withdrawal forms have been lost, stolen, damaged or misused, or
- think someone may be accessing your accounts without your authority or that someone has discovered your security details.

We strongly recommend you do not email us confidential information or instructions and you should not respond to emails asking for your account information or security details as we will not ask for these details by email. If you use email, it is at your own risk.

We will do all we reasonably can to prevent unauthorised access to your accounts and to make sure they are secure.

Data Protection

80. Progressive Building Society is committed to keeping your information secure and private. Both physical and electronic measures have been put in place to keep your data safe. This detail below sets out the key points in relation to why we collect and process your personal data, the types of personal data we will process and hold about you, and for how long we will keep the data before destroying it. This guide also provides a summary of your legal rights as a data subject, details of any third party organisations which we may share your data with or may share data with us about you. Finally, this guide provides information about potential data transfers to other countries and the safeguards the Society ensures are in place. A more detailed Privacy Notice is available on the Society's website www.theprogressive.com.

Purpose and basis for processing your personal data:

We collect and store information from you to help manage your accounts and to provide a service to you. This information is collected in various ways, including:

- in applications forms, email and letters, telephone calls and conversations in branch;
- through the Society's website, during mortgage and savings reviews and interviews;
- information the Society receives from other organisations such as credit reference agencies and fraud prevention agencies;
- from your professional financial or legal representatives.

We use your information in a number of ways, for example:

- to administer and maintain your accounts;
- crime detection, prevention and prosecution which includes checking your identity;
- disclosing information to regulatory authorities in response to formal requests;
- disclosing information about you to the Society's legal representatives for the purpose of collecting your debts to the Society;
- assessing lending applications and propositions.

The Society will rely on any of the following legal basis for processing your personal data:

- the processing is necessary for the performance of a contract with you or to take steps to enter into a contract;
- the processing is necessary for compliance with a legal obligation;
- the processing is necessary for the purposes of legitimate interests pursued by us or a third party.

The Society will seek your verifiable consent in respect to receiving marketing material. The Society does not share or give any information to external companies for their own marketing purposes.

Should you not provide the Society with the personal data it legitimately requests it may not be possible to transact business with you.

Categories of Personal Data

81. Personal Data

Examples of the personal data the Society holds about you include:

- personal information, such as your name, address and date of birth;
- personal information provided by you in support of a mortgage application – e.g. employment details and bank account details;
- details of your credit record;
- personal details provided by you when opening a savings account – e.g. bank account;
- details about you proving your identity.

Sensitive Personal Data

In some circumstances you may wish to provide us with sensitive personal data, such as health information, to enable us to help you access and manage your accounts. Where possible we will ask for your consent, but if you write to us we will assume you are happy for us to record the information unless you tell us not to.

Recipients of your personal data

82. Information about you and any products you hold with us may be used **within the Society** for all purposes necessary for performing our contract with you and for example in:
- making lending decisions;
 - tracing debtors and collecting debts;
 - assisting in verifying your identity;
 - assessing risks;
 - legal and regulatory compliance;
 - preventing or detecting financial crime.

The Society may disclose your personal information to **other organisations**, for example where:

- the processing is necessary for the performance of a contract with you or to take steps to enter into a contract;
- the processing is necessary for compliance with a legal obligation;
- the processing is necessary for the purposes of legitimate interests pursued by us or a third party;
- we have your consent;
- for the purpose of verifying information you have given us for example verifying your income when assessing you for credit;
- for the purposes of improving our products, services and marketing communications, with specialist market research organisations who may contact you on our behalf.

The Society may carry out additional fraud prevention checks using fraud prevention database services provided by third party organisations. If false or inaccurate information is provided, and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies and government agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit related or other facilities, such as additional loans;
- managing credit and credit related accounts or facilities;
- recovering debt;
- checking details on proposals and claims for all types of insurance; checking details of job applicants and employees.

Transfers to third country and safeguards

83. The Society and other organisations may access and use from other countries the information recorded by fraud prevention agencies. We (and our service providers) may process personal information outside of the UK for our legitimate purposes. We will ensure that it is secure and protected from unauthorised access. Where personal information is processed in countries that do not have the same level of legislation protecting information as the UK we will ensure your information is protected to the same level as the UK.

Retention period

84. We will keep your information as long as permitted for our legitimate business purposes and for any retention period that we are legally required to meet. Our current practise is not to hold customer personal data beyond 10 years after a mortgage account relationship has ended or 6 years after a savings account relationship has ended. Personal data which the Society considers to be of less relevance to the performance of a contract, such as miscellaneous correspondence or telephony records, may be deleted earlier.

Your data protection rights

85. The right to be informed

This Privacy Notice provides you with information on the purpose for collecting and use of your personal data. More information can be found on our website.

The right of access

You have the right to obtain confirmation that your personal data is being processed, have access to your personal data; and other supplementary information – (as provided in this privacy notice). Accordingly, the Society will provide details of the information we hold about you on request.

The right to rectification

The Society will rectify any personal data that is inaccurate or incomplete. If any inaccurate personal data has been disclosed to third parties, the Society will inform them of the rectification where possible.

The right to erasure

You have a right to have personal data erased and to prevent processing in specific circumstances. For example:

- where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed;
- when you withdraw consent;
- when you object to the processing and there is no overriding legitimate interest for continuing the processing.

The right to restrict processing

You can require the Society to restrict the processing of your personal data, for example:

- where you contest the accuracy of the personal data, the Society will restrict the processing until the accuracy of the personal data has been verified;
- where you have objected to the processing and the Society is considering whether its legitimate grounds override your rights.

The right to data portability

This allows you to obtain and re-use your personal data for your own purposes across different services. The right to data portability only applies:

- to personal data you have provided to us, where the processing is based on your consent, or
- for the performance of a contract and when processing is carried out by automated means.

The right to object

You have the right to object to, for example:

- processing of your data based on legitimate interests;
- direct marketing (including profiling);
- an objection on grounds relating to your particular situation.

Rights in relation to automated decision making and profiling

You have the right not to be subject to a decision when it is based on automated processing where it produces a legal effect or a similarly significant effect on you.

Credit reference agencies and fraud prevention agencies

86. The Society does not make disclosures on savings accounts to credit reference agencies, as they are traditional savings accounts with no facility to overdraw.

We may pass information to financial and other organisations involved in fraud prevention to protect ourselves and our customers from fraud and theft. If you give us false or inaccurate information and we suspect fraud, we will record and share this information with other organisations.

Bankers' references

87. The Society does not provide 'bankers' reference' in relation to your creditworthiness.

Confidentiality

88. We treat all your personal information as private and confidential (even when you are no longer a Member). If you contact us and request confidential information we may ask you to identify yourself or ask a series of questions to establish your identity. This is to ensure that confidential information is not disclosed to the wrong person. We will not disclose your personal or financial details other than in the following three exceptional cases if:

- we have to give the information by law;
- it is in our interests (this does not include marketing purposes); and
- you ask us to reveal the information or we have your permission.

Charitable assignment

89. To avoid disruption from speculators the Society will require new savers to agree to assign to charity any future windfall benefits that they may become entitled to within five years of their account opening. Existing shareholding Members as at 31 March 2000 who have continuously maintained a shareholding account are not affected by the change and may open new accounts without being required to assign any benefits to charity.

The complete terms and conditions are outlined in the agreement below:

Agreement to assign windfalls to charity

Where more than one of you is opening an account the above information and, if applicable, the rest of this Agreement applies to each of you separately.

- I agree with the Society that I will assign to the selected charity my right to receive any windfall benefits. I authorise the Society and any successor to pass any windfall benefits direct to the selected charity (or to any other registered charity which the selected charity may nominate) without giving any notice to me.

I understand that the selected charity will have the benefit of this Agreement, and that neither it nor the Society will release me from it or vary its terms, even if the Society decides at some stage in the future that new shareholding Members generally will not be required to enter into similar agreements. I authorise the Society to give the selected charity any information about me and any account that I have with the Society (either now or in the future) but only if the selected charity reasonably needs it for any purpose arising out of this Agreement. I understand that if the Society no longer exists following a merger with another building society, this Agreement will still apply between me and the other society.

- In this Agreement
 - (a) "selected charity" means the Charities Aid Foundation or, if it ceases to be registered as a charity, any other registered charity selected by it;
 - (b) "windfall benefits" means any benefits which I may become entitled to as a shareholding Member of the Society under the terms of any future transfer of the Society's business to a successor (i.e. on a conversion or take-over), where the transfer to the successor is publicly announced within five years of the day on which I become a holder (either sole or joint) of the account for which I am now applying. The expression "windfall benefits" does not include the right to have savings in a share account with the Society replaced by savings in a deposit account with the successor and;
 - (c) "successor" means any company or other corporate body to which the Society transfers its business under Section 97 of the Building Societies Act 1986 (or under any provision which amends or replaces it).

Advertising and marketing

90. The Society is committed to ensuring that all advertising and promotional material is clear, fair, reasonable and not misleading. We will take care when sending marketing material to you, particularly if you are under 18. Marketing will not be casual or random.

Unless you specifically give us your consent, we will not pass your name and address to any company for marketing purposes although we may tell you about another company's services or products and, if you say that you are interested, that company may contact you directly. No confidential information will be passed to the other company. If you are interested in the other company's products or services and you respond then you are releasing your own confidential information directly to the company. Our savings and mortgage application forms allow you the opportunity to say that you do not want to receive marketing material from the Society.

You can opt out of receiving this material at any time by writing to our Postal Administration branch (for details of the Postal Administration Branch see Contact Details and Branch Business Hours Section 54). Please quote your Progressive account number. From time to time we may write to you to remind you that you can ask us not to contact you for marketing purposes.

Financial Services Compensation Scheme

91. Progressive Building Society is a subscriber to the Financial Services Compensation Scheme established under the Financial Services and Markets Act 2000.

The Financial Services Compensation Scheme (FSCS) acts as a safety net for customers of financial firms. The FSCS is industry funded and covers deposits, insurance and investments. The FSCS covers business conducted by firms regulated by the Financial Conduct Authority (FCA), the UK's regulator for the finance sector.

The FSCS can only pay compensation if a regulated firm is unable, or likely to be unable to pay claims against it. In general, this is when a firm goes out of business. Failures of banks, building societies, insurance companies and securities houses are fortunately rare but if the worst does happen, the FSCS is there to help.

A compensation limit applies to each depositor for the total of their deposits with an organisation, regardless of how many accounts they hold or whether they are a single or joint account holder. In the case of a joint account, FSCS will assume that the money in that account is split equally between account holders, unless evidence shows otherwise.

This means that each account holder in a joint account would be eligible for compensation up to the maximum limit. Where two depositors hold a joint account, the compensation limit is available to each depositor. The compensation limits are set by the HM Treasury and savers are informed of the current limit by receiving a FSCS information sheet. This sheet is provided at the point of account opening and with annual statements. Savers will be informed of eligibility under FSCS on their annual statement.

To find out more, see the Scheme's website www.fscs.org.uk, call them on 0800 678 1100 or 020 7741 4100, email them at enquiries@fscs.org.uk, fax them on 020 7892 7301 or write to them at Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portoken Street, London E1 8BN

Complaints

92. The Society has an internal complaints procedure should you wish to complain about any aspect of our savings service. Our Online Service Team - 0845 604 2979 will explain the procedure to you and give you written information on the procedure if you request it. Complaints that we cannot resolve may be referred to the Financial Ombudsman Service, Exchange Tower, London E14 9SR (tel: 0800 023 4567 or 03000 123 9123, email: complaint.info@financial-ombudsman.org.uk)

Progressive Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number 161841. All calls may be recorded and/or monitored.

To find out more information about us, see the FCA register: www.fca.org.uk/firms/systems-reporting/register or call the FCA on 0800 111 6768. We are also a member of the Building Societies Association please see www.bsa.org.uk for more information.

Unless otherwise stated, the law of Northern Ireland will apply and all communications and documentation in relation to any contract you may have with the Society will be in English.

You submit to the non-exclusive jurisdiction of the Northern Irish Courts.